



28<sup>th</sup> October 2019

# ANTI-VIOLENCE CENTRES

## Year 2017

- In collaboration with the National Department of Equal Opportunities, the National Research Council of Italy and the Regions, ISTAT carried out the first survey of 281 anti-violence centres that support women survivors of violence and their children.
- In 2017, 43,467 women (15.5 per 10,000 women) turned to the anti-violence centres; 67.2% started the path for recovering from violence (10.7 per 10,000). Of the women who started that process, 63.7% have children, 72.8% of them minors. Foreign women make up 27% of those cared for.
- There are various ways to contact the centres: 95.3% of them are available through the national helpline 1522, which takes requests for help and support from victims of violence and stalking, and 97.6% of the centres guarantee 24-hour availability. Alternatively, it is possible to visit the centres, which are open on average 5 days a week, for about 7 hours a day. Of the centres, 89.7% are open 5 or more days a week.
- They offer many services, from specialised gender-specific support (99.6%) to psychological support (94.9%), legal aid (96.8%), support to become independent about housing (58.1%) and work (79.1%) and to be independent in general (82.6%). Less common are parenting support services (62.5%), help for minor children (49.8%) and language mediation (48.6%). The woman's risk of suffering further violence is assessed by 82.2% of the centres.
- To handle emergency situations, 85.8% of anti-violence centres run a shelter.
- Anti-violence centres are organised differently in different parts of the country. To provide services, 68.5% of them work in collaboration with local anti-violence networks. Where such a network does not exist, the centres have signed bilateral protocols with authorities and services addressing violence against women (in 75.9% of cases where an organized network does not exist).
- Women working in these facilities are 4,403 professionals. Of these, 1,933 women (43.9%) are remunerated, but 2,470 (56.1%) are engaged only as volunteers.
- The centres make use of many types of professions: specialised support providers (89.3%), psychologists (91.7%), solicitors (94.1%) and educators (50.2%). There are, however, few cultural mediators (28.9%). Most of the volunteers act as specialised support providers and solicitors.
- Training is one of the qualifying aspects of anti-violence centres: more than nine out of ten have organised trainings mandatory for their workers on gender-specific subjects. Among the matters covered, the most common are the Istanbul Convention (81.2% of centres have offered courses on the topic), the human rights of women (64%) and how to take care of migrant women (51.3%). Fewer centres have covered taking care of women with disabilities in their courses (15.2%).
- In addition to helping survivors of violence, the centres provide the community with information and work on violence prevention. In 2017, 81% held training outside the centre, especially for social and healthcare workers, as well as for law enforcement officers and solicitors, and 91.7% held educational programmes in schools.

The Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul, 2011) requires member states to provide ‘immediate, short- and long-term specialist support services to any victim subjected to any of the acts of violence covered by the scope of the Convention’. In Italy, specialist services for women survivors of violence are provided mainly by the so called anti-violence centres. Immediate, round-the-clock access to safe accommodation for victims and their children is also ensured by anti-violence centres, a number of which therefore further qualify as shelters. For years, anti-violence centres were regulated exclusively through regional laws. This led to uneven levels of service provision throughout the country. To remedy these shortcomings, Law No. 119/2013<sup>1</sup> introduced the principle of state funding for anti-violence centres. The law also laid the foundation for harmonising the provision of specialist services for victims and led to the conclusion, in November 2014, of the agreement between the State and the Regions on minimum requirements for accessing state funding. Under the terms of this agreement, both public local entities and non-governmental organisations may set up anti-violence centres and shelters. To this end, they must be enlisted in the relevant regional registries and their statutes must enshrine, as their exclusive or main goal, the protection and support to victims of gender-based violence against women and their children, in line with the objectives of the Istanbul Convention, or, alternatively, they must possess a proven and consolidated experience of at least five years in the area of preventing and combating violence against women. Moreover, their personnel must be exclusively female and composed of trained operators possessing the necessary specialist skills.

