WAVE

WOMEN AGAINST VIOLENCE EUROPE

WAVE MAPPING

ADMINISTRATIVE DATA COLLECTION BY WOMEN'S SUPPORT SERVICES IN EUROPE:

NATIONAL WOMEN'S HELPLINES, WOMEN'S SHELTERS, AND WOMEN'S CENTERS

WAVE MAPPING – Women's Service user statistics in Europe

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WAVE WOMEN AGAINST VIOLENCE EUROPE

FOREWORD

The report explores the situation of data collection in specialist women's support services in Europe with the aim to map existing data collection methods and systems in Europe (in the European Union and other European countries).

Experts responsible for data collection in 46 European countries were asked to provide information and WAVE was able to receive responses from 30 countries. The report gives an overview on the situation of data collection and identifies some common trends, opportunities and challenges.

WAVE thanks all the experts participating for taking the time to answer the questionnaire!

The research was carried out in the framework of an operating grant of the European Commission Justice Program.[1] It is part of a three year project (2015-2017) which aims at the improvement and, if possible, har-

monization of administrative data collection for specialist women's support services in Europe. The lessons learned from this research will be used for the development of common methods of data collection in 2016, and in 2017 steps will be taken to promote the implementation of such data collection tool.

The harmonization of administrative data collection in the area of violence against women is a challenge due to the diversity of organizations and institutions involved. At the same time, it is important to conduct this exercise in order to better understand if service provision meets the needs of survivors and operates in a way that ensures their rights are respected.

Last, but not least, it must be noted that working in the area of data collection, protecting survivors' privacy is of utmost importance. As a result, the primary concern must be to guarantee anonymity and confidentiality.

How to donate to WAVE?

If you wish to support WAVE's work by making a donation, there are two possibilities:

By credit card:
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How to become a WAVE Member

Non-governmental women's organizations, women's network organizations, and individual experts on violence against women from around Europe have the possibility to become a WAVE Member. If you are interested in becoming a Member of the WAVE Network, please contact our office: **office@wave-network.org**

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Chapter 1: Introduction

Rationale behind the study

Provision of specialist services for women victims of violence is an indicator of positive state response to preventing and combating violence against women. State obligation to provide specialist services has been recognized as an international standard and is most recently codified under Article 22 of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention). Further articles call for provision of shelters, telephone lines, and support for victims of sexual violence (Articles 23-25).

The obligation to "collect disaggregated relevant statistical data at regular intervals" is equally codified by the Istanbul Convention in Article 11. According to the Convention's Explanatory Report, evidence in form of statistical data is needed to support both development and amendment of polices. Such data includes information collected from services providing support to victims[2]: "Service-based administrative data includes for instance the systematic recording of data on how victims of such violence are using services." Such data not only supports policy, but also helps to identify the needs of survivors.

The Istanbul Convention calls for the data to be systematically collected, comparable over countries and over time, with the minimum categories of data collected on victim and perpetrator to be the following: gender, age, type of violence, relationship between perpetrator and victim, and geographic location (CoE Convention, 2011). Keeping the aforementioned in mind, the purpose of the study supports the implementation of the Istanbul Convention.

The availability of services alone can be seen as a 'process' indicator that refers to "programmes and specific interventions; actions taken by states and individuals to protect and fulfill rights" (UN, 2008). In order to measure the workings of specific indicators, 'outcome' indicators refer to "document[ing] the realization of rights" (UN, 2008). For these purposes administrative data is of great value as it can measure not only the "extent [and] geographical distribution" of services, but also "unmet demand for support services: helplines, shelters, counseling services, advocacy and one-stop shop provisions" (UN, 2008).

Non-governmental organizations are often collectors of administrative data, largely due to the fact that they historically and presently serve in the role of specialist service providers all throughout Europe.

In 2015, WAVE developed a questionnaire for the purpose of collecting data from women's NGOs throughout Europe relating to various topics and focusing on availability of specialist women's service provision. The result of the research is the WAVE Report 2015, expected to be published in the first quarter of 2016. The research involved gathering data on service user statistics from women's shelters and from women's helplines. Preliminary findings at the point of writing this report show that while there are 32 national women's helplines in Europe, only 15 offer a service free of charge and 24/7. As regards women's shelters, in total WAVE was able to identify 1,855 women's shelters with an estimated 30,000 places. In terms of service user statistics, WAVE was able to collect the number of women accommodated in shelters from 24 European countries, and the number of calls received by the helplines from 20 European countries.

For the WAVE Report 2015, related to women's shelters, WAVE asked for data (in 46 countries) on the number of women and children accommodated, the number of nights/days women stayed in the women's shelters, and the number of women, who were not able to find a place in women's shelters, in 2014. While, in more than half of the countries, information was provided on the number of women, who were accommodated, with slightly less than half able to provide information about the number of children accommodated, only seven countries put a figure on the number of women they turned away: two (Czech republic and Denmark) reported having to turn away more women than they accommodated; Switzerland and UK reported having to turn away almost as many women as they accommodated; and Italy and Bulgaria reported turning away half as many women as they accommodated and Austria one quarter.

Related to national women's helplines, WAVE asked for data (in 46 countries) on the total number of calls the women's helpline received and the total number of female callers, in 2014. Of the 32 national women's helplines which do exist throughout Europe, the majority of helplines collect user statistics on the total number of calls received, including the total number of women

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[2] This report interchanges the term victim with the term survivor. The term survivor is used in the context of support services and protection, empowering women by recognizing that the woman has survived the violence and is not defined by it. The term victim is a legal term, recognizing the person has been victimized. It is used in the context of the legal process.

callers. Only nine countries were unable to provide information on user statistics, meaning that in about 66% of the countries, the data was available. This shows that data is perhaps more likely to be available from women's helplines than from women's shelters.

Related to women's centers, WAVE asked for data (in 46 countries) on the total number of women served in 2014.

Additionally, the WAVE Report 2015 research referred to existence and information about national women's networks, keeping in mind the importance of nationally organized administrative bodies for the purpose of data collection. In addition to collecting national level service user statistics, uniting in a network, organizations have strengthened representation on a national level, which also strengthens the voice and impact of organizations in terms of policy developments and national standards. The findings show that a significant majority (more than 80%) of European countries have at least one women's network. WAVE was able to gather information on at least 102 networks in 39 countries, with many countries having more than one network, showing great potential in Europe for data collection.

Administrative data on national level is of great value for the following four reasons:

1. Enable women's organizations to conduct internal review for the purpose of reflection and to identify gaps, to enable the improvement of services to better support service users.
2. Enable women's organizations to report to funders and donors in a useful and transparent manner.
3. Enable women's organizations to estimate the needed resource allocation for services.
4. Enable women's organizations to promote their work, raise awareness of the needs of women survivors of violence and their children, and influence better policy on basis of evidence.

In a study titled 'Capacity gap analysis study of the service providers working with women victims of domestic violence in Moldova', conducted by WAVE and the Women's Law Center in Moldova in 2014, it was apparent that service providers utilize collected data for various reasons including: evaluation or organizational gaps, developments of strategies for improvements, establishing a better understanding of service user needs, general periodic reviews. One of the gaps noted, however, is that services rarely collect information on service users that approached the establishments, but were not able to receive support due to

limited capacities and resources of the services (WAVE & WLC, 2014).

As mentioned above, measuring unmet need is of great importance to assessing victims' access to rights, and one of the areas that administrative data is able to address. To bring awareness to this issue, the Global Network of Women's Shelters has conducted and published an annual global data count, since 2009 (GNWS). In addition to different thematic foci of each annual report (i.e. quotes from service users, challenges faced by services, national achievements in the area of combating violence against women), the reports provide information on the number of women and children served on a particular day as well as the number of women and children, who could not be supported due to lack of capacity or resources.

In 2014-2015, based on data collected in 46 countries throughout the world, "53,230 women and 34,794 children who sought refuge were helped" by the shelters (GNWS, 2014-2015). Year 2012 data from 44 countries reveals that 12,533 women and children could not be helped due to insufficient capacity or funding, including shelters being full (GNWS, 2012).

While administrative data can measure the unmet need of women who reached out to services, but could not be helped, administrative data is still unable to capture the unmet need in terms of women, who never contacted a service as a result of lack of awareness of the service(s)' existence, which may be caused by limited advertising of women's services, or advertising that is not targeted enough and excluding women with disabilities, or women who speak other languages outside of the official country language.

Current efforts in Europe to improve access to administrative data

This study is situated within a greater European landscape of focus on improving the availability and quality of administrative data collection. In addition to international documents calling for development and improvement of both specialist women's services and data collection, since 2010, the Council of the European Union has called on strengthening of data collection and ensuring adequate supply of services that apply a gender equality perspective, among other policy recommendations (EIGE, 2014b) (Council EU, 2014).

In the area of data collection in general, over the last few years, the EU has led a strong effort in improving access to quality and comparative data in the area of

violence against women. In March 2014, the European Agency for Fundamental Rights (FRA) published the first ever EU-wide survey on violence against women, measuring the extent of different forms of violence across Europe.

In the area of administrative data collection, the European Institute for Gender Equality (EIGE) has focused on data collection in the area of sexual violence, female genital mutilation, intimate partner violence, administrative data sources and the cost of violence, with work to be continued in the upcoming years (2014b).

Of great relevance has been EIGE's work in the area of administrative data, resulting in two publications: a report and a technical analysis titled 'Administrative data sources on gender-based violence against women in the EU'.[3] The study focused on mapping administrative data sources, available statistical products, coverage in terms of forms of violence, and the key sectors collecting the data. The sectors in focus were police, justice, health and social services (EIGE, 2014a). The study also resulted in an online database to store information and additional details related to each EU Member State's administrative data sources and statistical products.[4]

The study did not however specifically focus on specialist services. Such services for survivors of violence are an obligation under both the Istanbul Convention and the EU Victims Directive, therefore, this study aims to contribute to existing and expected work in this field as a way to gain better understanding about such services in Europe.

WAVE guidance on improving service-based administrative data

In 2012, within the framework of a European Commission funded project PROTECT II[5] 'Capacity building in risk assessment and safety management to protect high risk victims', WAVE published a report titled 'PROTECT II guidance report for the improvement of data on gender-based violence against women in the European Union', also referred to as GENDERSTAT. The guidance report features standards for various sectors related to collection of administrative data on gender-based violence against women. In the women's support services sector, the report recommends the following minimum standards:

1. Service user data: gender of victim, age of victim, gender of aggressor, age of aggressor, type of violence (physical, sexual, psychological, economic), relationship between aggressor and victim, geographic location.
2. Availability of service data: number of women's shelters, number of national women's helplines, number of crisis centers, number of rape crisis center (including in relation to country population, where applicable)
3. Use of services data: number of women and children using each service annually (including via referrals and direct contact), number of women referred to these service annually
4. Specific data for women's shelters: number of women accommodated annually, number of children accommodated annually, gender and age of children accommodated, number of migrant women accommodated including number of undocumented migrant women accommodated annually, average number of nights women spend in the shelter annually, average number of nights children spend in the shelter annually.

