



ISED A

Results Report Scoping of the ecosystems of pilot sites and follower territories D1.1



D1.1

Results Report

Scoping of the ecosystems of pilot sites and follower territories



ISED A

Organisation: University of Alicante – UA
Main authors: Carmen Vives Cases, Rocío Vicente García

Date 17/03/2023

DELIVERABLE 1.1 – VERSION 1.0

WORK PACKAGE N° 1

Nature of the deliverable		
R	Document, report (excluding the periodic and final reports)	X
DEM	Demonstrator, pilot, prototype, plan designs	
DEC	Websites, patent filing, press & media actions, videos, etc.	
DATA	Data sets, microdata, etc.	
DMP	Data management plan	
ETHICS	Deliverables related to ethics issues	
SECURITY	Deliverables related to security issues	
OTHER	Software, technical diagrams , etc.	

Dissemination Level		
PU	Public, fully open, e.g. web	X
CO	Confidential, restricted under conditions set out in Model Grant Agreement	
CI	Classified, information as referred to in Commission Decision 2001/844/EC	
SEN	Sensitive, limited under the conditions of the Grant Agreement	

Quality procedure			
Date	Version	Reviewers	Comments
21/3/2023	V0.2	Antonia Tsirigoti, EAVN	
22/3/2023	V0.3	Emmanuel Guardiola, THK	

Acknowledgements

This report is a part of the deliverables of the project “ISEDA” which has received funding from the European Union’s Horizon Europe research and innovation program under grant agreement No. 101073922.

Table of contents

1. Introduction.....	5
2. Methodology	6
3. Results. Dimensions of analysis, categories and recommendations	7
3.1 DV-IPV Stakeholders and available support services.....	7
3.2 Crime reporting technologies and available support services	8
3.3 Investigation procedures	10
3.4 Prevention interventions	12
3.5 Legal and regulatory aspects	15
4. Conclusions	17
5. Main DV-IPV services and resources	19
6. Appendices. Summary table of services and resources on DV/IPV	25
Appendix 1 - Table 1. DV-IPV Stakeholders and available support services	26
Appendix 2 - Table 2. Crime reporting technologies and available support service....	27
Appendix 3 - Table 3. Investigation procedures	28
Appendix 4 - Table 4. Prevention interventions	29
Appendix 5 - Table 5. Legal and regulatory aspects	30

Abbreviations and Acronyms

Abbreviations	Short description
PS	Pilot Site
FT	Follower Territory
PA	Police Authority
CSO	Civil Society Organisation
DV	Domestic Violence
IPV	Intimate Partner Violence
FG	Focus Groups

1. Introduction

The **ISEDA** project (Innovative Solutions to Eliminate Domestic Abuse) aims to combat and eliminate Domestic Violence (DV) by employing an enriched European approach, using modern technological tools and practices, and improved multi-sectoral expertise in its activities. One such technological practice is the development of a chatbot, which will use empathetic language and inform victims about ways to get help and assistance, as well as refer them to hotline numbers, the police and other first responders to reduce violence. The chatbot will also familiarise citizens with the different types of DV, and with methods to prevent, detect and investigate it. With the victims' consent, an integrated data platform will gather court evidence to be used to build a legal case, and record trends on the nature, frequency and circumstances of DV. A key activity of the ISEDA project will be providing training primarily to police authorities (PAS) through interactive learning. Participants will develop the necessary skills to better assess DV situations, respond accordingly and provide better assistance to victims and a just treatment for their cases.

Awareness of DV will be further improved through campaigns that integrate the victims' input and make use of informational guides, posters and videos. Education programs will focus on sensitising and engaging students, fostering know-how about deconstructing toxic gender stereotypes and GBV, and promoting healthy relationships and zero tolerance towards violence. The ISEDA project will also promote and implement perpetrator programs as an alternative to imprisonment and as a chance for positive change. Such programs have the potential to significantly increase the quality of life of both victims and perpetrators.

By employing multidisciplinary expertise and addressing the different aspects of DV, the ISEDA project has the potential to significantly enhance the fight against DV at the European level and contribute to the establishment of necessary, robust, long-lasting structures to eliminate DV.

In accordance with the objectives of the project, this report of results presents the information related to **Task 1.1: Scoping of the pilot sites' and follower territories' ecosystems**. In this task, local partners collected the following site-specific data through desk research: *DV stakeholders and support services available in a multi-agency ecosystem (police and justice system, counselling centres, legal support, hotlines, shelters, etc.); existing awareness campaigns, educational programmes on GBV and DV, programmes for perpetrators, police training on DV, legal and policy framework (evidence gathering)* in relation to ISEDA solutions. The scoping was performed by national academic, research and civil society organisation (CSO) partners for the

pilot sites – BG (DEMA), GR (KEMEA) and ES (UA) with the support of police (PAS), for the Follower Territories – IT (CAM), Scotland-UK (GCU), CY (SPAVO), FI (TAU).

2. Methodology

This report is based on a descriptive, cross-sectional design aimed at three essential tasks: a) the exploration or mapping of the different DV/IPV services in each territory, b) the analyses of these services by territory and according to the number and type of violence, victims and their access to services, and c) the interpretation of the results obtained. The exploratory phase is aimed at collecting the available DV/IPV services still active in each of the pilot sites (PS) and follower territory (FT) countries that are part of the consortium and the identification of the five essential dimensions of analysis and the most relevant categories. Thus, this phase ensures the adequacy of the specific technical procedures to be employed in subsequent phases.

The analyses present in detail the main characteristics of the topic that is being analyzed, through operationalization, systematic organisation and comparison of analytical elements, both from a quantitative and qualitative perspective. A quantitative approach was used to determine the number of services that the partners collected for each of the dimensions of analysis. The qualitative approach allowed us to develop an interpretative phase to give meaning to the data provided by the different partners. A summary table is presented for each of the dimensions established during the information collection (see appendices 1 to 5).

The results are presented in two ways: firstly, in terms of a descriptive analysis of the five dimensions and their categories, and secondarily in terms of the implications and proposals for improvement provided by the partners for each dimension of the DV/IPV services. Thus, these results aim to facilitate the identification of strategic lines of action for the development of ISEDA solutions.

3. Results. Dimensions of analysis, categories and recommendations

3.1 DV-IPV stakeholders and available support services

DIMENSION (1) DV/IPV stakeholders and available support services: all parties involved in the prevention, detection, and response to DV/IPV in each region. This includes services, local networks of resources that provide information, help and support to women victims of DV/IPV, to their dependent children or adolescents, to their families or immediate environment, and that promote equitable relationships between women and men (Appendix 1).