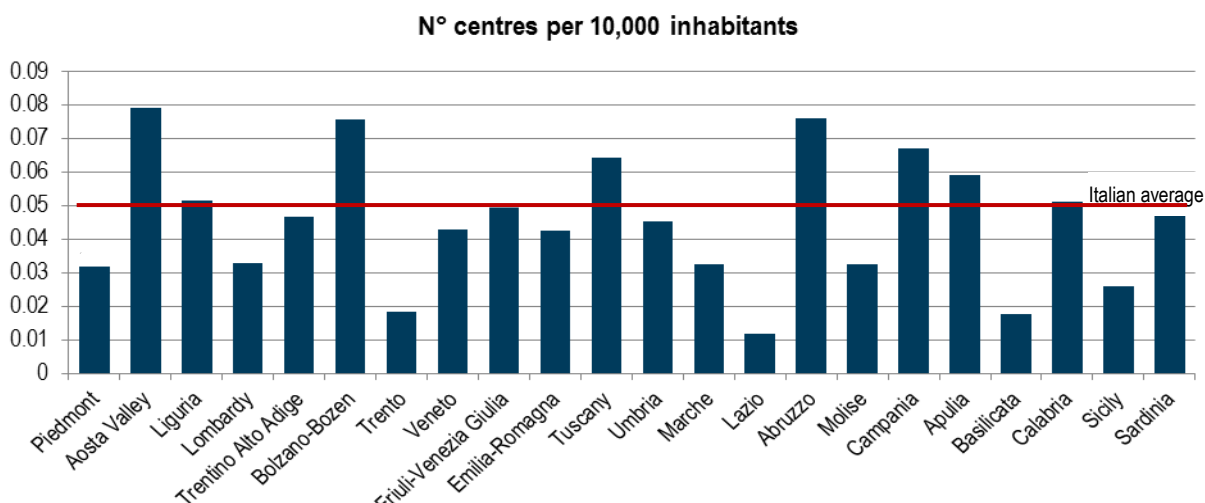
The 2014 State-Regions Agreement established that anti-violence centres are ‘facilities that welcome women of all ages and their minor children - free of charge - who have suffered violence, regardless of their place of residence’. Anti-violence centres are therefore the heart of the local network to support survivors of violence.

The relevance of these activities has stimulated the creation of specific initiatives to measure how they are structured and how they work. One of these is the ‘Survey on services offered to women victims by anti-violence centres’ that ISTAT carried out in collaboration with the National Department of Equal Opportunities, the Regions and the National Research Council of Italy (CNR - IRRPS).

### The number of the anti-violence centres is still not enough

The national law ratifying the Istanbul Convention (Law no. 77 of 27 June 2013) identifies as goal having one centre per 10,000 inhabitants<sup>1</sup>. As of 31 December 2017, there are 281 anti-violence centres active in Italy, all of them meeting the requirements set in the State-Region Agreement of the 2014, that correspond to 0.05 centres per 10,000 inhabitants. There were 253 respondents to the survey, while the remaining 28 centres did not answer the survey. There are also additional 106 anti-violence services and centres that do not meet the State-Region Agreement<sup>2</sup>.

FIGURE 1. REGIONAL DISTRIBUTION OF ANTI-VIOLENCE CENTRES. Year 2017, rate per 10,000 inhabitants



Considering, however, the data computed on the number of women who have suffered physical or sexual violence in the last 5 years, the coverage indicator for the centres is 1.0 per 10,000 victims, with the lowest coverage in Lazio (0.2) and the highest in Aosta Valley (2.3).

<sup>1</sup> Article 5-bis follows what was indicated by the Expert meeting on violence against women (Finland, 8-10 November 1999)

<sup>2</sup> These centres were the subject of the CNR-IRRPS survey.

The majority of anti-violence centres have a provincial or intercity coverage area; the exceptions are in the small regions (Aosta Valley, Molise, Basilicata) and Calabria, where the activities extend to the entire region. The promoting entity of the anti-violence centres, that is the legal entity, public or private, that owns the service because it funds it, is prevalently a private entity in almost all regions (61.3%). The share varies across the territory: the promoting entity is private in 81% of centres in the Islands while makes up 49.4% in Southern Italy. Almost all the private promoters have more than 5 years of experience (96.8%). Only 28% of centres launched before 2000, 29% started between 2000 and 2009, 17% between 2010 and 2013 and 27% after 2014. The highest percentage of centres that opened before 2000 are found in the Northern-east Italy (45%), while in the southern regions fully 47% were launched after the 2014 State-Region Agreement was signed.