The report notes existing challenges in administrative data collection by women's services, including that services are often organized on regional or local levels, meaning that national level data collection is often difficult to conduct. Lack of networks of women's services also presents a challenge as it reflects a lack of a national administrative body able to collect uniform and comparable data of all existing women's services. To overcome this, funding should be allocated to enable collection of data and establishment of national networks as the source responsible for data collection (WAVE, 2012).

In addition to quantitative data, what may be equally important to explore is the value of qualitative data to supplement numerical administrative data. This could be done in form of 'survivor stories' or cases studies, through engaging women service users in telling their stories of experience with service provision. These stories often provide a much needed window into the personal account of most often difficult and enduring journeys women face, when leaving violent relationships. When structured to enable comparative analysis, the stories are able to easily relate how service provision supports women's freedom from violence, but

[3] See:http://eige.europa.eu/gender-based-violence/eiges-studies-gender-based-violence/mapping-current-status-and-potential-administrative-data-sources-gender-based-violence-eu
[4] See: http://eige.europa.eu/gender-based-violence/administrative-data-sources
[5] See: http://wave-network.org/content/protect-ii-learning-resource-capacity-building-risk-assessment-and-safety-management-protect

also enables to capture gaps in service provision, and sometimes in the national frameworks as well, such as in legislation or access to general services such as housing or employment.

The 2013 WAVE Country Report, in addition to collecting quantitative data on available services (helplines, shelters, centers), engaged women in telling their stories of escaping violent relationships and accessing services. While the data gathered cannot be said to represent the situation in all of Europe, some commonalities could be noted (WAVE, 2014).

CHAPTER 1 SUMMARY OF KEY POINTS:

▸ Availability of specialist women's service provision is an important indicator of state response in the area of preventing and combating violence against women. The Istanbul Convention establishes minimum standards of service provision that include national women's helplines, centers and shelters for women survivors of violence and their children.

▸ The Istanbul Convention calls on state parties to collect data, and recommends collection of administrative data from service providers and outlines minimum data collection standards such as gender, age, type of violence, relationship between perpetrator and victim, and geographic location.

▸ Women's NGOs are often collectors of administrative data as they historically have been in the role of specialist service providers throughout Europe.

▸ Administrative data collection is beneficial in that it allows for monitoring, evaluation and improvement of services; enables transparency and accountability; allows for planning and resource allocation; and supports women's NGOs in promoting their work and raising awareness about the needs of women survivors of violence and their children.

▸ This study is a continuation of WAVE's efforts to provide guidance and recommendations on improvement of data on gender-based violence against women in Europe. In 2012, WAVE published a GENDERSTAT guidance report in the frame of the project PROTECT II outlining minimum standards of data collection for relevant sectors.

▸ While majority of administrative data comes in quantitative form and is valuable, WAVE would like to also remind of the importance and significance of qualitative data, including in form of stories from women survivors in order to better understand women's experiences and to serve as equally valuable evidence for policy making.

Chapter 2: Description of Methodology

The report focused on data collection conducted by services such as national women's helplines, women's shelters and women's centers, with the understanding that the services represent specialist support for women survivors of violence and their children, keeping in mind the following definitions:

National women's helpline: A helpline qualifies as a national women's helpline if it is a service provided specifically for women and if it only, or predominantly, serves women survivors of violence. A women's helpline should operate 24/7, should be free of charge and should serve survivors of all forms of violence against women. These are considered to be minimum standards for national women's helplines. It should operate nationally and provide adequate support to women from all regions; this means the staff must be properly trained, have effective communication skills and be knowledgeable about regional situations and all relevant provisions.

Women's shelter: A women's shelter is a specialised service for women, providing safe accommodation and support for women survivors of violence and their children. Women's shelters must offer special services and safety precautions, in order to provide the opportunity and resources for women to resume lives free from violence.

Women's center: The term 'women's centre' is used for all women's services that provide non-residential support of any kind (information, advice, counselling, practical support, court accompaniment, legal information, proactive support and outreach among others) to women survivors of any form of violence and their children. They serve only or predominately women, conceptualise violence against women as gender-based violence and apply a gender-specific and empowering support based on the human rights of victims. Women's NGOs use different terms to refer to these services in different countries, such as 'women's crisis centres' or 'women's counselling centres'. Since the term counselling may have different meanings in different countries and regions, it was decided to use the term women's centres. In addition to women's crisis or counselling centres, women's centres may include the following types of centres: rape crisis centres, sexual assault referral centres (e.g. in health services), centres for girls survivors of sexual violence/assault, intervention cen-

tres with proactive approach, regional crisis centres for women survivors of domestic violence, independent domestic violence advisors (IDVA), independent sexual violence advisor (ISVA), women's centres for black, migrant and minority ethnic women, and centres for women survivors of trafficking, among others.

The main aim of the study was to find out about the type of data that is collected throughout Europe and can be grouped as follows: data on services provided (e.g. what do organizations offer in terms of service provision); data on service use by survivors; data on experiences of violence (e.g. form of violence suffered); and demographic data.

The methodology for the study involved a four step process, described below as follows:

Step 1: Getting contact data

Experts from WAVE member organizations in 46 European countries were asked to provide contact data of persons responsible for administrative data collection for women's service provision in their countries. The received contacts were mailed a link to an online questionnaire (via survey monkey) as the main method of collecting data for this study. The questionnaires referred to service user statistics for women's helplines, women's shelters and women's centers.

In total, data from 30 countries could be gathered. These included the following: Armenia, Austria, Belarus, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, Germany, Greece, Ireland, Italy, Kosovo, Liechtenstein, Luxembourg, Malta, Moldova, Montenegro, Norway, Poland, Portugal, Romania, Russia, Slovenia, Sweden, Ukraine, and three countries of the United Kingdom: England, Northern Ireland and Wales. Nineteen of the countries belong to the European Union.

The total number of questionnaires returned for data collection on women's shelters was 24. The total number of questionnaires returned for data collection on national women's helplines was 16. The total number of questionnaires returned for data collection on women's centers was 13. In some cases, one country returned more than one questionnaire (due to different data collection systems in place), or one questionnaire returned referred to multiple data collection systems. For various reasons, not all questionnaires could be utilized for analysis. Please see table in the appendix for information on countries, from which questionnaires were returned.

Step 2: Developing the questionnaire for data collection

A questionnaire was developed with separate sections for women's shelters, national women's helplines and women's centers to enable mapping of the type of data collected from each type of service. The questionnaire was made available via survey monkey. The aim of the questionnaire was to find out: which networks of women's services, and types of services (e.g. helplines and centres) existed in the country; whether minimum recommended data (e.g. gender of victim, age of victim) is collected; what additional data is collected; whether publically available statistical reports are produced from the data; how administrative data is used, as well as whether databases exist online to inform the public or others about availability of services. To see the questions asked, please see the questionnaire in the appendix of this report.

Step 3: Getting in touch with the contacts

Persons whose contact information was received by WAVE were sent an email with the link to the respective questionnaire(s) and were asked to access the questionnaire(s) in order to provide the information. The persons responsible and the institutions and organizations to which they belonged varied, mostly belonging to ministries or women's organizations. In some countries, several different institutions, organizations, or persons were responsible for the data collection, depending on the type of service.

Step 4: Analysis of received data

The received responses to the questionnaires were downloaded electronically in excel table format and analyzed. If needed and available, published statistical reports were analyzed to collect supplementary information on the type of data collected for women's services in a given country.

- The study involved four interrelated steps that included gathering contacts across Europe responsible for data collection on women's services, developing a questionnaire to collect information about data collection on women's services, getting in touch with contacts and analyzing the received information.
- WAVE member organizations played an important role in supporting the study by providing access to contact information in their countries. In some cases, the WAVE member organizations themselves were the contacts and responsible for data collection, hence they also served as respondents to the questionnaires.
- In total, responses from 30 European countries were received. The responses were divided into information about data collection on national women's helplines, women's shelters and women's centers. The responses received were 16, 24 and 13 respectively.
- Once the questionnaire was developed and input online (via survey monkey), the relevant links were e-mailed to country contacts with the request to complete the questionnaire.
- The received responses were compiled and analyzed with findings available in Chapters 3-5 of this report.

Chapter 3: National women's helplines

The most important principles of operating a national women's helpline are anonymity and confidentiality offered to the callers. Data collection requirements must always be secondary to the principle of confidentiality and must be done in a way to conform to the principles. Certain demographic data may therefore not be able to be collected. This is especially important as the Istanbul Convention calls on certain pieces of information to be gathered (Article 11) and also requires parties to regard requirement for data protection (Article 65), although this may not always be possible in order to observe anonymity and confidentiality. Women's helplines will therefore not be able to fulfill the Istanbul Convention minimum requirement of data collection or they will only be able to provide this data for a small number of their callers, who provide data on their own accord and voluntarily. As example, the Austrian women's helpline, received 6,937 calls of women in 2014 and has recorded some demographic data from approximately 200 women survivors of violence. The principles of anonymity and confidentiality apply to all services, but especially to helplines which explicitly give women victims of violence the right to support without revealing their identity.

Presentation of data

There were a total of 16 questionnaires completed related to data collection by women's helplines in Europe from the following countries: Armenia, Austria, Bulgaria, Cyprus, Finland, Germany, Greece, Ireland, Moldova, Montenegro, Russia, Slovenia, Ukraine, and from the United Kingdom (England, Northern Ireland and Wales). For two countries (Armenia and Bulgaria), information on the kind of data collected was not provided or any collected data is not combined on a national level due to existence of multiple national women's helplines. The helplines may each collect their own data, but with different methodologies, hence restricting the possibility to see a nationwide picture of women's helpline service users. In the other countries, generally only one national women's helpline is recognized, therefore, national level collection is easier to achieve. As a result, 14 responses were analyzed.