Categories:

- Counselling centres (care and information points)
- Police office services (information and support)
- Justice and legal support (office services)
- Health services (physical and psychological)
- Specialised services or programs (e.g. care and recovery, intervention, shelter, emergency)
- Other (e.g. associations, observatories, commissions, plans)
- Resources for male perpetrators (to promote equal relationships)

We found that all of the territories (PS and FT) have multiple **DV-IPV stakeholders and available support services**. Of particular relevance are the information and care resources for women victims of DV, such as **counselling centres, associations, observatories, DV-IPV commissions and action plans**. These resources provide help for all types of DV-IPV cases, whether physical, sexual or emotional, as well as cyber abuse and controlling behaviours (psychological and economic). They are primarily aimed at women victims of DV-IPV and their children or adolescents. However, in some cases, they also carry out information dissemination work among DV-IPV professionals and the general population as a whole. The channels of access to the counselling and information centres include telephone, in person by appointment, email or other electronic resources such as official websites (public or private institutions), associations and/or social organisations.

Another category to highlight in this dimension of DV-IPV stakeholders and available support services are the **services or programs that specialise** in the care, intervention, shelter, recovery, and emergency response related to DV-IPV. The high presence of these services in all of the territories indicates the need for specialised attention regarding the needs of the victims of DV-

IPV. Access to these services is free of charge and is usually facilitated by a professional. Services can also be contacted by telephone, in person at an information office or by email.

Information related to the categories of **police, judicial or legal support and health services** differs between contexts. Although most countries have such services available, they are less relevant as a care or information service on DV-IPV. Finally, some countries have included resources for male perpetrators aimed at addressing the violent behaviour of male perpetrators, in order to help them, to promote an end to violence and to support equitable relationships. Access to these resources is voluntary (or mandatory by court in Greece) and is preceded by a professional assessment.

3.2 Crime reporting technologies and available support services

DIMENSION (2) Crime reporting technologies and available support services: focused on the resources related to technologies and communication channels used to report DV-IPV cases to police authorities (Appendix 2).

Categories:

- Telephone service (information, attention and protection) and SMS Service
- App service (information, attention and protection)
- E-mail (information, attention and protection)
- Chat-Whatsapp (information, attention and protection)
- Other electronic contact (social networks, web...)

In the category of **crime reporting technologies**, all partners detected resources related to hotlines for information, care and protection. This service is active and available in all territories for reporting of any case of violence or emergency, including DV-IPV, involving a victim of violence. The number 112 is standardised and used within the European context to report such situations. In addition, several territories have specific hotlines for reporting DV-IPV (Greece 100, 197, 15900; Catalonia-Spain 016, 900 900 120; Scotland 101, 999; and Cyprus 199), which are staffed by specialised DV-IPV personnel and connected to emergency services and police officers.

In some contexts, the telephone service is complemented by a **WhatsApp** or instant messaging **SMS** service that can be used to follow up on the incident. In addition to hotlines and chats, there are also other technologies that aim to inform, respond to and report DV-IPV situations.

These include **mobile applications** (apps) available for IOS and Android, **email** accounts and other electronic resources such as **websites** or institutional **social networks** verified by emergency services.

The following implications and proposals for improvement (provided by the research partner) are linked to analysis dimensions 1 and 2 and aim to help establish outlines for the creation of a **chatbot for reporting domestic violence**.

O1: Adapt and test a chatbot in 3 different countries that enables victims to access key information on DV and directly report DV to the police.

The lack of crime reporting technologies in most of the countries highlights the need to develop an app for reporting DV and to provide information about available services for victims and those who witness violence. There is also a need for coordination between the different services that support the victims during the process. This coordination will help to prevent re-victimization and make the reporting process easier.

Recommendations:

1. *Determine the type of information that will be available in the chatbot (informational content, access to other resources, etc.) and the functionalities of the chatbot (panic button, geolocation, etc.).*
2. *The chatbot should provide information for victims about the reporting process and available support and advocacy services.*
3. *Define whether the chatbot will be used by DV victims, witnesses or by both.*
4. *Consider the stalkware apps for the development of the chatbot.*
5. *Raise awareness of the app and promote its use (through social media, posters at bus and metro stops, women's public bathrooms, waiting rooms in health centres, post offices, workshops, etc.).*
6. *The chatbot must be available for all operating systems and technological devices.*
7. *The chatbot has to be available 24 hours a day, 7 days a week, 365 days per year. Likewise, this chatbot must be adapted to people who have disabilities (people who are blind, deaf, etc) and to be multilingual.*
8. *The ISEDA chatbot should allow for collecting information requested as evidence in the reporting process. This involves recognising the chatbot as a valid tool to collect evidence during a report process.*

3.3 Investigation procedures

DIMENSION (3) Investigation procedures: includes information related to the investigation of DV-IPV cases carried out by the police or forensic services (Appendix 3).

Categories:

- Assessment and police proceedings (due diligence, investigation, risk assessment, protection...)
- Police training programs (involving other DV-IPV professionals)
- Medical-forensic manuals, guidelines or services (evidence collection process)
- Forensic training programs

Investigation procedures of police investigations, prosecutions, and assessments of DV-IPV cases are active resources available in both pilot sites and follower territories. These resources are difficult to compile, as they are internal procedures or protocols of police teams and units and not often available publicly. Nevertheless, information on at least three or four investigative procedures has been collected in most countries.

Another important category in this dimension is that of **police training programmes**. This includes training sessions, courses, workshops or manuals that aim to train police officers to handle DV-IPV cases. This type of training is usually provided by the internal staff of police units or by external trainers, professionals dedicated to working with DV-IPV victims and perpetrators.

There is a large gap in data on **forensic medical services** (manuals and guidelines for evidence collection) and **forensic training programmes**. On this first service, the countries that have provided information are the contexts or pilot sites where ISEDA solutions will be applied (Greece, Bulgaria and Catalonia-Spain) together with Cyprus and Finland. Even so, this information is very limited. There is only one service per country in terms of medical-forensic program's services. Regarding forensic training services, only Greece, Bulgaria and Cyprus have provided information.

The following are recommendations for **improving the capacity of police officers (police training)** through innovative, hybrid and modular training that complements existing initiatives and curricula, providing greater awareness of the problem and encouraging behaviour change.

O2: Improve police officers' ability to interact with DV victims through a victim-centred training curriculum.