Only 11.5% of the centres operate in premises they own; 31% are renting, and the remaining 57% are provided free use of space or, at any rate, make use of premises free of charge.

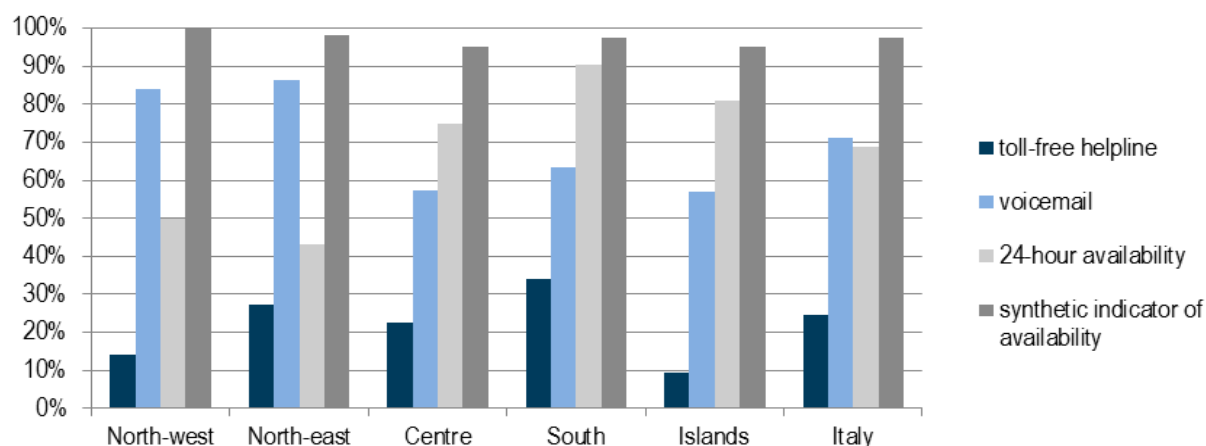
### The possibility to contact the anti-violence centres is near 100%

Anti-violence centres are open, on average, 5.1 days a week for about 7 hours a day. Of the centres, 89.7% are open 5 or more days a week. Almost all centres make themselves reachable at all times, including the use of toll-free numbers or voice mail or making available the number of a cell phone. Only 2% of centres have not yet adopted 24-hour availability solutions, but in any case, they guarantee an average service of 4.3 days a week and participation in the national helpline against violence 1522<sup>3</sup>. In fact, 95.3% of centres are on the list of services women are put in touch with when they call 1522.

The public utility number 1522 was activated in 2006 by the national Department for Equal Opportunities (Presidency of the Council of Ministers) in order to ensure the same support and accessibility to women anywhere in the country. In 2009, when entered into force the Law no. 38/2009, modified in 2013, defining the offence of stalking, the Department started a support service for stalking of victims as well.

A number of centres provide a telephone line dedicated to the workers of the local anti-violence network (law enforcement, emergency services, social assistance, shelter workers, etc.). This telephone line is provided in nearly all centres in Molise, Apulia, Lazio and in most of the centres in Veneto, Abruzzo and Emilia Romagna. In other regions, like Aosta Valley, the Autonomous Province of Trento, the Autonomous Province of Bolzano, Marche and Basilicata, however, this is not provided.