Answers provided in 14 questionnaires related to national women's helplines in 14 countries were analyzed. They include the following (name in English or native language):

Austria	National Women's Helpline	(0800 222 555)
Cyprus	Association for the Prevention and Handling of Violence in the Family National helpline	(1440)
Finland	Naisten Linja	(0800 02400)
Germany	Hilfetelefon Gewalt gegen Frauen	(08000 116 016)
Greece	SOS	(15900)
Ireland	Women's Aid National Freephone Helpline	(1800 341 900)
Moldova	Trust line for Women	(8008 8008)
Montenegro	Unique National Helpline for Victims of Domestic Violence	(080 111 111)
Russia	All-Russia Helpline for Women Exposed to Domestic Violence	(08800 700 600)
Slovenia	SOS Helpline for Women and Children - Victims of Violence	(080 11 55)
Ukraine	National Toll-Free Hotline on Prevention of Domestic Violence, Human Trafficking and Gender Discrimination	(0800 500 335 or 386)
England	National Domestic Violence Helpline	(0808 2000 247)
Northern Ireland	24 Hour Domestic & Sexual Violence Helpline	(0800 917 1414)
Wales	Live Fear Free Helpline for Wales	(0808 8010 800)

General findings

The findings for data collection conducted by national women's helplines come from information received from 14 questionnaires. For majority of the countries (11), the women's helpline itself is responsible for collecting service user statistics. In other cases, it is another organization that conducts the data collection (in Russia and Ukraine) or a state agency (in Greece). For the vast majority of the helplines, the physical location of the organizations running the helpline is in the capital city.

Depending on the year in which the helpline was established, the majority of the helplines began data collection in the 1990s or concurrently with the launch of the helpline, meaning that in the area of women's helplines comparability over time is possible, unless the format of collection has been changed mid-way, as was at least noted in the case of the Finnish helpline.

For majority of the helplines, the data results in an annual compilation of user statistics, regardless of whether the actual data is gathered daily or on a monthly, quarterly, or other time-frame basis, and in eight of the countries, the statistics are collected through a web-based database, followed by an internal database (3), or other software formats. Generally, the software developed for data collection is customized and was designed internally with support of a private company.

For only a few countries (2), the software used is commercially available, showing that majority of the data collection tools have been tailored to the data collection needs of the organizations. The cost of purchase or development ranges from EUR 1,500 to EUR 50,000[6], and one organization mentions having an annual upkeep cost of EUR 4,000.

The data collected is useful and utilized for a variety of reasons: for internal monitoring (13), for external monitoring (e.g. reporting to donors or funders) (9), for informing policy makers (9), for learning and improvement (8), to contribute to other data collection sources (8), and to provide for distribution via media (7). In most of the countries (10), the information is published, often in form of an annual or activity report, and generally only available on the website of the organization responsible for the helpline's operation. In some cases, the organization prints a paper version of the reports, makes them available upon request, or creates a press release with an overview of the data. While assuming most published data is available in the official language(s) of the country, in Moldova, the information is presented in both Romanian and English, likely to meet donor reporting requirements, but also to raise awareness of the helpline's important work to a broader audience. Additionally, collected data may be useful for informing survivors and to facilitate their support.

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[6] This database also includes data collection for other services, including shelters and centers.

Graph 1: Information collected by national women's helplines
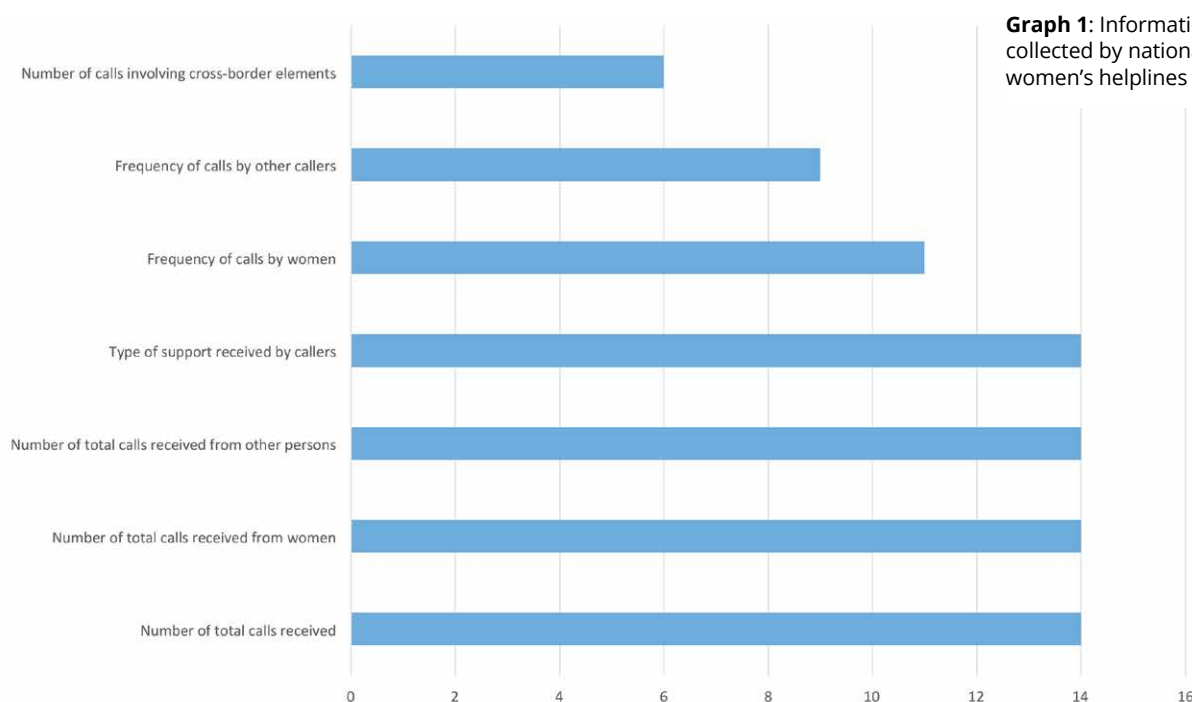
Data collected by national women's helplines

The national women's helplines collect a variety of information to share its work with the public by creating a picture of its operations and providing an understanding of its service provision. The following data on service use by survivors is collected by the national women's helplines:

Number of total calls received .... **(14)**
Number of total calls received from women .... **(14)**
Number of total calls received from other persons[7] .... **(14)**
Type of support received by callers[8] .... **(14)**
Frequency of calls by women[9] .... **(11)**
Frequency of calls by other callers[10] .... **(9)**
Number of calls involving cross-border elements .... **(6)**

The most frequently collected data includes the total calls received, total calls received from women and from other persons, and the type of support received by callers. The least likely to be collected data regards the number of calls involving cross-border elements.

As aforementioned, an important principle of operating a national women's helpline is anonymity and confidentiality offered to the callers. As a result, collecting data

on the frequency of calls must be done in a way that conforms to this principle. At the same time, to know the identity of the callers can be an important aspect of service provision and help counsellors to better assist women seeking help. In order to estimate frequency or to collect information about frequency, it is implied that some identifying characteristics of the caller would be known to the helpline, although this does not automatically imply loss of anonymity or lack of respect for the principle of confidentiality. For example, helplines may assign case numbers to callers, one counsellor may speak to the same woman repeatedly, or the caller herself may mention that she has called before, among others. As some callers expect a repeat service, some helplines may collect sufficient information about each case, so that, when the woman calls again, she need not repeat her story. This is beneficial not only, when calls are not free of charge, but also when women have a very limited amount to time to hold a phone conversation. It makes information exchange more efficient. At the same time, collecting information related to repeat calls and frequency requires strong consideration of anonymity and confidentiality.

Some additional information mentioned as being collected by the national helplines includes the number of silent calls or hang-ups (callers sometimes need to

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[7]   For example, from men, relatives of victims, professionals.
[8]   For example, counselling or referral to other services.
[9]   For example, the number of women, who call repeatedly or repeat calls.
[10]   For example, the number of persons, who call repeatedly or repeat calls.

Graph 2: Demographic data collected by national women's helplines
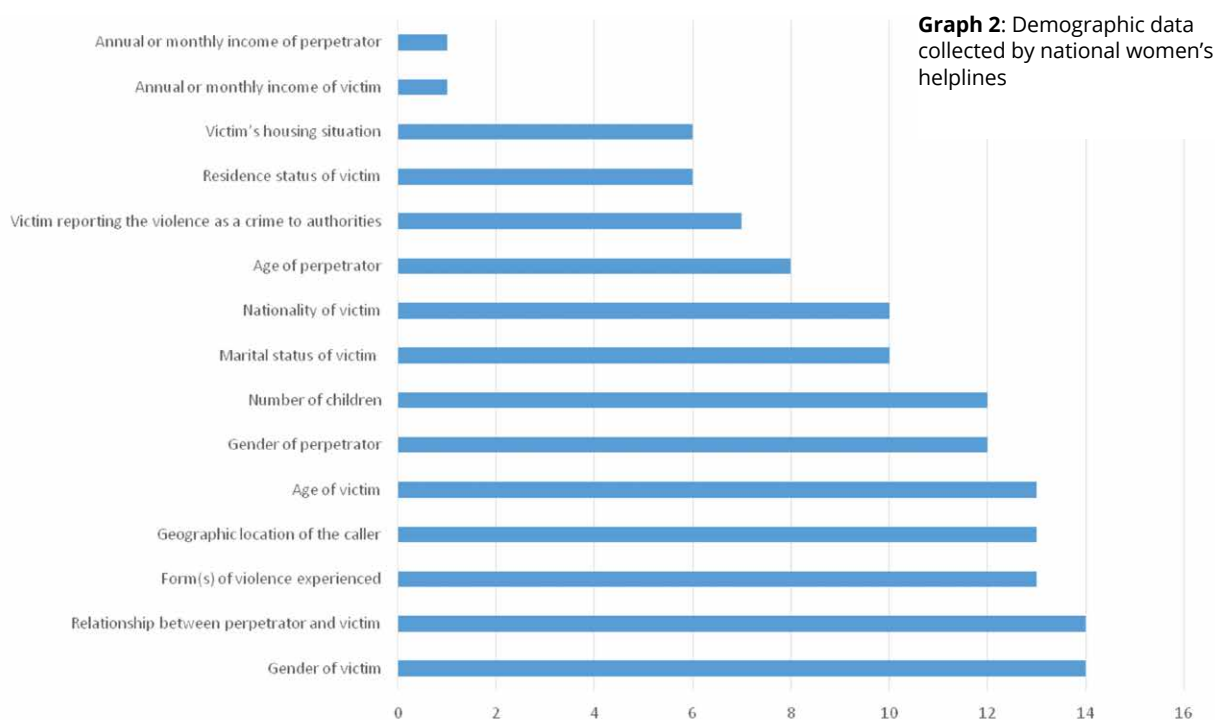
build courage prior to deciding to speak to someone and disclose their experience of violence), number of e-mails received/answered related to request for support, length of calls and average length of calls. This information is important, as not all callers have access to talk freely on the phone or might have preference for communicating via e-mail as this might afford them additional perception of anonymity and hence greater comfort. Additionally, e-mail use is of great value for deaf women. Collecting information on the average length of calls, not only serves to inform internal staffing needs, but also to show policy makers the valuable service that is information and advice provision, and connecting callers to other services.