It is considered that the interrogation process is distressing for victims due to the risk of misunderstandings and the impacts of traumas on the way the victim describes the incident. Therefore, police procedures should include training on how victims should be approached during the hearings, considering the traumatic events and the impact of having to describe them repeatedly to different officers.

Recommendations:

- 1. Police training should include continuing education from a gender perspective and training on conducting an interview with victims and perpetrators. The use of gaming technologies can be useful in training police on different scenarios and ways of dealing with different victim profiles.*
- 2. Police officers interact with government organisations, private companies, NGOs, foundations and citizens in order to counter crimes using schemes and technology.*
- 3. Police officers should receive specific training on what to be aware of and how to conduct risk assessments before attending to incidents of domestic violence. They should also receive training on attending to victims who suffer from Post Traumatic Stress Disorder, immediate apprehension of perpetrators and receive advance information on the possible possession of fire-arms by the perpetrator.*
- 4. An urgent and direct communication method is needed in emergencies for people at high risk of crime. To enable this, Police Scotland has purchased and operates a number of Technical SOS personal safety devices (TecSOS). TecSOS devices are adapted mobile phones, which are supported with additional functionality that police can give to victims at high risk of domestic abuse, forced marriage, honour-based abuse, stalking, harassment and child sexual exploitation. These devices serve as a means of urgent and direct communication with the police in emergency situations. When activated the device initiates an emergency call and connects directly to a British Telecom (BT) 999 operator. This contrasts with providers, who often use third parties such as an alarm receiving centre (ARC), therefore delaying contact with emergency services.*

3.4 Prevention interventions

DIMENSION (4) Prevention Interventions: includes all interventions focused on DV-IPV prevention, such as existing awareness-raising campaigns, educational projects, local programmes for perpetrators and/or victims (Appendix 4).

Categories:

- Governmental campaigns
- Non-governmental campaigns (organisations, associations, foundations...)
- Mass media and private sector campaigns
- Educational and intervention programs (DV-IPV)
- Local programmes for victims (guidebooks, practical exercises...)
- Local programmes for perpetrators (awareness-raising and prevention projects)

The **prevention interventions** dimension collects information on DV-IPV prevention and communication campaigns led by public institutions or governments, non-governmental organisations and media or private entities. This dimension also focuses on educational programmes and local development programmes for victims and perpetrators.

First, according to partners from Bulgaria, Catalonia-Spain, Scotland, Italy and Finland, the institutional communication campaigns (at national, regional or local level) are designed to raise awareness and prevent different types of DV-PV among the general population. They are also directed at other more specific audiences, such as women victims, DV-PV professionals, young and adolescent students or perpetrators. This type of campaign combines traditional offline channels (e.g. outdoor advertising, radio, TV) with the online dissemination of content through the use of new technologies and social networks. Institutional campaigns that complement those carried out by non-governmental organisations, associations or foundations, are present in all PS and FT contexts. They are primarily aimed at the general population, and they combine offline and online dissemination. On the other hand, some countries such as Bulgaria, Catalonia-Spain, Italy and Finland have reported communication and prevention campaigns broadcast by the media in collaboration with private companies aimed at raising awareness of DV-IPV among women victims and the general public. In the case of Catalonia-Spain, such campaigns also target perpetrators of DV-IPV.

Second, educational programmes on DV-IPV are a fundamental part of raising awareness and preventing different types of violence (e.g. physical, sexual, psychological), especially among the younger population. Most of the resources collected by the partners focus their action on the educational community: young students and adolescents, teachers, parents or relatives. These

types of dual educational programmes combine face-to-face or offline training in the centres themselves with materials or electronic resources that can be accessed online. It should be noted that some of these training or educational programmes are also aimed at professionals who provide support and assistance to DV-IPV victims in order to periodically update their knowledge.

Finally, another way to enhance prevention of DV-IPV in most contexts is through local programmes dedicated to empowering women victims. These programmes provide them with learning resources and empowerment tools to resume their lives after an incident of DV-IPV. Such local and regional programmes are also developed for perpetrators, with the intention of facilitating new models of masculinity, re-educating non violent behaviours and promoting equality in relationships.

The European approach that the ISEDA project proposes to combat and eliminate DV uses **inclusive and realistic awareness-raising and prevention campaigns and other tools**, particularly digital tools, to make information on DV more accessible to the public.

O3: Develop inclusive and realistic awareness raising and prevention campaigns that focus on youth and make use of traditional and new digital media.

The awareness-raising campaigns that have been found to work effectively are those that address everyday issues and include examples from everyday practice. The inclusion of numerous practical examples facilitates understanding, although they can sometimes be controversial.

Increasing students' sensitization and raising awareness of the problem of domestic violence through the educational system is one of the best long-term, sustainable prevention strategies against aggression and violence in society. It is evident that the role and participation of the "community" (school, university, community council, institutions, organisations, professionals...) is of great importance for the promotion of preventative interventions.

Recommendations:

- 1. Create campaigns that highlight the importance of men and boys as agents of change, the deconstruction of societal beliefs about hegemonic masculinity, and have a focus on what "caring masculinity" is.*
- 2. Campaigns should deal with issues that promote inclusiveness (gender plurality, sexual orientation, etc.)*
- 3. Campaigns should include a combination of traditional, non-traditional, online media platforms, print media, social media (such as Youtube, TikTok or Tinder) and hashtags. In addition, it is considered important to reach the audience through less conventional media. This has to do with the appropriation of spaces to convey messages. For example, we propose*

to stage dramatised situations or "theatrical performances" in different public places to raise awareness about domestic violence.

4. *Campaigns should take advantage of key dates worldwide that focus on the fight against violence against women to make the chatbot tool more visible.*
5. *Education programs among all age groups must no longer be episodic and unregulated. A compulsory system must be created to work on DV prevention, and teachers and other professionals should be trained accordingly and provided with adequate psychological assistance for the prevention of victimisation. Social welfare and health care workers, lawyers, psychologists, and the population in general must be prepared to encounter violence and intervene.*
6. *Involve reference adults (teachers, parents, etc.) in reflecting on what they are teaching their children in terms of consent, gender neutrality, respect and diversity inclusion.*

In order to protect victims and modify offenders' behaviours and reduce recidivism, the following proposals for the improvement of existing **perpetrator programmes (PPs)** are presented:

O4: Evaluate three perpetrator programs (PPs) in three different territories with a common methodology to assess their potential for protecting victims, changing perpetrator behaviour and reducing recidivism.