FIGURE 2. ANTI-VIOLENCE CENTRES BY TYPE OF AVAILABILITY AND GEOGRAPHICAL AREAS. Year 2017, per 100 centres in the same area



Supervisory activities, which are a time for the centres to grow and solve problems encountered in individual cases, take place on two levels, a technical and planning one - testing and assessing the activities performed in accordance with the set objectives - and a relationship level, with analysis and processing of the dynamics

<sup>3</sup> The helpline 1522 is answered 24 hours a day, every day of the year, and can be reached toll-free throughout the nation on a land-line or cell phone. The service is available in Italian, English, French, Spanish and Arab. The telephone operators working for the service provide a first response to the needs of victims of gender violence and stalking, offering useful information and access to the anti-violence centres and public and private social/healthcare services available everywhere in Italy and listed on the Department of Equal Opportunities official list.

within the team and in relationships with the women. The two levels are closely interwoven. The supervisory activity is carried out in meetings between workers from the centre and outside experts, held regularly to encourage reflection, discussion, analysis and self-assessment of individual situations or specific problems.

Although supervisory activity is very important, it is not practised systematically in all regions. For example, it is performed in only 40% of centres in Calabria and in about 20% of those in the Piedmont, Umbria, Marche and Sicily, as compared to a national average of 85.8%.

Among the centres' activities there is evaluating the risk for the woman of further violence, which allows an appropriate and tailored care to survivors, identifying the most effective intervention for the victim of violence and the perpetrator. This type of evaluation is performed at 82.2% of the centres.

The application of the risk assessment methodology increases as the manager's experience increases in the field of gender based violence. The method used in 85.1% of cases is S.A.R.A. (Spousal Assault Risk Assessment) in its various versions and revisions. There are clear differences depending on the geographical area. In the Autonomous Province of Bolzano, this activity is completely absent, while it is not carried out by 70% of the centres in Calabria, 43% of those in Piedmont and 31% of the centres in Campania.

At national level, the risk assessment is applied to just over half the users who took the journey to recovery from violence, with a percentage that ranges from 86% on the Islands to 47.1% in the Northern-west Italy.

### **Many services offered to meet the need of a personalized path**

A woman's process for recovery from violence is complex, and the anti-violence centres must meet many different needs; some are met directly at the centre and others are often satisfied by local services that users can turn to upon referral by the centre.

Article 4 of the 2014 State-Regions Agreement provides the minimum services the anti-violence centres must guarantee: listening, specialised gender-specific support, psychological assistance, legal aid, support for minors, work orientation and orientation to be independent about housing. While the first three services are offered by the centres' organisation, the last three also depend very much on the organisational models of the area where the centre operates.

All centres offer the services of listening and specialised support, in 94% of cases ran exclusively by the centre and in the remaining 6% provided by both the anti-violence centre and by other services in the area. The psychological support service (which also has almost total coverage, 98%) is provided almost exclusively by the centre (88%), in 7% of cases along with another service in the area, and in 3% exclusively by another service. Legal aid is provided directly by 97% of the centres and only in 2% of cases referred to another service in the area.

The other services ran by the anti-violence centres depend largely on the organisational models of social services, that vary across the territory. If in the area there are services providing specific activities, 98% of the centres simply direct users to the relevant services. Concerning housing support services, work orientation and support for minor children, they can be provided either exclusively by the centres (in 41%, 63% and 34% of cases, respectively) or along with other local services (17%, 16% and 16%, respectively).

The centres also offer other services not required by the Agreement but still important to put the recovery project in place. Those services can be provided either by the anti-violence centre or by local services: parenting support, language mediation services, removal process, independence support and crisis intervention services.

Crisis intervention services (emergency removal) and the removal preparation process (non-emergency removal) are essential if the woman finds herself in a dangerous situation and needs housing arrangements. Of course, in such cases it is not only the centre to handle the emergency but the anti-violence network as well or, lacking a network, the relevant services in the area. Indeed, crisis intervention services are provided in 39% of cases exclusively by the centre, in 24% by both the centre and the local services, in 21% by the services upon referral from the centres, or in 16% of cases the service is not provided. Regarding the service to remove the woman from the violent situation, 63% of centres do so directly, 20% do it in cooperation with the local services and 12% accompany the woman to the service that does this.