Furthermore, some of the helplines collect information related to how users knew about the existence/number of the helpline, the times during day/night when calls are received, as well as asking for feedback from the service user. Knowing how callers became aware of the helpline is essential as it may point the helpline in the direction of where to most effectively place its public outreach efforts. In additional comments, one respondent stated that frequency of calls may be difficult to collect and establish without compromising the anonymity of the caller, hence for that particular helpline, such data is not collected.

The helplines also report to collect demographic information from the callers. The following demographic data and data on experiences of violence are collected by the national women's helplines:

Gender of victim .... (14)
Relationship between perpetrator and victim .... (14)
Form(s) of violence experienced.. (13)
Geographic location of the caller .... (13)
Age of victim .... (13)
Gender of perpetrator .... (12)
Number of children.. (12)
Marital status of victim .... (10)
Nationality of victim .... (10)
Age of perpetrator ....(8)
Victim reporting the violence as a crime to authorities ....(7)
Residence status of victim ....(6)
Victim's housing situation...(6)
Annual or monthly income of victim......................................(1)
Annual or monthly income of perpetrator.............................(1)

The most frequently collected data includes the gender of the victim, relationship between the victim and the perpetrator, form(s) of violence experienced by the caller, geographic location of the caller, age of the victim, gender of the perpetrator, and the number of children the victim has. The least likely to be collected data regards the residence status of the victim, the victims housing situation and whether the victim will or plans to report the violence as a crime to the authorities.

Some additional demographic information mentioned as being collected by the national helplines include the language in which the call was conducted, disability status of the caller, or whether the caller is pregnant. Information regarding disability or pregnancy may be important to collect to not only provide more tailored

support during the call, but also for internal monitoring and for informing policy makers, so that access to services tailored to the needs of survivors of violence can be continuously ensured. One of the helplines also collects information about the impact of the abuse, whether violence has also been directly exercised against children, whether weapons were used, or the ethnic background of the caller.

While one of the respondents stated that collecting some pieces of information is mandatory, several of the respondents stated that while such data is collected, it is only done on a voluntary basis, when the caller wishes to share the information or asks the telephone counsellor to intervene by involving the police in what may be a dangerous situation. It must be further repeated that service provision should prioritize anonymity and confidentiality over data collection. This could mean that the callers are either not required to provide certain information about themselves or are not prompted to provide the information, and the data is only gathered in the course of conversation, if disclosed by the caller.

CHAPTER 3 SUMMARY OF KEY POINTS:

▸ The countries from which data was collected for Chapter 3 included the following: Austria, Cyprus, Finland, Germany, Greece, Ireland, Moldova, Montenegro, Russia, Slovenia, Ukraine, England, Northern Ireland and Wales.
▸ Data collection is most often conducted by the helpline itself.
▸ Majority of the women's helplines have gathered service user statistics from the time the helpline was launched, with many of the helplines beginning operations in the 1990s.
▸ National women's helpline user statistics are collected on an annual basis and are often made publically available as well.
▸ A significant number of the national women's helplines utilize a web-based data collection tool as opposed to internal databases or other software programs, and most often the software has been customized to fit the needs of the organization. The initial cost of the software ranges among countries, and may also include an annual upkeep cost.
▸ The collected data is used for internal and external purposes, primarily for internal monitoring, followed by external monitoring such as to report to funders or for informing policy makers.
▸ Ensuring anonymity and confidentiality for the call-

ers is important, while collecting data that allows for helplines to estimate repeat calls/frequency of calls is important. This should also be prioritized over the service providers' obligations to funders or other authorities.
▸ All women's helplines collect basic information such as the total number of calls received from women as well as by other type of callers, and information on the type of support provided. Additional information collected allows them to enrich the picture of the service provision and also the clients, and includes the number of silent calls, average length of calls, or support provided via other means such as e-mail.
▸ Most of the helplines collect the minimum required data such as gender, age, form of violence, relationship type and geographical location. While the helplines collect information on gender and age, this is more often of the victim than of the perpetrator. Another widely collected piece of data includes the number of children the woman caller has. Additional demographic data collected includes information on disability, pregnancy, use of weapons and ethnic background, among others. Such data may not always be collected in a systematic way due to requirements to maintain anonymity, however, some of it may be noted during conversation, if volunteered by the caller.
▸ The respondents mentioned that some data is considered mandatory to gather from the caller, while others collect information only if voluntarily provided by the caller. This was especially mentioned in the context of anonymity and confidentiality as a priority consideration in data collection.

Chapter 4: Women's shelters

Presentation of data

There were a total of 24 questionnaires completed related to data collection by women's shelters in Europe in the following countries: Armenia, Austria (2), Belarus, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, Greece, Italy, Kosovo, Liechtenstein, Luxembourg, Malta, Moldova, Norway, Poland, Romania, Sweden and United Kingdom (England, Northern Ireland and Wales). In all of the 24 questionnaires, the respondents referred to one data collection system for women's shelters.

The Romanian data collection system appeared to include organizations other than only women's shelters. The questionnaire responses for Romania could unfortunately not be involved in the analysis as the information referred to data collection from organizations that included perpetrator programs. The aim of this section however was to gain an understanding on the type of information collected by services providing accommodation only to women survivors of violence and their children.

As the entire response of Romania was removed from analysis, from the remaining 23 questionnaires, respondents in five countries (Armenia, Belgium, Bulgaria, Czech Republic and Poland) stated that data is either not collected by women's shelters or is not collected on a national level. As a result, these were further not involved in the analysis. Some reasons provided for data not being collected included the following:

▶ Lack of resources and time needed to collect national level data.
▶ Lack of formal networks of women's shelters.
▶ Lack of person/organization in charge to collect data from individual organizations.
▶ The country is divided into separate administrative units, which impacts on the possibility for unified data collection on a national level.
▶ The women's shelters are run by various women's NGOs and no agency is responsible for enabling national data collection.

In order to enable national level data collections, the respondents stated the following to be necessary:

▶ Establishing clear standards for specialist women's services.
▶ Enabling the establishment of national women's networks, whether formal or informal.
▶ Agreement on definitions as to what constitutes a specialist women's shelter.
▶ Political will and recognition of specialist women's NGOs providing services such as shelter.
▶ Assignment of an independent or central body responsible for gathering and collating the statistics.
▶ Financial and time resources.

In all the countries, where national level collection was reported not to take place, the respondents also pointed out that there did not appear to be plans to institute one currently.

Answers provided in 18 questionnaires related to women's shelters in 17 countries were analyzed. They include the following countries and the relevant data collection systems and/or agencies responsible for the data collection, and/or women's networks (name in English or native language), if applicable:

Austria	NETWORK	Verein Autonome Österreichische Frauenhäuser (AÖF)
Austria	NETWORK	Zusammenschluss österreichischer Frauenhäuser (ZÖF)
Belarus		International Public Association 'Gender Perspectives'
Cyprus		Association for the Prevention and Handling of Violence in the Family
Denmark	NETWORK	LOKK
Finland		National Institute for Health and Welfare[11]
Greece		General Secretariat for Gender Equality
Italy	NETWORK	DIRE Donne in Rete Contro La Violenza
Kosovo		Women's Wellness Center[12]
Liechtenstein		Frauenhaus Liechtenstein
Luxembourg		Ministère de l'Egalité des chances

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[11] There is a network of shelters in Finland called the Federation of Mother and Child Homes and Shelters, but the data collection is conducted by the National Institute for Health and Welfare.
[12] Data collection in conducted by a single women's organization 'Women's Wellness Center' for the network Kosovo Shelter Coalition.

Malta		Commission on Domestic Violence
Moldova		Women's Law Center[13]
Norway		Sentio Research[14]
Sweden	NETWORK	Unizon
England	NETWORK	Women's Aid England
Northern Ireland	NETWORK	Women's Aid Northern Ireland
Wales	NETWORK	Welsh Women's Aid

The questionnaire also asked about information related to availability of women's shelters (i.e. databases). Analysis of this information was based on the original 24 questionnaires received as none of the responses were removed from analysis.

General findings

As mentioned in the previous section, the findings for data collection conducted for women's shelters come from information received from 18 questionnaires. In the 18 questionnaires (referring to 17 countries), the respondents stated that data collection on women's service users is conducted on a national level. In majority of those countries (12), there exist networks of women's organizations that are also responsible for overseeing service provision and most often (8 out of 12) those same networks are responsible for collection of service user statistics.

In five countries (Finland, Greece, Italy, Luxembourg, Malta), a state agency is responsible for collecting the data, and in the remaining cases it is a single women's organization that may be collecting the data. There are various reasons for this: in Liechtenstein and Cyprus, for example, there are one and two shelters respectively, hence only one organization collects data in the absence of abundant presence of organizations to form an actual network; in Kosovo and Moldova, the existing women's networks are fairly young and work continues on establishing their structure, hence without a permanent network administrative body, one of the women's organizations is responsible for the data collection at this time; in Norway, data collection is delegated to a

research organization or statistical body, despite the existence of a women's network. This is the same in Finland.

In some cases (for example, in Austria, Italy or Sweden) this means the data collection is conducted nationally within each network, but the data of each network is not combined as a set of national data.

For the different countries, the data collection encompasses one to almost 100 shelters, depending on the available services, size of the networks, or the number of services participating in data collection. Women's networks may collect data from shelters located outside their network range.[15] In other cases, the networks collect data from a smaller amount of shelters than are part of their networks.[16] Furthermore, it is not always the case that the same number of shelters are counted in the statistics from year to year, as new shelters may open and some close, while others may simply join or leave the annual count. For all countries, data is collected on an annual basis, with each having different methods of combining either daily, quarterly or other data into annual statistics.