These perpetrator programmes should address three main proposals: (1) standardise the methods and areas of research used in PP evaluations; (2) help PPs to monitor and evaluate the impact of their work; (3) collect more data across Europe to ensure a common approach.

Recommendations:

1. *It is important to further explore the possibility of incorporating technological assistance and how technology can bring accessibility to different communities in perpetrator programs.*
2. *Perpetrator programs must encourage men to reflect on the social constructs regarding masculinities, so that they do not normalise violent behaviour.*
3. *It might be useful to approach perpetrator programs from a perspective that does not explicitly address issues of DV-IPV. Topics of interest could be explored to increase the motivation of men to participate in these programs. For example, if the topic of interest is football, issues of violence in that area can be addressed in the first instance, and then the content can be directed towards situations in other areas.*
4. *Education and training on domestic violence must be implemented for all police personnel,*

regardless of rank and to all police academies, always taking into account and responding to their needs.

5. *The support and aid system for police officers handling DV cases should be enhanced with the on-going presence of psychologists or social workers at domestic violence offices. Psychologists should be recruited at the police department headquarters, rape kits should be provided and forensic services strengthened.*
6. *Violence must be assessed systematically and routinely in all functions of basic services.*

3.5 Legal and regulatory aspects

DIMENSION (5) legal and regulatory aspects: deals with the preliminary aspects of legislation and regulation frameworks and strategic policies in relation to ISEDA solutions (Annex 5).

Categories:

- Strategic local policies (plans and regulations)
- National laws (organic law, royal decree...)
- State Pact against Gender Violence
- European Union Law (or international conventions)

The last dimension considered in this report of results has to do with **legal and regulatory aspects**. The high number of national regulations (organic laws, decree-laws...) provided by the partners stands out, with more than four per territory. The **national laws** have a broad spectrum of action on DV-IPV, including crime reporting procedures, procedure investigation, prevention programs, and others. Along with the laws at the national level, the different territories (PS and FT) have collected local **regulations (plans or policies)**. Catalonia-Spain, Scotland and Italy stand out in terms of the number of services or local policies on DV-IPV. The number of services collected was fewer in terms of **state pacts on DV-IPV**. While the territories of Catalonia-Spain, Scotland and Cyprus reported between two and three regulations of this type, the rest of the countries reported fewer.

In the **European regulatory** context, we have taken into account both the laws of the European Union and international treaties and conventions, such as the Istanbul Convention, signed by all the countries that make up the ISEDA consortium. It should be remembered that these legal frameworks (national, local and/or European) affect the protection of women victims of DV-IPV,

their children or adolescents. In addition, the entire population that may be affected by an incident of DV-IPV.

The following are some identified areas for improvement in order **to develop a multi-source data platform** capable of identifying trends, cross-referencing information and improving the configuration of DV policy.

O5: Develop a multi-source data platform with capacity to identify trends, cross-reference information and better shape DV regulations.

It is important to be aware of all of the different types of violence recognized in each context, in order to collect all possible information related to domestic violence. Wider European implementation: any non-consensual sex act to be considered rape. Also, it is important to know the impact that violence has on victims, psychologically, physically, sexually and economically. The serious impacts of the violence on the victims should be taken into consideration when considering the demands of the evidence.

Recommendations:

- 1. Legislation must draw on the lived experience of survivors of domestic abuse and recognise that coercive control is just as damaging as physical attacks, and as such, they can destroy a victim's autonomy.*
- 2. Securing the safety of the victims, including children and adolescents, must be guaranteed by legislation.*
- 3. Legislation must also include articles that recognise the impact domestic abuse has on children and adolescents.*
- 4. It is important to know whether crime reporting technologies exist, what kind of reporting technology is in use, and what type of violence can be reported in each context. The regulations underlying the use of technologies are considered to be of utmost importance in this regard.*
- 5. Supervision of the compliance with a restraining order should be guaranteed by legislation.*
- 6. The judicial proceedings should be shorter and consider the traumatic situations of the victims.*
- 7. Legislation should specifically address the assistance and support of survivors/victims, where necessary, in order to clarify the responsibilities of the services involved.*
- 8. Increasing judges' skills is important. Prosecutors' offices, on the other hand, must have at least one prosecutor competent in the matter. Training should be provided to other professionals such as social workers, operators of centres that deal with victims and male*

abusers, judicial police forces, etc.

- 9. Regarding the terminology of digital violence, a unified practice is needed for how digital violence is referred to.*
- 10. Attention to minors who witness violence has improved, but greater efforts to raise awareness are needed.*
- 11. Improving immigration legislation and international protection legislation, pursuant to articles 59 and 60 of the Istanbul Convention, and ensuring the implementation of existing legislation is needed.*

4. Conclusions

The ISEDA project applies an interdisciplinary approach to prevent and combat domestic violence in the European context. To help define ISEDA's technological and social solutions, project partners have mapped available domestic violence and intimate partner violence (DV-IPV) services active in their countries in the following dimensions: (1) DV-IPV stakeholders and available support services; (2) crime reporting technologies and available support services (chatbot); (3) investigation procedures (police training, evidence collection); (4) prevention interventions (awareness raising campaigns, educational programs, perpetrator programs) and (5) legal and regulatory aspects related to the ISEDA solutions, as well as cultural specificities of each site.

The data presented in this report reinforce the need to create a chatbot service that allows victims to access key information on DV and directly report to the police. Victims of DV, especially vulnerable groups such as sexual minorities, migrants or people with disabilities, are often reluctant to contact the police or support organisations because of fear for their safety, lack of knowledge of who to contact and how investigation and judicial processes function. Coordination is also needed between the different supporting services that help the victims. This coordination will help to prevent (re)victimisation and make the reporting process easier. The fact that victims are not always aware of the severity of their situations, that online information is scattered among different sources and that helplines are not available 24/7 in all countries, further limits the likelihood that victims will reach out for help.

There is a need to create cross-cutting communication and awareness-raising campaigns that not only inform the public about the different types of DV and ways to prevent, detect and report it, but also provide information on how to get help and more accessible assistance for victims. Given that violence is a structural issue, efforts to prevent it should be directed at raising social awareness of the need to change cultural norms and stereotypes that allow or encourage such violence. In addition, efforts should be made to equip citizens with the tools to recognize the essence of the problem and to be able to counteract it according to their capacities. It is especially important to raise young people's awareness of the problem of DV and GBV in order to be able to effectively address these issues.