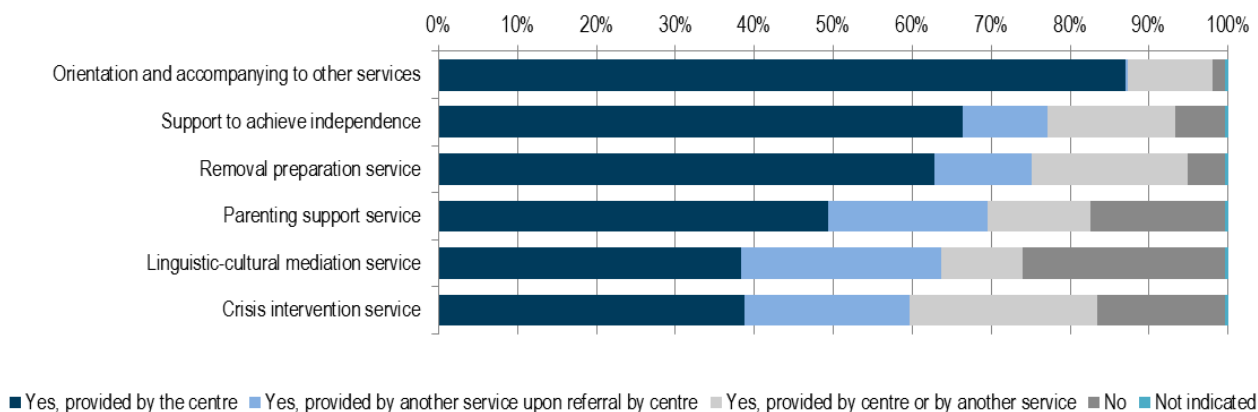
Language mediation service is provided exclusively by 38% of centres, in 10% of cases it is provided by both the centre and by another local service, in 25% only by the local service upon referral by the centre and in 26% the service is not available.

Parenting support and help with independence (self-determination and women's empowerment) for the social inclusion are important services in the process of restoring normal life for the survivors. Parenting support is provided directly by 49% of the centres, in 13% of cases it is provided by both the centre and the local services, in 20% of cases only by the local services upon referral from the centre and in 17% of cases it is not

provided. Regarding support in independence, it is mostly provided by the centres (66%), in 16% of cases it is provided by the centre alongside local services, in 11% exclusively by the services in the area upon referral from the centre, and in 6% it is not available.

44.3% of centres have a number of single-point-of-access, which act as the first point of contact, to ensure maximum access to the services: 44.6% opened a single-point-of-access, 20.5% opened two of them, and 34.8% have more than 3. The main services provided at the single-point-of-access are listening and specialised gender-specific support, orientation and accompanying to other services, psychological assistance and legal aid (respectively, 100.0%, 92.0%, 81.2% and 86.6% of centres with at least one single-point-of-access).

**FIGURE 3. ANTI-VIOLENCE CENTRES BY TYPE OF SERVICES NOT REQUIRED IN THE AGREEMENT.** Year 2017, percentages



### Nine out of ten centres perform education in the schools

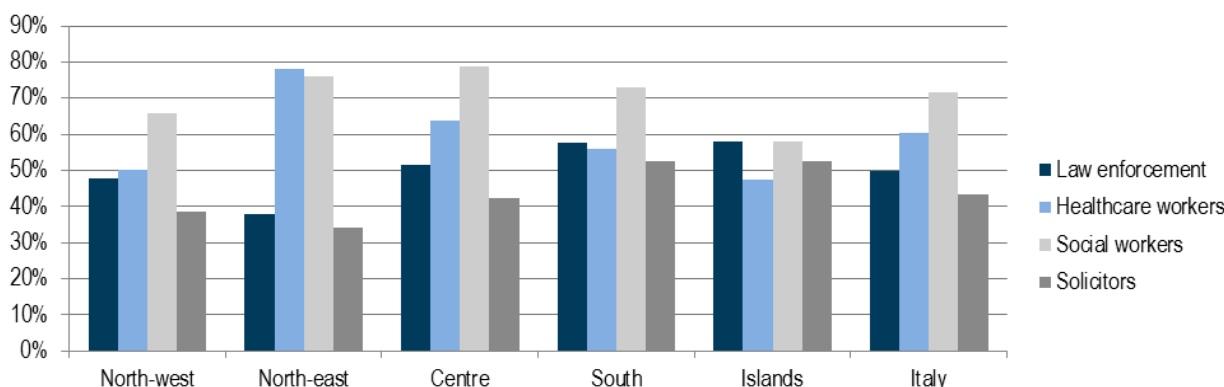
In addition to helping survivors in their journeys to recovery, the anti-violence centres sometimes provide other services in the area they serve: training, information and education to prevent gender based violence.