The most likely methods of data collection for women's shelters involve single electronic files, paper files and internal databases. Only three respondents utilize a web-based tool. This is likely due to the nature of the service, which often includes long-term, varied and individualized service provision for women and their children, as well as the need to ensure confidentiality of service users. Where respondents provided information on the topic of database development, most answers referred to the data collection tools being developed internally and/or customized for internal needs.
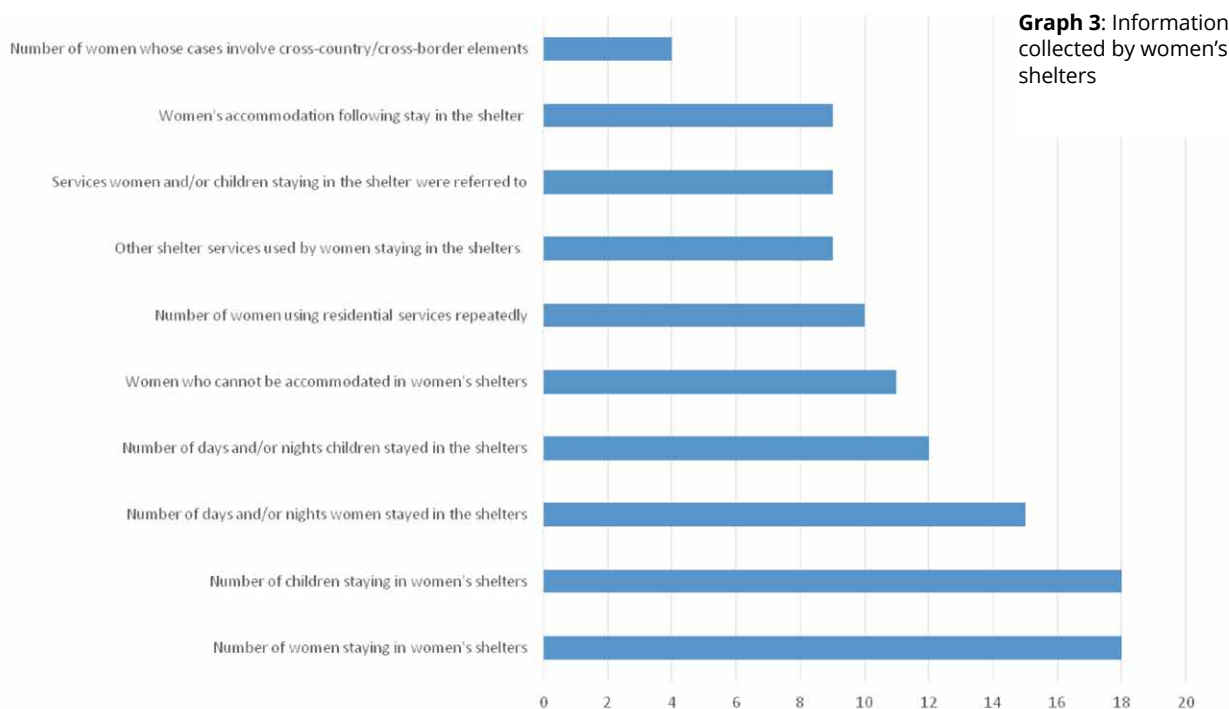
The available statistics are most often utilized to inform policy makers, for both internal and external monitoring, followed by learning and improvement, and for use by the media. This is likely a result of women's shelters having to report to funders and donors, ensuring adherence to internal procedures and external standards, as well as to build public awareness of the importance of women's shelters in preventing and combating vio-

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[13] Data collection is conducted by a single women's organization 'Women's Law Center' for the network National Coalition 'Life without violence' that includes also shelter services.

[14] There exists at least one network of women's shelters in Norway 'Women's Shelter Movement', although data is collected by Sentio Research.

[15] LOKK statistics from 2014 encompass 43 shelters in Denmark, 37 of which are part of the LOKK Network. LOKK. (2014). Årsstatistik 2014 Kvinder og børn på krisecenter.

[16] There are two women's networks in Austria administering women's shelter provision: AÖF and ZÖF having 19 and 11 women's shelter as member organizations respectively. AÖF collects data on 19 shelters and ZÖF collects data on nine of the shelters in its network.

Graph 3: Information collected by women's shelters

Chart categories (top to bottom):
- Number of women whose cases involve cross-country/cross-border elements
- Women's accommodation following stay in the shelter
- Services women and/or children staying in the shelter were referred to
- Other shelter services used by women staying in the shelters
- Number of women using residential services repeatedly
- Women who cannot be accommodated in women's shelters
- Number of days and/or nights children stayed in the shelters
- Number of days and/or nights women stayed in the shelters
- Number of children staying in women's shelters
- Number of women staying in women's shelters

lence against women in order to gain sufficient funding for their work. The collected data is generally published, with the exception of three countries. Most of the time, it is in a format of an annual report and available on the website of the organization collecting the data. In cases, where the data is gathered by a state agency, it becomes part of the report of that particular institution. Additionally, collected data may be useful for informing survivors and to facilitate their support.

Data collected by women's shelters

The women's shelters collect a variety of information to share their work with the public by creating a picture of their operations and providing an understanding of the service provision. The following data on service use by survivors is collected by the women's shelters:

Number of women staying in women's shelters...................(18)
Number of children staying in women's shelters ....(18)
Number of days and/or nights children stayed in the shelters (15)
Number of days and/or nights children stayed in the shelters (12)
Women who cannot be accommodated in women's shelters[17] **...**
...(11)
Number of women using residential services repeatedly.......(10)
Other services used by women staying in the shelters .... (9)
Services women and/or children staying in the shelter
were referred to .... (9)

Women's accommodation following stay in the shelter .... (9)
Number of women whose cases involve cross-country/
cross-border elements... (4)

The most frequently collected data includes the total number of women and children who stayed in the shelters, followed by the number of days and/or nights women stayed in the shelters. Many of the countries also collect information on the number of days and/or nights children stayed in the shelter. Importantly, many of the countries also collect data on the number of women, who could not be accommodated, which may serve as an important indicator of unmet needs and the necessity to improve availability of service and access. The reasons to not be able to accommodate women vary and may include lack of space, resources, the women's undocumented status, or women not meeting certain admission criteria.

Not many countries collect data related to women's service use and referral during their shelter stay as well as their housing situation post shelter stay. This may be due to lack of focus on case follow-up or difficulty in collecting such data. The information least likely to be collected is whether the service user's case involved any cross-border elements, such as migration status, international custody dispute, or other, which often makes the situation more complex for the woman

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[17] Due to limited space/resources.
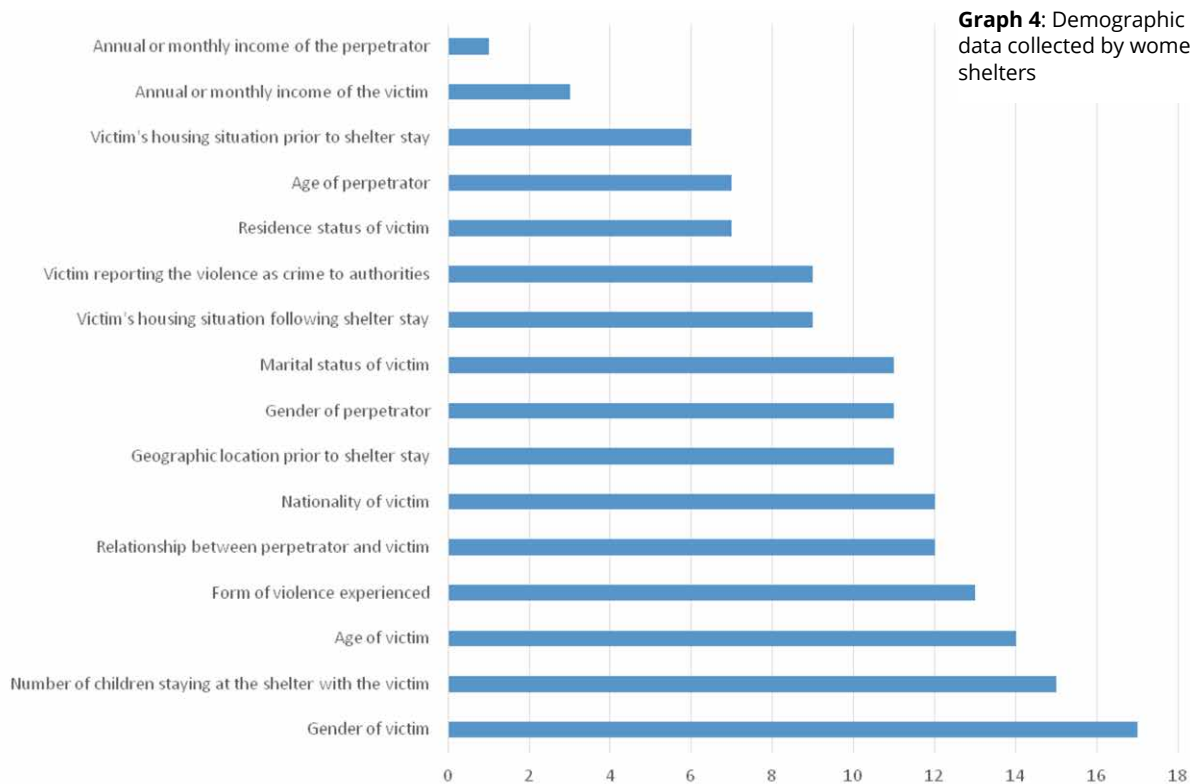
Graph 4: Demographic data collected by women's shelters

and may require additional resources by the shelters to ensure adequate support. One of the respondents mentioned that while some data may be collected by individual shelters, such data may not appear on a collective level, if there is no uniform methodology. Another respondent stated that some data that is not currently collected may be gathered in the future, as the shelter network is fairly new and the development of a database is still in progress.

Some additional information mentioned as being collected by the women's shelters include: source of referral; reasons why admission could not be completed and what action was taken if the woman was turned away; reasons why the service users decline to utilize a service that was offered; how many service users have children staying with them; how many service users do not have children staying with them; how many service users have children that were taken into custody by social services; service user feedback; where children who are not housed with the service user are living; and geographical location of the service user prior to and post shelter stay.

The women's shelters also collected demographic information from the service users. The following demographic data and data on experiences of violence are collected by the women's shelters:

The most frequently collected demographic data includes gender of the victim, the number of children staying with the woman in the shelter, age of the victim, form of violence experienced as well as the relationship between the victim and the perpetrator, and the nationality of the victim. Some other, less commonly collected data include marital status of the victim, gender of the perpetrator or the geographic location prior to shelter stay. The least likely collected information relates to income of either the victim or the perpetrator. One of the respondents could not provide the type

of demographic data collected as the shelter network is still in the progress of deciding what kind of information to collect. Another respondent mentioned that while some data may be collected by individual shelters, such data may not appear on a collective level, if there is no uniform methodology. In one of the countries, where information on nationality of service users is collected, it was also mentioned however, that such information is not published.

Some additional demographic information mentioned as being collected by the women's shelters includes ethnicity, disability status and religion.

Data on availability of women's shelters

Returning back to the 24 original questionnaire responses received, it can be said that in 13 cases, a database or an information channel exists to inform about the availability of women's shelters. In 10 of those cases, the information is available online. Often, it is the website of the women's network that provides information on shelters in the country. In a few cases, a database of services is available on a governmental website (e.g. Czech Republic[18] and Poland[19]), although these also include information on non-specialized services in the area of domestic violence and/or general services for a variety of target groups.

In the United Kingdom (England and Wales), there is a database of UK refuges online that provides detailed information on available shelters and shelter spaces (vacancies). In this case, the database is private and available only to service providers in the UK, who must fulfill strict access criteria. Additional databases that provide less information, with less restricted access, including one that is completely open to the public, are also available in the UK.[20] In Finland, there is currently an initiative to develop a database that would make vacancies at shelters visible to the database users.