The creation and implementation of educational programmes, in cooperation with educational institutions and youth centres, is of great importance for the promotion of gender-transformative approaches focused on preventive interventions. These interventions should encourage healthy and equal gender relations, non-violent conflict and aggression management strategies, zero tolerance towards violence and suggest ways for adolescents to contribute to prevention of all forms of gender-based violence. Local programmes that victims and perpetrators support have a positive impact through offering psychological assistance and treatment to perpetrators as an alternative to existing judicial measures. This can help to prevent domestic violence and abuse and reduce recidivism. The implementation of programmes targeting perpetrators makes it possible to work on psychopathological aspects rooted in the attitudes and the behaviour of offenders, thus improving the safety of victims by reducing the intensity and frequency of this form of violence.

In defining the legislative and regulatory framework, good practices would include adopting the lines of action that organisations such as the European Institute for Gender Equality (EIGE) are already working on, in order to harmonise the regulations on domestic and gender-based violence at the European level. The creation of a multi-source data platform able to identify trends, cross-reference information and improve DV regulations requires multi-professional cooperation, continuity in managerial and organisational support, information sharing, consistent documentation of DV, awareness raising, education, training and agreement on basic tasks and responsibilities of all ISEDA partners.

5. Main services and resources (PS and FT)

The following database shows the variety of available and active DV-IPV resources in each of the territories studied (PS and FT) and contains a selection of the primary, accessible DV-IPV services that provide support and care to women victims of violence, to those in their environment and to the perpetrators.

Territory: GREECE	Partner: KEMEA
● General Secretariat for Demography and Family Policy and Gender Equality https://isotita.gr/en/home/ & https://metoogreece.gr/ ● Hellenic Police. www.astynomia.gr ● KETHI – Research Center for Gender Equality www.kethi.gr ● Women Counselling Centers. www.womensos.gr/sumvouleutika-kentra-ggif/ ● EKKA – National Centre for Social Solidarity (NCSS) www.ekka.org ● Health Services. https://www.moh.gov.gr/ ● DIOTIMA Centre. https://diotima.org.gr/en/ ● NGOs provide aid to DV-IPV victims/survivors 1. https://www.europeanlawyersinlesvos.eu/, 2. https://mdmgreece.gr/, 3. https://www.actionaid.gr/, 4. https://babeldc.gr/, 5. https://metadrasi.org/, 6. https://melissanetwork.org/, 7. https://www.msf.org/, 8. https://www.gcr.gr/, 9. https://www.a21.org/, 10. https://www.solidaritynow.org/en/, 11. https://caritas.gr/, 12. http://www.redcross.gr/, 13. https://praksis.gr/, 14. https://www.rescue.org/, 15. http://www.transgender-association.gr/, 16. https://www.safeplaceinternational.org/, 17. https://afw.ngo/, 18. https://hias.org/where/greece/, 19. https://www.volunteerglobalhealth.org/, 20. https://mkoapostoli.com/, 21. https://www.antiviolence-net.eu/, 22. https://www.womenlobby.org/, 23. https://soroptimist.gr/, 24. https://womenontop.gr/, 25. https://women-act.org/, 26. https://www.mexoxo.com/, 27. https://dlu.gr/, 28. https://www.kesoiaa.gr/, 29. https://ymca.gr/, 30. https://kakopoiisi.gr/, 31. https://www.humanrights360.org/, 32. https://www.intersos.gr/, 33. https://iliaktida-amea.gr/, 34. https://www.migrant.gr/, 35. https://www.bridges.org ● “197” hotline. https://www.ekka.org ● “100” or “112” hotline. www.astynomia.gr ● “15900” SOS Helpline for Abused Women	

Territory: BULGARIA	Partner: DEMA
• Association Demetra. https://demetra-bg.org/en/ • Association "Alternatives" Burgas. http://alternativi-aitos.org/ • Foundation "Bulgarian Gender Research Foundation". https://bgrf.org/ • Association "Center Maria" Veliko Tarnovo. https://www.centermaria.org/ • Centre Dynamics Association. https://dinamika-ruse.bg/ • POSITIVE PERSONALITY SKILLS IN SOCIETY" NGO. https://www.pulsfoundation.org/bg/ • Animus Association. http://animusassociation.org/ • Bulgarian Women's Fund (BWF). https://bgfundforwomen.org/bg/ • Complex for social services for children and families – Varna. https://www.ksuds-varna.com/bg/ • H&D Gender Perspectives Foundation. http://hdgender.eu/ • Justice and legal support of DV-IPV (office service). www.council.sofia.bg • Police office services. • Telephone 112. https://www.mvr.bg/112/дейности/дейности-и-функции/112_v_bg https://112.mvr.bg/#/sign-in	

Territory: CATALONIA – SPAIN	Partner: University of Alicante (UA)
• Women's Information and Assistance Service and Offices. https://dones.gencat.cat/ca/ambits/violencia_masclista/recursos_atencio/mapa_siad/ • The Gender Equality Observatory (OIG) https://dones.gencat.cat/ca/ambits/Observatori-de-la-Igualtat-de-Genere/ • National Commission for a Coordinated Intervention against gender-based violence. https://igualtat.gencat.cat/ca/ambits-dactuacio/violencies-masclistes/coordinacio-i-treball-en-xarxa/cnvm/ • Crisis intervention service https://igualtat.gencat.cat/ca/ambits-dactuacio/violencies-masclistes/servei-dintervencio-en-crisis-greus/ • Women's Information and Care Points https://ajuntament.barcelona.cat/dones/ca/informacio-i-atencio/a-les-dones/punts-informacio-i-atencio-a-les-dones-piad • Care, recovery and shelter (SARA) https://ajuntament.barcelona.cat/dones/es/bcn-antimachista/servicios-de-atencion-la-violencia-machista/sara • Specialised Intervention Service (SIE) http://sac.gencat.cat/sacgencat/AppJava/servei_fitxa.jsp?codi=13280 • Home Substitute Service (SSLL) https://igualtat.gencat.cat/ca/ambits-dactuacio/violencies-masclistes/servei-substitutori-llar/	