Information and training activities held outside the centre occupy almost all anti-violence centres (81%) and are targeted at social workers (71.7% of centres), healthcare workers (60.5%), law enforcement officers (49.8%) and solicitors (43.4%).

Of the centres, 91.7% also have information programmes in the schools, less frequently in the central regions and the Islands (respectively 85.0% and 85.7%). Finally, all centres perform cultural prevention activities in their home areas.

The variety of training and informational activities at the different centres is naturally affected by the number of people working at each centre: the more workers there are, the more activities can be held outside the centre.

**FIGURE 4. ANTI-VIOLENCE CENTRES BY GEOGRAPHIC AREA AND TARGET FOR TRAINING ACTIVITIES HELD OUTSIDE THE CENTRE.** Year 2017, percentages



## Many actors, not only institutions, participate in the local anti-violence networks

There are 217 centres that belong to a local anti-violence network of services (68.5%); only 6 centres are not part of a network, and for 29 there is no area network of reference, especially in Southern Italy (21 out of 29). In the absence of local networks, 75.9% of centres (22 out of 29) have signed bilateral protocols with authorities and services addressing violence against women.

If there is a local anti-violence network, in 63.6% of cases it covers its provincial (43.8%) or inter-provincial (19.8%) territory; 26.3% have an intercity outreach and 9.7% serve a municipality. On the Islands, especially, inter-provincial networks are more common, while more than half the provincial ones are located in North-eastern and Central Italy.

The network is usually formalised by agreements, protocols or operational agreements (85.7%): in 144 cases out of 217 the founding agreement was signed with public and private entities, and in 42 cases only with public bodies. For 13.4% of networks, almost all of them in the central regions, there is no formal agreement.

The centres reported that the network is coordinated by the Municipality in 68 cases, as part of the scope of the social and social/healthcare programmes in 47 cases, by the Prefecture (the provincial office of the Ministry of Interior) in 20 cases, by the Province or major City (in 18 cases) or by the Region (7 cases). In 24 cases, however, coordination was entrusted to the anti-violence centres or shelters, something that occurs more often in Friuli-Venezia Giulia (50% of cases) and Sicily (45.5% of cases).

The regional organisational models are very different from each other. In some areas, coordination is primarily managed by the social-healthcare entities and by Municipalities, especially in northern regions, and in other areas it is entrusted to the Prefecture, and to the Regions in rare instances. Many centres in Southern Italy and the Islands, as well as in Lazio and part of Emilia Romagna, have heterogeneous coordination models.

Almost always to the local networks, of which the anti-violence centres are a part, participate the local authorities like the Municipalities (considered in this case separately from their social/education services), the Province, the planning entities, Provincial school offices, equality entities, healthcare services (hospitals and local healthcare agencies) social and education services belonging to the Municipality and authorities in charge of citizens security, i.e. the law enforcement agencies and the Prefecture. Less often (65.9% of cases) the local network include also the judicial authorities (office of the prosecuting attorney for adults and the office for minors, courts and appellate courts). The judicial authorities are more involved on the Islands and in the South (with percentages of 88.9% and 72.9%, respectively) than in the other areas.

In some cases, professional associations (of lawyers, psychologists and social assistants) and other volunteer associations are part of the local networks.