The information available from the databases is very general, and it is not common to display information about opening hours, whether the services are free of charge, accessible for children, accessible for women and/or children with disability, space availability, or multilingual support, among others. This is likely because certain aspects of service provision may change

depending on funding or staff availability, and may vary significantly among different shelters within one network. As a result, such information is more likely to be available on the website of each individual shelter or to be provided, when a woman gets in touch with a particular service. Databases, where information is stored for internal (e.g. for professionals) use and to gauge space availability are more likely to include detailed data.

CHAPTER 4 SUMMARY OF KEY POINTS:

▸ The countries from which data was collected for Chapter 4 included the following: Austria, Belarus, Cyprus, Denmark, Finland, Greece, Italy, Kosovo, Liechtenstein, Luxembourg, Malta, Moldova, Norway, Sweden, England, Northern Ireland and Wales.

▸ In countries, where data is not collected, the reasons given include lack of financial and time resources for data gathering, lack of networks of women's shelters, lack of data collection coordinating body, or the country is regionally divided impacting administration of data collection.

▸ In order to enable data collection, respondents suggested the establishment of standards for specialist services provision, enabling the establishment of national women's networks, agreement on definitions regarding specialist service provision, building of political will to recognize women's NGOs as valuable social actors, assignment of an independent monitoring body responsible for data collection, and allocation of financial and time resources.

▸ National level data collection is enabled by the existence of national women's networks that often also are the collectors of service user statistics. In several cases, state agencies or other organizations are responsible for data collection. In countries without networks or informal networks, individual organizations have taken over the role of collecting data from the existing service providers.

▸ If more than one network is present in the country, the networks are not always able to collate their data in order to provide national data.

▸ Depending on the size of the country and level of service provision, some networks may be collecting data from nearly 100 shelters, while others from a significantly smaller number of organizations. The

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18 See:http://iregistr.mpsv.cz/socreg/hledani_sluzby.do;jsessionid=D02018E5D8573B964CB7F813F9A382D5.node1?sd=azylov%C3-%A9+domy&zak=&zaok=&SUBSESSION_ID=1453895019360_1
19 See: www.mpips.gov.pl/przeciwdzialanie-przemocy-w-rodzinie-nowa/osoby-dotkniete-przemoca-w-rodzinie/baza-teleadresowa
20 See: www.womensaid.org.uk/domestic-abuse-directory/

number of participating organizations is not always consistent over time.

▸ It is more likely for women's shelters to utilize single electronic files, paper files or internal databases for gathering statistics in women's shelters, rather than utilizing web-based data collection tools. Any utilized software, however, is most often customized to meet the needs of the organizations.

▸ Women's shelter user statistics are typically collected annually and made available to the public.

▸ The commonly collected data includes the total number of women and children staying in the shelters as well as the number of days and/or nights the women stayed. Many shelters also collect information on the number of women, who could not be accommodated. Information on whether the women's situation involved cross-border elements is the least likely to be collected. Additional information collected includes sources of referral, reasons for why women were not admitted or reasons why women declined certain services offered to them, among others.

▸ Most of the shelters collect the minimum required data such as gender, age, form of violence, relationship type and geographical location. Victim related data is more often collected than perpetrator related data. Information related to the women's housing situation prior or post shelter stay is not often gathered, nor is information related to income or residency status.

▸ Online databases of services are available in some countries to inform the public about availability of shelters, although the information provided is very general. The importance of internal databases for use by professionals working with victims, which provide more detailed information on vacancies, has also been highlighted.

Chapter 5: Women's centers

Presentation of data

There were a total of 13 questionnaires completed related to data collection by women's centers and 11 were deemed usable for analysis. The 11 questionnaires came from the following countries: Armenia, Austria, Belgium, Bulgaria, Cyprus, Greece, Ireland, Italy, Luxembourg, Montenegro and Portugal. In all of the 11 questionnaires, the respondents referred to at least one data collection system for women's centers, although there are likely numerous such systems in any one country, where variety of women's centers and networks of women's centers exist. It is largely difficult to gain a good overview of data collection related to women's centers as these structures vary significantly between and within countries, and are separated into specific and numerous networks, or are part of networks not exclusively dedicated to women's centers, but also to other types of organizations.

The types of centers in countries vary and include rape crisis centers; sexual assault referral centers (e.g. in health services); centers for girl survivors of sexual violence/assault; intervention centers with proactive approach; regional crisis centers for women survivors of domestic violence; independent domestic violence advisors (IDVA); independent sexual violence advisors (ISVA); women's centers for black, migrant and minority ethnic women; and centers for women survivors of trafficking, among others. Depending on the countries, the availability of such centers varies. For example, Greece reported having rape crisis centers, intervention centers with proactive approach, as well as four other types of women's centers. Austria, Ireland and Luxembourg unlike other respondent countries reported having centers for girl survivors of sexual violence/assault. Rape crisis centers are mentioned to exist in Austria, Belgium, Greece and Ireland.

The difficulty to chart women's centers into categories was evidenced from several questionnaire responses. In Montenegro, for example, the services are provided by different NGOs. Two centers are run by women's shelters, and a women's crisis center provides counselling. One of the centers offers assistance to migrant women, undocumented migrant women, women seeking asylum, and women with disabilities. Two of the centers are also specialist to support Roma women (WAVE, 2014). In Portugal, in addition to regional crisis centers, there are counselling and advocacy centers for

women and children survivors of violence. Another respondent stated that specific centers geared towards supporting specific groups or women experiencing specific forms of violence do not exist, and the centers support all women. In Bulgaria, there are crisis centers meant to predominantly support women and their children survivors of domestic violence. Because of the anticipated broad landscape, WAVE chose to focus on limited data collection by women's centers.

Out of the 11 questionnaires, eight of the respondents stated that data is collected by women's centers on a national level. In Armenia, Belgium and Portugal, such data is not collected on a national level. Some obstacles to establishing national level data collection include: lack of networks due to only a few women's NGOs providing women's centers; lack of resources to collect data on national level; country being divided into different administrative regions, affecting data collection; and lack of a body in charge of data collection.

The eight responses to questionnaires include the following countries along with the type of centers the respondents were referring to:

Austria	Intervention centers with proactive approach
Bulgaria	Centers under the network of the Alliance for Protection against Gender-based Violence
Cyprus	Centers run by the Association for the Prevention and Handling of Violence in the Family
Greece	Centers for victims of gender-based violence that operate within the framework of the GSGE[21] network
Ireland	Rape Crisis Centers
Italy	Centers for survivors of sexual and domestic violence
Luxembourg	All women's centers
Montenegro	NGOs providing counselling services to women

The questionnaire also asked about information related to availability of women's centers (i.e. databases). Analysis of this information was based on the original 11 questionnaires received as none of the responses were removed from analysis.

General findings

As mentioned in the previous section, the findings for data collection conducted for women's centers come from information received from eight questionnaires, referring to eight countries, the respondents stated that data collection on women's service users is conducted on a national level. The data is collected either via a network, a single organization, or a coordinating body on a governmental level.

It should also be noted that, in these cases, where data collection is stated to be on national level, it often means the data collection is conducted nationally within each network, as is the case in Austria, Bulgaria, Ireland and Italy. In Montenegro, the national helpline collects statistics from centers and in Cyprus, the organization that runs the center collects the data. In Luxembourg and Greece, it is a governmental body that is responsible for the data collection. In Greece, the data is collected from 40 organizations that are affiliated with the General Secretariat for Gender Equality (GSGE) network. This all means that data from all existing centers in any particular country is not necessarily captured with one data collection system.

In all cases, the data is collected on an annual basis, regardless of how data is kept, for example, recorded daily or weekly. Five out of eight times, the data is also published or publically available.

Data collected by women's centers

For women's centers, the questionnaire asked whether basic information is collected, which includes form of violence, geographical location, gender of victim, gender of perpetrator and the relationship between the victim and the perpetrator. The following demographic data and data on experiences of violence are collected by the women's centers:

Gender of victim _____ **(8)**
Form(s) of violence _____ **(7)**
Geographical location _____ **(7)**
Gender of perpetrator _____ **(7)**
Relationship between perpetrator and victim _____ **(7)**

Based on the above small sample it appears that information fulfilling minimum data collection standards is collected by the women's centers in question.

In addition to basic information, there are some additional data collected by women's centers. In Ireland, the respondent stated that data is collected on 70 dif-

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[21] General Secretariat for Gender Equality

Graph 5: Data collected by national women's centers
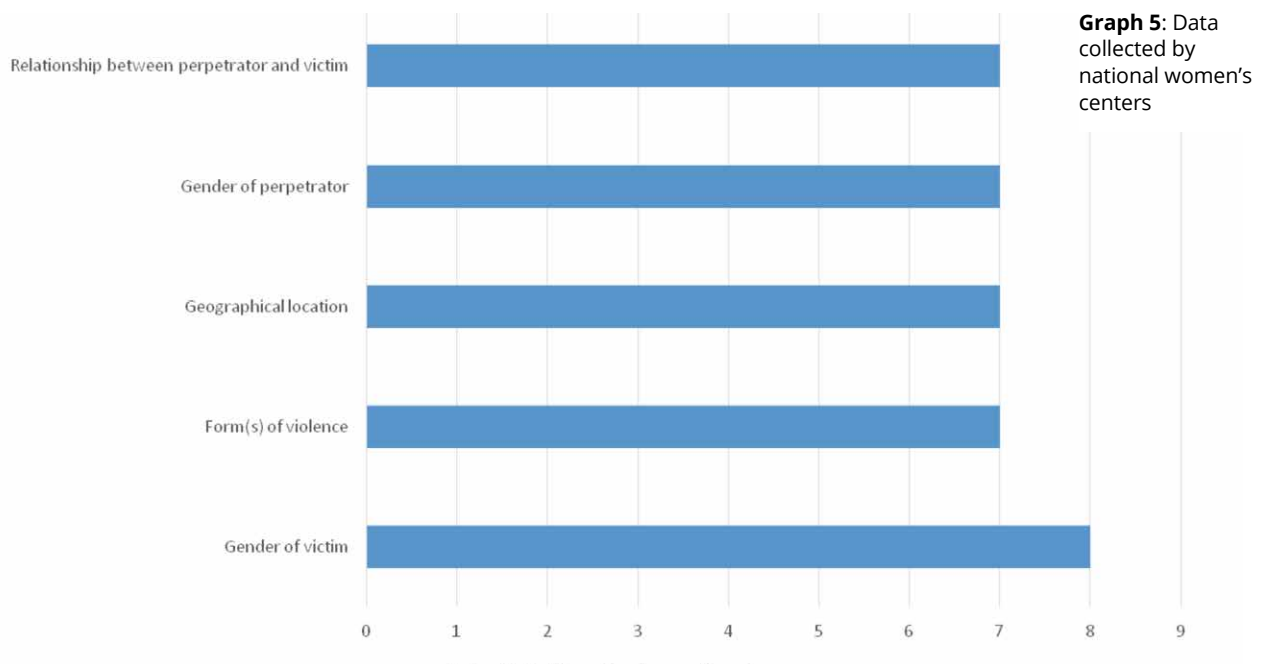
ferent variables. This is likely due to the specificity of the service (rape crisis centers), as a service dealing with a specific issue is more likely to be able to observe certain trends and it might be in its own interest to do so, for example, in order to better respond to service users and improve service over time, as well as to contribute its data and research to policy. Some other data collection mentioned included age, marital status, educational level, nationality and employment status, among others.