- Service of Attention to Men for the promotion of non-violent relationships (SAH) <https://seuelectronica.ajuntament.barcelona.cat/oficinavirtual/es/tramit/20100000461>
- Victims of Crime Assistance Offices (OAVD) https://seujudicial.gencat.cat/ca/que_cal_fer/Soc-victima-de.../victima-delicte/Oficines-datencio-a-les-victimes-del-delicte/
- Mossos d'Esquadra Victim Support Groups [https://mossos.gencat.cat/es/temes/dones/Atencio-personalitzada-i-com-denunciar/#:~:text=Los%20Grupos%20de%20Atenci%C3%ADn%20a%20la%20V%C3%ADctima%20\(GAV\)%20son%20los,comisar%C3%ADas%20de%20Mossos%20d'Esquadra](https://mossos.gencat.cat/es/temes/dones/Atencio-personalitzada-i-com-denunciar/#:~:text=Los%20Grupos%20de%20Atenci%C3%ADn%20a%20la%20V%C3%ADctima%20(GAV)%20son%20los,comisar%C3%ADas%20de%20Mossos%20d'Esquadra)
- Primary Health Care Centres https://catsalut.gencat.cat/ca/centres-sanitaris/cercador/resultats/index.html?P_CERCA=T&P_TIPUS_CENTRE=CAC&P_NOM_COMA_RCA=&P_NOM_MUNICIPI=
- Family and gender psychotherapy unit. <http://www.ias.cat/ca/contingut/salutmental/506>
- HELIA Association of support for women who support gender violence <https://heliadones.org>
- Unitary Platform against Gender Violences. <https://violenciadegenere.org>
- Casa Aurèlia Women's Association. <http://calaurelia.cat>
- "016" Telephone Hotline – "600 000 016" Whatsapp <https://violenciagenero.igualdad.gob.es/informacionUtil/recursos/telefono016/home.htm>
- Helpline for women in situations of violence (900 900 120) <https://igualtat.gencat.cat/ca/ambits-dactuacio/violencies-masclistes/linia-datencio-contra-la-violencia-masclista-900-900-120-/>
- "112" Telephone. <https://112.gencat.cat/es/el-112/que-es-el-112/index.html>
- APP My 112 https://112.gencat.cat/es/consells_i_recursos/recursos/app-per-a-dispositius-mobils/
- E-mail address mossos.atenciovictimes@gencat.cat https://mossos.gencat.cat/ca/consells_de_seguretat/persones/dones/atencio-personalitzada-i-com-denunciar/

Territory: SCOTLAND	Partner: Glasgow Caledonian University (GCU)
• Multi Agency Risk Assessment Conference (MARAC) file:///Y:/Public%20Protection/EMPPC%20Guidance/EMPPC%20-%20MARAC%20Operating%20Protocol/Marac%20Operating%20Protocol%20signed%20off%20at%20EMPPC%2021-06-22%20(v3-1).pdf • Orkney Rape & Sexual Assault Service (ORSAS). https://orsas.scot • Scottish Women's Rights Centre (SWRC). https://www.scottishwomensrightscentre.org.uk/ • Shetland Womens Aid (SCIO). www.shetlandwa.org • Ross-shire Skye & Lochalsh Women's Aid. www.rosswa.co.uk • Edinburgh Rape Crisis Centre. www.ercc.scot	

- Rape Crisis Scotland (RCS). <https://www.rapecrisisscotland.org.uk/>
- Rape Crisis Grampian. rcgrampian.co.uk
- Moray Women's Aid. <https://www.facebook.com/MorayWomensAid/info>
- Moray Rape Crisis. <https://www.morayrapecrisis.scot/>
- RADAR. <https://revolutionforgood.org.uk/family-support/#radar>
- ASSIST. <https://www.assistscotland.org.uk/index.aspx?articleid=24791>
- FollowIt App. <https://followitapp.org.uk/>
- "999", "101" or +44 (0) 141 308 1070 Telephone

Territory: ITALY	Partner: Listening Centre of Violent Men (CAM)
• PRONTO DONNA Anti-violence Centre. 1. https://prontodonna.it, 2. http://donneinsiemevaldelsa.blogspot.com, 3. https://www.artemisiacentroantiviolenza.it, 4. http://www.associazioneluna.it, 5. http://www.liberetutte.org, 6. https://www.associazioneamicadonna.it, 7. https://www.casadelladonnapija.it, 8. https://www.alicecoop.it/it/donne/centro-antiviolenza-la-nara, 9. https://www.associazionefrida.it, 10. http://www.casadelledonneviareggio.it, 11. https://www.donnachiamadonna.it, 12. http://www.comune.massa.ms.it/pagina/centro-antiviolenza-duna • Rete TOSCA Coordinación of anti-violence centre https://www.direcontrolaviolenza.it/i-centri-antiviolenza-di-tosca/ • Nuovo Maschile Perpetrator program in Pisa. https://www.nuovomaschile.org • Centro Ascolto Uomini Maltrattanti Perpetrator program in Folorence www.centroascoltouwominaltrattanti.org • LUI Association. https://www.associazionelui.it/it • Responsible men Project, Grosseto. https://www.centropur.it • Police and Criminal Justice service https://www.poliziadistato.it/articolo/156218b5d1716b1874455250 • Pink Code Regional Network. https://www.formas.toscana.it/images/training-tools/nov2020/Decreto_n18586-Allegato-1_CODICE_ROSA_Indicazioni_Regionali.pdf • "1522" Hotline. https://www.regione.toscana.it/-/numero-antiviolenza-e-stalking-1522 • Chatbot sweetie https://www.ai4business.it/intelligenza-artificiale/ai-luso-delle-chatbot-nel-contrasto-ai-reati-pedopornografici/ https://www.terredeshommes.nl/en/programs/sweetie • YOUNPOL APP. https://www.poliziadistato.it/articolo/135e74a0112e9af858848025 • APP and chatbot #NONPOSSOPARLARE https://www.savethewoman.org/nonpossoparlare.html • APP 1522 https://play.google.com/store/apps/details?id=it.telefonorosa.app1522&hl=it&gl=US&pli=1	