**TABLE 1. CENTRES PARTICIPATING IN LOCAL ANTI-VIOLENCE NETWORKS BY TYPE OF ENTITY JOINING THE NETWORK, BY AREA.** Year 2017, per 100 centres in the same area

REGION	Type of Entity						
	Local authorities	Municipal services	Hospital/Healthcare	Security authorities	Judicial authorities	Associations	Other
North-west	98.2	87.5	96.4	87.5	58.9	10.7	64.3
North-east	95.7	91.5	100	97.9	55.3	10.6	55.3
Centre	91.9	91.9	91.9	86.5	67.6	0	45.9
South	98.3	81.4	94.9	84.7	72.9	6.8	47.5
Islands	100	83.3	94.4	94.4	88.9	0	61.1
<b>Italy</b>	<b>96.8</b>	<b>87.1</b>	<b>95.9</b>	<b>89.4</b>	<b>65.9</b>	<b>6.9</b>	<b>54.4</b>

## More than eight out of ten anti-violence centres run a shelter

The network's activities and the provision of crisis intervention and resettlement services can also be analysed through the interconnections the centre activates when the victim needs to be placed in a shelter or residential facility, such as a semi-independent housing.

There are active relations with shelters in 85.8% (217) of the anti-violence centres. Those shelters may be managed directly (101) or indirectly (116) by the anti-violence centres. Direct management is more frequent in the in Central Italy, the North-east and the Islands. Thirty-five centres, however, do not have affiliations with shelters.

For those with direct management, the average is 1.7 shelters per centre (or a total of 169), a figure that increases at centres in Lombardy, Emilia Romagna and Campania (2.8, 2.4 and 2.3 per centre, respectively). There are 288 shelters without a direct relationship to centres, mostly concentrated in Southern Italy (107).

Residential support for women recovering from violence varies across the territory depending on different organisational models. In addition to shelters, there are protective first- and second-level facilities (see Glossary). In these cases, direct management is less common but, taking into account also the indirect management arrangements, 62.1% of centres have contacts at or manage first-level facilities, 48.6% are in contact with second-level facilities, and 34.4% are in contact with other residential services where they can send the woman as necessary. On average, each centre directly manages 1.7 first-level lodging facilities, 1.8 second-level forms of lodging and 1.6 other residential facilities.

## More than 40,000 women supported in anti-violence centres in 2017

In 2017, a total of 43,467<sup>4</sup> women contacted anti-violence centres (15.5 out of 10,000) and 29,227 were served, following a tailored pathway out of violence, that represent 67.2% of women who contacted a centre (10.7 per 10,000 women).

Each centre supported, on average, 172 women (25.7% of centres had fewer than 40 women asking support, and 6.7% had more than 500) and served an average of 115 women who started the violence recovery process. These numbers vary sharply depending on the areas: 22.5 per 10,000 women were helped by centres in northern-east regions and 18.8 per 10,000 in the central regions. The highest rates of women supported can be found in Emilia Romagna, Sardinia, Friuli Venezia Giulia, the Autonomous Province of Bolzano, Abruzzo, Tuscany and Umbria. For women who started the violence recovery path, the North-east area had the highest rates (16.6 versus 10.7 per 10,000 women as national average). The ability to support women also depends very much whether the centres are rooted in the area: the more years of activity a centre has, the more women contact it.

Of the women who are in the recovery path from violence (29,227), 18,834 began the process in 2017, equal to 64.4% of the total women the centre helped with the violence recovery process. Of these, 9,135 (or 48.5%) were referred by local services (social services, law enforcement, family counsellors, emergency services, counselling public services, legal aid or another anti-violence centre).

Of the women who began the process of recovery from violence, 63.7% have children, and 72.8% of those children are minors. Foreign women are 27% of the users served by the centres, but the proportion rises in the Autonomous Province of Bolzano, Tuscany and Liguria. Those with minor children are 46.4% as a national average; higher percentages are found in the Islands (54.8%) and the Central Italy (51.3%) and, at regional level, in Campania (66%) and Sardinia (60%).