Data on availability of women's centers

From the responses collected (11), it can be said that in six cases, a database or an informational channel exists to inform about the availability of women's centers. In all cases, the information is available online and mostly accessible to the public at large. Often, it is the website of the women's network that provides information on the available centers, the individual organization or a government institution. Where the information is available on a government website, it appears to advertise a variety of services, not only women's centers.

The databases most often display information about the centers' opening hours. It is less likely that information about whether services are free of charge or information on cost of services, support for children, multilingual support, or access for various groups is displayed as part of the database. In Greece, however, where a private database for counsellors working within the centers is available, more detailed information is available.

CHAPTER 5 SUMMARY OF KEY POINTS:

▶ The countries from which data was collected for Chapter 4 included the following: Austria, Bulgaria, Cyprus, Greece, Ireland, Italy, Luxembourg and Montenegro.

▶ Gaining a complete understanding of data collection by women's centers is difficult as the services vary significantly, are separated into several networks, or may be part of mixed networks.

▶ Women's centers can be specific establishments such as intervention centers with proactive approach or rape crisis centers, or they may be more general such as information and advice centers for women.

▶ Obstacles to national level data collection include lack of networks of women's centers, specificity of centers, lack of resources, regional division impacting administration of data collection, and a lack of a single coordinating body responsible for data collection.

▶ If more than one network is present in the country, the networks are not always able to collate their data in order to enable national statistics.

▶ Most of the centers collect the minimum required data such as gender, age, form of violence, relationship type and geographical location. In addition to the basic information, centers dealing with specific forms of violence may collect information on numerous variables as this may be more appropriate to be done by a specialist and tailored service.

▶ In countries, where women's centers are present,

especially when they are organized into networks, online databases of services are available to inform the public about availability of the centers. The information provided is general and typically only internal databases that provide restricted access for professionals provide additional information about the service such as whether it is free of charge, whether multilingual support is offered or whether access to different groups of women is promoted or enhanced. Databases provided by state institutions provide information on availability of all types of services, general and specialist.

Chapter 6: Conclusion and considerations for future data collection

The Istanbul Convention calls on state parties to provide specialist services for women survivors of violence, and to collected administrative data, which may include information related to service use. Women's NGOs are often collectors of administrative data as they historically have been in the role of specialist service providers throughout Europe. Administrative data collection is beneficial in that it allows for monitoring, identification of gaps, improvement, providing information to survivors, among other uses. This study was a continuation of WAVE's efforts to provide guidance and recommendations on the improvement of data on gender-based violence against women in Europe with the aim to contribute to the implementation of state obligations under the Istanbul Convention.

The study itself has been conducted in order to support the establishment of a system of European level administrative data collection by specialist women's services (i.e. a harmonized European tool for administrative data collection). WAVE aims to develop such a system in 2016 and promote its implementation in 2017. The following points are recommendations resulting from the study:

▸ Prior to embarking on the journey of collecting shared data by specialist services, it is of relevance to consider the definitions of specialist services (more specifically of what constitutes a national women's helpline, women's shelter, women's center) to ensure consistency across Europe and over time.
▸ Considering the names and categories for specific pieces of data is important as it impacts comparability across countries, and can also itself contribute to the effort of combating violence against women by pointing the focus on certain elements. For example, designing the data category 'relationship' by labeling the relationship from the direction of the perpetrator to victim (i.e. relationship between perpetrator and victim) lays the focus and responsibility on the person perpetrating the violence as opposed to on the victim, by making the perpetrator visible.
▸ It is important to consider the purposes for which the data is used to ensure that any resulting set of statistics is able to serve the desired purposes (i.e. monitoring, identification of gaps, informing survivors, measuring realization of survivors' rights, reporting to funders and donors).

- Consider the value of qualitative information in administrative data collection.
- Minimum requirements under the Istanbul Convention should be considered in decision of the categories of data to collect (e.g. gender of perpetrator, gender of victim) as well as additional data categories that may be of value.
- In order for administrative data collection to be comparative among countries and over time, sustainability of services themselves needs to be ensured by states.
- An easily accessible electronic database may be of value for the establishment of a European-wide administrative data collection system and would result in the need to consider initial costs and continuous upkeep of such a system. Additional considerations might include administration and maintenance, as well as ensuring anonymity and confidentiality of service users.
- Any system of data collection must consider service user anonymity and confidentiality as having utmost priority, especially by the women's helplines. While collecting certain pieces of information related to service use (e.g. frequency of calls). Please see Chapter 7 on ethical considerations for standards in data collection.
- Enabling data collection on a national level would require the presence of coordination, which is also an obligation set forth by the Istanbul Convention. Additionally, as data collection requires additional resources, appropriate funding for national level data collection should be allocated.

Chapter 7: Important ethical considerations for standards in data collection and future work on the project

The chapter focuses on ethnical and human rights standards for data collection and looks at further steps in the WAVE project on data collection in women's support services in Europe. As stated in the beginning, the mapping report is part of a three years WAVE project continuing with the development of a harmonized tool for data collection in 2016 and steps for implementation in 2017.

The next steps will begin with ethical and human rights based considerations which play an important role in data collection about women victims of violence, as also stated in previous chapters of the report. Even if personal data is stored in an anonymous way for statistical purposes, questions of confidentiality and trust remain.

Ethical considerations – rights of women victims of violence to confidentiality and anonymity

While administrative data collection and minimum standards in data collection are important to be able to assess the level of implementation of measures and to get information about victims using the services, it is of utmost importance to pay attention to the human rights of victims, especially their rights to safety and confidentiality. Requirements for data collection should never supercede the rights of women victims of violence.

Violence against women is widespread and it is widely underreported, as the EU-wide survey on violence against women indicates. The survey was conducted the European Union Agency for Fundamental Rights. Only one in three women victims of intimate partner violence and about one in four women victims of sexual violence reported the most serious incident to the police or some other services (FRA, 2014).

There are various reasons for that, such as shame, fear, fear of retaliation and a lack of trust in the police and the justice system. The unequal power relationship between women and men, which is the root cause of violence, is also a barrier for reporting and women often

do not have the freedom and the necessary support to take steps against the abuser. It is very concerning that in Europe women do not only experience violence and discrimination, they are so hindered to address the problem, to speak about it and to seek help and justice.

Specialist women's organizations setting up support services have acknowledged this problem. They have developed principles and measures to gain the trust of survivors and to overcome barriers (WAVE 2004, 2006, 2012). Core principles are: confidentiality, anonymity and the right to self determination.

In order to seek help, survivors need to trust the service. Trust is not something that service providers can take for granted, it is something that has to be build and earned.

Women survivors of violence need to have the right to seek help without revealing their identity. This is especially important for women's helplines, but also other support services for women victims of violence such as shelters and centers need to offer women support on an anonymous basis without them having to disclose their name.

The right to confidentiality is not realized everywhere in Europe yet. On the contrary, in some countries women even need to 'prove' that they are a victim when reporting the violence, before they receive help and as a condition to be admitted to a shelter. These are problematic practices which do not empower victims but further deter them to seek help. The Istanbul Convention (Article 18.4) clearly opposes such regulations and requires that „the provision of services shall not depend on the victim's willingness to press charges or to testify against any perpetrator."

The right to safety, confidentiality and anonymity is one of the reasons why specialist women's support services have to be independent and human rights based.

General social services and health services are often not able to guarantee anonymity and confidentiality. There role is therefore not to be the main support agency for victims, but to "assist victims and refer them to the appropriate services" (Article 22). The Convention requires that parties „shall provide or arrange for specialist women's support services to all women victims of violence and their children" (Article 22).

Summary of ethical standards in data collection

▸ The realisation of minimum standards of data collection in women's support services, according to the Istanbul Convention, is important and women's support services need to be supported and funding to develop data collection systems on the national level should be provided for this purpose.

▸ Support for women survivors of violence and their children should be provided by specialized and independent women's organisations that can guarantee confidentiality and anonymity to victims.

▸ Victims should never be obliged to report violence to the authorities or have to 'prove' that they are a victim.

▸ Governmental funding contracts for specialist women's support services should respect the right to anonymity and confidentiality.

▸ Data collection in women's support services should be promoted and supported by the government, but should not be mandatory; safety and confidentiality of victims need to have priority.

Further steps regarding the WAVE project on data collection of women's support services in Europe

Further steps to be taken in the project include:

▸ Present the mapping results to WAVE members and other stakeholders for discussion.

▸ Identify good practice in data collection of women's support services, including good practice in data protection.

▸ Consult with WAVE members and other experts to explore the question of a minimum set of data for harmonized data collection in women's support services.

▸ Identify a group of experts in the WAVE network who are interested in a harmonized tool.

▸ Develop a draft harmonized data collection tool in consultation with experts.

▸ Network with agencies active in the area of data collection such as FRA, EIGE, Eurostat and other relevant organizations.

Appendix

Table: Questionnaires completed per country and service type

COUNTRIES	SHELTERS questionnaire	HELPLINE questionnaire	CENTERS questionnaire
Armenia	yes	yes	yes
Austria	yes	yes	yes
Belarus	yes		
Belgium[1]	yes		yes
Bulgaria	yes	yes	yes
Cyprus	yes	yes	yes
Czech Republic	yes		
Denmark	yes[2]		
Finland	yes	yes	
Germany		yes	
Greece	yes	yes	yes
Ireland		yes[3]	yes
Italy	yes		yes
Kosovo	yes		
Liechtenstein	yes[4]		
Luxembourg	yes		yes
Malta	yes		
Moldova	yes	yes	yes
Montenegro		yes	yes
Norway	yes[5]		
Poland	yes		
Portugal			yes
Romania	yes		
Russia		yes	
Slovenia		yes	
Sweden	yes		
Ukraine		yes	
England	yes	yes	
Northern Ireland	yes[6]	yes	
Wales	yes	yes	

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[1]   For Flanders region only.
[2]   With data from statistical report. See: LOKK. (2014). Årsstatistik 2014 Kvinder og børn på krisecenter.
[3]   With data from statistical report. See: Women's Aid. (2014). Women's Aid Impact Report 2014.
[4]   With data from statistical report. See Frauenhaus Liechtenstein. (2014). Jahresbericht 2014.
[5]   With data from statistical report. Barne-, ungdoms- og familiedirektoratet. (2014). Rapportering fra Krisesentertilbudene 2014.
[6]   With data from statistical report. Women's Aid Federation Northern Ireland. (2014-2015). Pathways to Support.