- APP Siamo Sicure!. <https://www.siamosicure.it/la-app/>

Territory: CYPRUS	Partner: Association for the Prevention and Handling of violence in the Family (SPAVO)
• Social Welfare Services Department https://www.mlsi.gov.cy/mlsi/sws/sws.nsf/dmlindex_gr/dmlindex_gr?OpenDocument • Office of the Commissioner for Gender Equality http://www.institutionforgenderequality.gov.cy/ • Shelters and Emergency Safe Spaces. https://domviolence.org.cy/en/xoroi_filoxenias/ • APHVF Counselling Service. https://domviolence.org.cy/en/ατομικα-ραντεβου/ • APHVF Social Service. https://domviolence.org.cy/en/κοινωνικη-υπηρεσια-σπαβο/ • APHVF Proteas Programme. https://domviolence.org.cy/en/προγραμμα-πρωτεας/ • APHVF Woman's House – Legal Support https://domviolence.org.cy/to-σπίτι-της-γυναίκας/ • Crisis Intervention Team. https://domviolence.org.cy/to-σπίτι-της-γυναίκας/ • Mental Health Services-Center for Specialized Mental Health Assessments https://shso.org.cy/klinikes-iperisies-psixikis-igeias/ • Cyprus Police https://www.police.gov.cy/police/police.nsf/index_gr/index_gr?opendocument • Advisory Committee for the Prevention and Combating of Violence in the Family http://www.familyviolence.gov.cy/ • “1440” Helpline. https://domviolence.org.cy/en/1440-2/ • “199” and “112” Emergency Lines. https://www.cypruspolicenews.com/archives/6341 • Live Chat and SMS Service. https://domviolence.org.cy/ • Cyprus Police App. http://mobile.cypruspolicenews.com/landing/Desktop • E-mail address police@police.gov.cy	

Territory: FINLAND	Partner: Tampere University (TAU)
• Sosiaalipalvelut - Public social services. https://stm.fi/en/social-services • Terveyspalvelut - Public healthcare. https://stm.fi/en/health-services • Police. https://poliisi.fi/en/violence-in-close-relationships • Legal assistant. https://oikeus.fi/oikeusapu/en/index.html • Victim Support Finland. https://www.riku.fi/en/ • Shelters https://thl.fi/en/web/thlfi-en/services/special-government-services-in-social-welfare-and-health-care/shelters-for-victims-of-domestic-violence • Online Shelter. https://nettiturvakoti.fi/en_onlineshelter/ • Support Center for victims of rape. https://tukinainen.fi/	

- The Seri Support Centre <https://thl.fi/fi/web/vakivalta/apua-ja-palveluja/seri-tukikeskus-seksuaalivakivallan-uhreille>
- VIOLA Free from violence. <https://ensijaturvakotienliitto.fi/violary/>
- Settlementti Tampere ry. <https://setlementtitampere.fi/palvelut/vakivaltatyo/>
- Suvanto ry. <https://suvantory.fi/>
- Loisto settlement. <https://nuortenexit.fi/jarjesto/>
- MIELI Mental Health Finland. <https://mieli.fi/tukea-ja-apua/keskusteluapua-kriisivastaanotoilla/>
- MONIKA Multicultural Women's Association Finland. <https://monikanaiset.fi/en/>
- Tukikeskus Varjo. <https://varjosta.fi/tukikeskus-varjo/>
- Zero line. <https://nollalinja.fi/en/>
- Women's Line. <https://naistenlinja.fi/in-english>
- Man's Line. <https://www.lyomatonlinja.fi/en/miehen-linja-for-immigrants>
- 112 Mobile APP. <https://112.fi/en/setting-up-the-application>

6. Appendices. Summary table of services and resources on DV/IPV

The tables presented on the following pages are a compilation of the DV/IPV services and resources by dimensions and categories available and active in each of the territories.

The information is structured in such a way that the tables' columns show the partner countries (PS or FT), and the rows represent the categories of services or resources to be analysed. In addition, each of the tables contains information on the number of DV/IPV services identified in the different territories, for which the following colour coding was adopted: a) 1 service in green, b) 2-3 services in orange and c) 4 or more services in red. There is also an explanatory legend on the type of DV/IPV that each service addresses, the population to whom it is addressed and the route or channel through which it can be accessed.

APPENDIX 1. Table 1. DV-IPV stakeholders and available support services

	DV-IPV stakeholders and available support services																				
	GREECE (KEMEA)			BULGARIA (DEMA)			CATALONIA-SPAIN (UA)			SCOTLAND (GCU)			ITALY (CAM)			CYPRUS (SPAVO)			FINLAND (TAU)		
	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access
Counselling centres (care & information points)	1	6, 9	10, 11, 13, 14	1	6	10, 11, 13	1	5	10, 11, 13	1, 2	5, 9	10, 11, 14	1	6, 7, 8	10, 11, 14	1	5, 6, 7, 9	10, 11, 14	2	5, 6, 7, 9	10, 11
Police office services (information and support)	1	5, 9	10, 11, 14	1	9	10, 11	1	5	10, 11, 12	1	8, 7, 9	10, 11, 13	1	5	11	1	5, 9	10, 11	1	9	10, 11, 14
Justice and legal support (office services)	1	5	14	1	9	10, 11	1	5	11	1	5	10, 14							1	9	10, 11, 13, 14
Health services (physical and psychological)	1	9	10, 11, 14	1	9	10, 11, 14	2, 3	5, 9	10, 11				1	5	11	1	5, 6, 9	11, 14	1	9	10, 11, 14
Specialised services or programs (care & recovery, intervention, shelter, emergency...)	1	5, 6	10, 11, 13, 14	1	5, 6	10, 11, 13	1, 2	5, 6, 7, 9	10, 11	1	5, 6	10, 11, 13, 14				1	5, 6	10, 11, 14	1	5, 6, 7, 8, 9	10, 11, 14
Other (associations, observatories, commissions, plans...)	1	5	10, 11, 12, 13, 14	1	5, 6, 7, 8, 9	10, 11, 14	1	5	11, 14	1, 2	5, 9	10, 11, 14	1	8	10, 11, 14	1	5, 9	10, 13	1, 2	5, 6, 7, 8, 9	10, 11, 14
Resources for male perpetrators (to promote equal relationships)							1	8	10, 13	1	8	–	1	7, 8	10, 11, 14	1	8	10, 14	1	8	10, 13, 14



Number of services collected		
1	2 to 3	4+

CATEGORIES LEGEND DV-IPV STAKEHOLDERS & SUPPORT SERVICES							
TYPE VIOLENCE			TARGET			ACCESS	
All type of DV-IPV	1		Women (victims)	5		Telephone line	10
Physical (sexual) DV-IPV	2		Woman & their dependent childs or adolescents (victims)	6		Face-to-face (by appointment or without)	11
Psychological (mental) DV- IPV	3		Professionals DV-IPV	7		Whatsapp	12
Other type of DV-IPV	4		Men & intimate partner (perpetrator)	8		Email	13
		Citizens or general poblation	9	Other (web, chat, social network, via police...)	14		