Questionnaire

WAVE – Mapping of service statistics in Europe

Welcome to the WAVE survey on women's services data collection in Europe
Thank you for taking the time to answer questions related to European administrative data collection on wo en's services.

The questionnaire has been designed as part of WAVE's annual activities that are co-funded by the operating grant of the European Commission Justice Program. WAVE is a European network of women's organizations working in the field of combating violence against women.
The questionnaire focuses on three areas: data collection by 1. WOMEN'S SHELTERS, 2. NATIONAL WOMEN'S HELPLINES, and 3. WOMEN'S CENTERS

This mapping, in form of a questionnaire, will support WAVE in developing a European system of comparable administrative data on service provision, results of which will contribute to monitoring of states implementation of their international obligations to prevent and combat violence against women.

GENERAL: Information about the person and organization completing the questionnaire

1. Please provide the following data about yourself

GENERAL: Country Information

2. For which country are you answering this questionnaire?

WOMEN'S SHELTERS: Data collection concerning the use of services

3. Currently, are women's shelter user statistics collected in your country on a national level?

4. Which data collection/which women's shelter network's data collection are you referring to?

5. What are the obstacles to collecting data on national level?

6. What would be needed to enable national data collection?

7. Are there plans to establish a national data collection system in your country?

8. If there are networks of women's shelters in your country, please write their names in the spaces below. If there are no networks of women's shelters in your country, please press next to move onto the next question.

9. Which organization or agency is responsible for the data collection on users of women's shelters?

10. Please provide contact details for the organization or agency responsible for the data collection.

11. What is the number of women's shelters included in the national data collection? (Please comment, if needed)

12. In what year was the national data collection started? (Please comment, if needed)

13. Is the national data collection conducted on an annual basis? (Please comment, if needed)

14. How is data collected/stored?
   ▸ Paper files
   ▸ Single electronic files
   ▸ Web-based database
   ▸ Internal database
   ▸ Other (please specify)

15. If known, please specify who developed the database? (e.g. private company, network of women's services, women's organizations, other)

16. Is the database a custom made database or a commercially available database?

17. If known, please estimate the cost of the development of the database?

18. Please provide any other useful information regarding the database

19. For what purposes is the data used? (Choose all that apply)
   ▸ Internal monitoring
   ▸ External monitoring (e.g. by donors, funders)
   ▸ Inform policy makers
   ▸ Learning and improvement
   ▸ Contribute to other data collection
   ▸ Media
   ▸ Other (please specify)

20. Is data collected published?

21. Please specify where the data is published (e.g. online, annual report accessible online, paper report). If the published document is available online, please provide the website link, where it can be accessed.

22. Is the following data concerning the use of services in women's shelters collected?
   ▸ Number of women staying in women's shelters
   ▸ Number of children staying in women's shelter
   ▸ Number of days and/or nights women stayed in the shelters
   ▸ Number of days and/or nights children stayed in the shelters
   ▸ Number of women using residential services repeatedly/repeat service users
   ▸ Women who cannot be accommodated in women's shelters due to limited space/resources
   ▸ Other shelter services used by women staying in the shelter
   ▸ Services women and/or children staying in the shelter were referred to
   ▸ Women's accommodation following stay in the shelter
     (i.e. place where women move after shelter stay)
   ▸ Number of women whose cases involve cross-country/cross-border elements
   ▸ Please comment or specify any additional data that is collected

23. Is the following demographic and other data on women's shelter service users collected?
   ▸ Form of violence experienced
   ▸ Geographic location prior to shelter stay
   ▸ Gender of victim
   ▸ Gender of perpetrator
   ▸ Age of victim

- ▶ Age or perpetrator
- ▶ Relationship between victim and perpetrator
- ▶ Marital status of victim
- ▶ Residence status of victim
- ▶ Number of children staying at the shelter with the victim
- ▶ Annual or monthly income of the victim
- ▶ Annual or monthly income of the perpetrator
- ▶ Victim's housing situation prior to shelter stay
- ▶ Victim's housing situation following shelter stay
- ▶ Victim reporting the violence as crime to authority
- ▶ Please comment or specify any additional data that is collected

24. Is there another administrative data collection conducted for women shelters in your country?
    If yes, the questions are repeated.

WOMEN'S SHELTERS: Information on availability of shelters

25. Does a national database exist in your country providing information on available women's shelters?

26. Is the database available online?

27. Please provide the website link where the database can be accessed

28. Please list persons who have access to the database (e.g. public, service providers, victims) and explain if necessary

29. Which of the following information is provided in the database?
    - ▶ Shelter opening hours
    - ▶ If the shelter is opened 24/7
    - ▶ Are the services free of charge
    - ▶ If not free of charge, information on cost
    - ▶ Accessibility for children
    - ▶ Other services available (outside of accommodation)
    - ▶ If multilingual support is provided
    - ▶ Listing of the types of residential and non-residential services available
    - ▶ If accessible for women with disabilities
    - ▶ If accessible for specific groups of women
      (i.e. undocumented migrant women, asylum seeking women)
    - ▶ If specialist for specific groups of women
      (i.e. migrant women, black women, minority ethnic women)
    - ▶ Number of beds/places available in each shelter
    - ▶ please comment or specify any additional information that is available

30. Does another national database exist in your country providing information on available women's shelters?
    If yes, the questions are repeated.

NATIONAL WOMEN'S HELPLINE: Data collection concerning the use of services

31. Currently, are national women's helpline user statistics collected in your country?

32. Which national women's helpline are you referring to?

33. What are the obstacles to collecting data on national level?

34. What would be needed to enable national data collection?

35. Are there any plans to establish data collection in the future in your country?

36. Please write the names of all national women's helplines in your country.

37. Which organization is responsible for the data collection?

38. Please provide contact details for the organization or agency responsible for the data collection.

39. In what year was the data collection started? (Please comment, if needed)

40. Is data collection conducted on an annual basis? (Please comment, if needed)

41. How is the data collected/stored?
    ▸ Paper files
    ▸ Single electronic files
    ▸ Web-based database
    ▸ Internal database
    ▸ Other (please specify)

42. If known, please specify who developed the database? (e.g private company, network or women's services, women's organizations, other)

43. Is the database a custom made database or a commercially available database?

44. If known, please estimate the cost of the development of the database?

45. Please provide any other useful information regarding the database

46. For what purposes is the data used? (Choose all that apply)
    ▸ Internal monitoring
    ▸ External monitoring (e.g. by donors, funders)
    ▸ Inform policy makers
    ▸ Learning and improvement
    ▸ Contribute to other data collection
    ▸ Media

47. Is the collected data published?

48. Please specify where the data is published (e.g. online, annual report accessible online, paper report). If the published document is available online, please provide the website link, where it can be accessed.

49. Is the following data concerning the use of women's helplines collected?

- ‣ Number of total calls received
- ‣ Number of total calls received from women
- ‣ Number of total calls received from other persons (e.g. men, relatives of victims, professionals)
- ‣ Frequency of calls (i.e. number of women, who call repeatedly/repeat calls)
- ‣ Frequency of calls in general (i.e. number of persons, who call repeatedly/repeat calls)
- ‣ Type of service received by callers (e.g. counselling, referral)
- ‣ Number of calls that involve cross-country/cross-border elements
- ‣ Please comment or specify any additional data collected

50. Is the following demographic and other data on women's helpline users collected?
- ‣ Form of violence experienced
- ‣ Geographic location of caller
- ‣ Gender of victim
- ‣ Gender of perpetrator
- ‣ Age of victim
- ‣ Age of perpetrator
- ‣ Relationship between victim and perpetrator
- ‣ Marital status of victim
- ‣ Nationality of victim
- ‣ Residence status of victim
- ‣ Number of children
- ‣ Annual or monthly income of the victim
- ‣ Annual or monthly income of the perpetrator
- ‣ Victim's housing situation
- ‣ Victim reporting the violence as crime to authorities
- ‣ Please comment or specify any additional data collected

51. Are there other national women's helpline user statistics collected in your country?
    If yes, the questions are repeated.

WOMEN'S CENTRES: Data collection concerning the use of services

52. Please specify the type of centers available in your country?
- ‣ Rape crisis centres/helplines
- ‣ Sexual assault referral centres (in health services)
- ‣ Centres for girls experiencing sexual assault
- ‣ Intervention centres with pro-active approach
- ‣ Regional crisis centres for women survivors of domestic violence
- ‣ Independent domestic violence advisors (IDVAs)
- ‣ Independent sexual violence advisors (ISVAs)
- ‣ Women's centres for black, migrant and minority ethnic women
- ‣ Centres for women survivors of trafficking
- ‣ There are no women's centers available
- ‣ Other (please specify)

53. Currently, are any women's centres user statistics collected in your country on a national level?

54. Which women's centers data collection are you referring to?

55. What are the obstacles to collecting data on national level?

56. What would be needed to enable national data collection?

57. Are there plans to establish a national data collection system in your country?

58. If there are networks of women's centers in your country, please write their name in the spaces below. If there are no networks of women's centers in your country, please press next to move onto the next question.

59. Please provide contact details for the organization or agency responsible for the data collection

60. Is data collection conducted on an annual basis? (Please comment, if needed)

61. Is the data published/publically available? If yes and available online, please provide link in the text below.

62. What type of information is collected by the women's centres? (Please choose all that apply)
   ▶ Form of violence
   ▶ Geographical location
   ▶ Gender of victim
   ▶ Gender of perpetrator
   ▶ Relationship between victim and perpetrator
   ▶ Other (please specify)

63. Are there any other women's centres user statistics collected in your country on a national level?

64. Which women's centers data collection are you referring to?

WOMEN'S CENTRES: Information on availability of centres

65. Does a national database exist in your country providing information on available women's centres?

66. Is the database available online?

67. Please provide the website link where the database can be accessed

68. Please list persons who have access to the database (e.g. public, service providers, victims) and explain if necessary

69. Which of the following information is provided in the database?
   ▶ Centre opening hours
   ▶ Are the services free of charge
   ▶ If not free of charge, information on cost
   ▶ If services for children are available
   ▶ If multilingual support is provided
   ▶ If accessible for women with disabilities
   ▶ If accessible for specific groups of women (i.e. migrant women, black women, minority ethnic women)
   ▶ Please comment or specify additional information available

70. Does another national database exist in your country providing information on available women's centres?
   If yes, the questions are repeated.

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