APPENDIX 2. Table 2. Crime reporting technologies and available support services

	Crime reporting technologies																				
	GREECE (KEMEA)			BULGARIA (DEMA)			CATALONIA-SPAIN (UA)			SCOTLAND (GCU)			ITALY (CAM)			CYPRUS (SPAVO)			FINLAND (TAU)		
	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access
Telephone service (information, attention & protection) and SMS Service	1	5, 9	10	1	9	10	1	5, 9	10, 12, 13, 14	1	5, 6, 9	10	1	5, 9	10	1, 4	5, 7, 9	10, 13, 14	1	9	10, 14
App service (information, attention & protection)	1	5	14				1	9	14	2, 3	5	10, 14	1	5, 9	14	1	9	14	1	9	14
E-mail (information, attention & protection)				1	5, 6, 7, 8, 9	13	1	9	13							1	9	13			
Chat-Whatsapp (information, attention & protection)	1	9	12	1	5, 6, 7, 8, 9	14	1	5	12				2	9	14						
Other electronic contact (social network, web...)										1	5, 9	11, 12, 14				1	9	14			



Number of services collected		
1	2 to 3	4+

CATEGORIES LEGEND CRIME REPORTING TECHNOLOGIES							
TYPE VIOLENCE			TARGET			ACCESS	
All type of DV-IPV	1		Women (victims)	5		Telephone line	10
Physical (sexual) DV-IPV	2		Woman & their dependent childs or adolescents	6		Face-to-face	11
Psychological (mental) DV-	3		Professionals DV-IPV	7		Whatsapp	12
Other type of DV-IPV	4		Men & intimate partner	8		Email	13
			Citizens or general poblacion	9		Other (web, app, social network...)	14

APPENDIX 3. Table 3. Investigation procedures

	Investigation procedures						
	GREECE (KEMEA)	BULGARIA (DEMA)	CATALONIA -SPAIN (UA)	SCOTLAND (GCU)	ITALY (CAM)	CYPRUS (SPAVO)	FINLAND (TAU)
Assessment & police proceedings (diligences, investigation, risk evaluations, protection...)							
Police Training programs (involving other DV-IPV professionals)							
Medical- forensic manuals, guidelines or services (evidence collection process)							
Forensic training programs							



Number of services collected		
1	2 to 3	4+

APPENDIX 4. Table 4. Prevention interventions

	Prevention interventions																				
	GREECE (KEMEA)			BULGARIA (DEMA)			CATALONIA -SPAIN (UA)			SCOTLAND (GCU)			ITALY (CAM)			CYPRUS (SPAVO)			FINLAND (TAU)		
	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access	Type Violence	Target	Access
Governmental campaigns				1	6, 9, 11	12	1	6, 8, 9, 11	12, 13	1, 2, 4	5, 6, 8, 9, 11	12, 13	1	9	12				1, 2, 4	6, 9, 11	12, 13
Non-governmental campaigns (organisation, associations, fundations...)	1	9	12	1	9	12	1	9	13	1	9	12, 13	1	9	12	1	9	13	1	5, 9, 10, 11	12, 13
Mass media & private sector campaigns				1	9	12	1, 2	5, 6	12, 13				1	9	13				2	9	13
Educational & interventions programs (DV-IPV)				1, 4	6, 10, 11	12, 13	1	11	13	2, 4	6, 10, 11	12, 13	1, 4	10, 11	12, 13	1	6, 9, 10, 11	13	1	6, 11	12
Local programmes for victims (guidebook, practical exercises...)	1	5, 6, 9	12	1, 4	6	12	1	6	12	1	5, 6, 10	13	3, 4	9	12	1	6	12, 13	1	5, 6, 9	12
Local programmes for perpetrators (awareness-raising and prevention projects)				1	8	13	1, 4	8, 9	13	1	8	12				1	8	13	1	8	12



Number of services collected		
1	2 to 3	4+

CATEGORIES LEGEND PREVENTION INTERVENTIONS							
TYPE VIOLENCE			TARGET			ACCESS	
All type of DV-IPV	1		Women (victims)	5		Online	12
Physical (sexual) DV-IPV	2		Professionals DV-IPV (institutions & organisation)	6		Offline	13
Psychological (mental) DV-IPV	3		Men & intimate partner (perpetrator)	8			
Other type of DV-IPV	4		Citizens or general poblation	9			
			Parents or relatives	10			
		Teachers & Students	11				

APPENDIX 5. Table 5. Legal and regulatory aspects

	Legal and regulatory aspects																				
	GREECE (KEMEA)			BULGARIA (DEMA)			CATALONIA -SPAIN (UA)			SCOTLAND (GCU)			ITALY (CAM)			CYPRUS (SPA VO)			FINLAND (TAU)		
	Type Violence	Target	Policies to	Type Violence	Target	Policies to	Type Violence	Target	Policies to	Type Violence	Target	Policies to	Type Violence	Target	Policies to	Type Violence	Target	Policies to	Type Violence	Target	Policies to
Strategic local policies (Plans & Regulations)				1	8	11	1	5, 6, 8	13	1, 4	5, 6, 8	11, 12, 13	1	5, 7	12				1	8	12
National laws (organic law, royal decree...)	1	5, 6, 8	11, 12	1	5, 6, 8	10, 11, 12	1, 2, 4	5, 6	13	1, 2, 4	5, 6, 8	10, 11, 12, 13	1, 2, 4	5, 6, 7, 9	11, 12, 13	1, 2, 4	6, 8	10, 11, 12	1, 2, 4	5, 8	12, 13
State Pact against Gender Violence	1	8	11				1	5, 8	12, 13	1	8	12, 13	2	5, 7	11	1	5, 6	11, 12, 13	1	5, 8	13
European Union Law (or international international conventions)	1	8	13	1	8	10	1	5, 8	12, 13	1	8	13	1, 2, 4	5, 8	11, 13	1	5, 6, 8	10	1	5, 8	12, 13



Number of services collected		
1	2 to 3	4+

CATEGORIES LEGEND LEGAL & REGULATORY ASPECTS							
TYPE VIOLENCE			TARGET			POLICIES RELATED TO	
All type of DV-IPV	1		Women (victims)	5		Crime reporting	10
Physical (sexual) DV-IPV	2		Woman & their dependent childs or adolecents (victims)	6		Investigation procedures	11
Psychological (mental) DV- IPV	3		Men & intimate partner (perpetrator)	7		Prevention programs	12
Other type of DV-IPV	4		Citizens or general	8		Others (State Pact...)	13
			Students, teachers and parent	9			