**TABLE 2. WOMEN USING THE CENTRES BY SOME CHARACTERISTICS.** Year 2017, absolute values, rates and percentages by centres in the same area

BREAKDOWN	Total women served	Women started recovery in 2017	Women referred by other local services in 2017	Foreign women	Women with children	Women with minor children	% of foreign women (a)	% of women with children (a)	% of women with minor children (a)	Rate of women served per 10,000 women (b)
North-west	8,676	5,084	3,091	2,675	5,107	3,635	30.8	58.9	41.9	11.9
North-east	8,716	5,709	2,681	2,589	5,881	3,903	29.7	67.5	44.8	16.6
Centre	5,592	3,886	1,565	1,614	3,782	2,868	28.9	67.6	51.3	10.1
South	4,035	2,901	1,271	770	2,345	1,950	19.1	58.1	48.3	6.4
Italian islands	2,208	1,254	527	243	1,513	1,209	11.0	68.5	54.8	7.3
<b>Italy</b>	<b>29,227</b>	<b>18,834</b>	<b>9,135</b>	<b>7,891</b>	<b>18,628</b>	<b>13,565</b>	<b>27.0</b>	<b>63.7</b>	<b>46.4</b>	<b>10.7</b>

(a) Out of the total women served

(b) Out of women aged 14 years and over

<sup>4</sup> When the centre did not collect information on the number of women who contacted it, this is counted as at least equal to the number of women who started use the centre in that year.

## More than half the staff at the centres are volunteers

As established by the 2014 Agreement between State, Regions and Autonomous Provinces, the centres use only female staff. There are 4,403 women working in the centres; of these, 1,933 are remunerated and 2,470 are engaged only as volunteers. In Southern Italy, the proportion of volunteers is much lower (31.0%) than the national average, but much higher in the northern-west area and, to a lesser extent, in the Centre. In the North-east, however, there are quite different scenarios: Veneto and Trentino-Alto Adige use mostly paid personnel, while Friuli-Venezia Giulia and Emilia Romagna rely more on volunteers.

In general, each centre ensures that various professionals are present: 76.7% have more than three types of professionals on their teams and 5.5% have seven. This myriad of skills is a feature of both the smaller and larger centres (with respect to classifications by numbers of users).

Aside from coordinators and deputy coordinators, who are found in almost all centres, the most common professions are solicitors (94.1% of centres have at least one), psychologists (91.7%) and specialised support providers (89.3%). Half the centres also use social assistants and educators, and cultural mediators can be found in 28.8% of the centres. The centres also have administrative personnel (75.5% of them) and other staff, like employment counsellors or healthcare workers.

**TABLE 3. CENTRES BY TYPE OF PROFESSIONAL WORKING AT THE CENTRE.** Year 2017, per 100 centres in the same area

GEOGRAPHICAL AREAS	Coordinator	Specialised support provider	Psychologist	Social assistant	Educator	Cultural mediator	Solicitor	Administrative staff	Other staff
North-west	96.4	94.6	98.2	42.9	35.7	35.7	94.6	89.3	41.1
North-east	82.4	88.2	74.5	27.5	39.2	29.4	88.2	82.4	60.8
Centre	97.5	97.5	95.0	37.5	45.0	37.5	95.0	72.5	47.5
South	98.8	82.4	96.5	87.1	63.5	18.8	96.5	63.5	42.4
Islands	95.2	90.5	90.5	85.7	71.4	33.3	95.2	76.2	42.9
<b>ITALY</b>	<b>94.5</b>	<b>89.3</b>	<b>91.7</b>	<b>57.3</b>	<b>50.2</b>	<b>28.9</b>	<b>94.1</b>	<b>75.5</b>	<b>46.6</b>

The presence of mediators, social assistants and educators is not as uniform across the areas. There are regions where these professionals are very common and others where they are not present, revealing very different types of organisations at the centres and in the areas where they work.

The weekly commitment of the professionals<sup>5</sup> working at the anti-violence centres is rather modest. Except for the specialised support providers, who are crucial figures, of whom there are on average more than one per centre, the other roles do not reach 0.5 per centre. Even in this respect, situations vary widely: the average number of providers of specialised gender-specific support is 2.5 in the northern-east regions, 2.1 in the North-west and the lowest, 0.4, in Southern Italy.

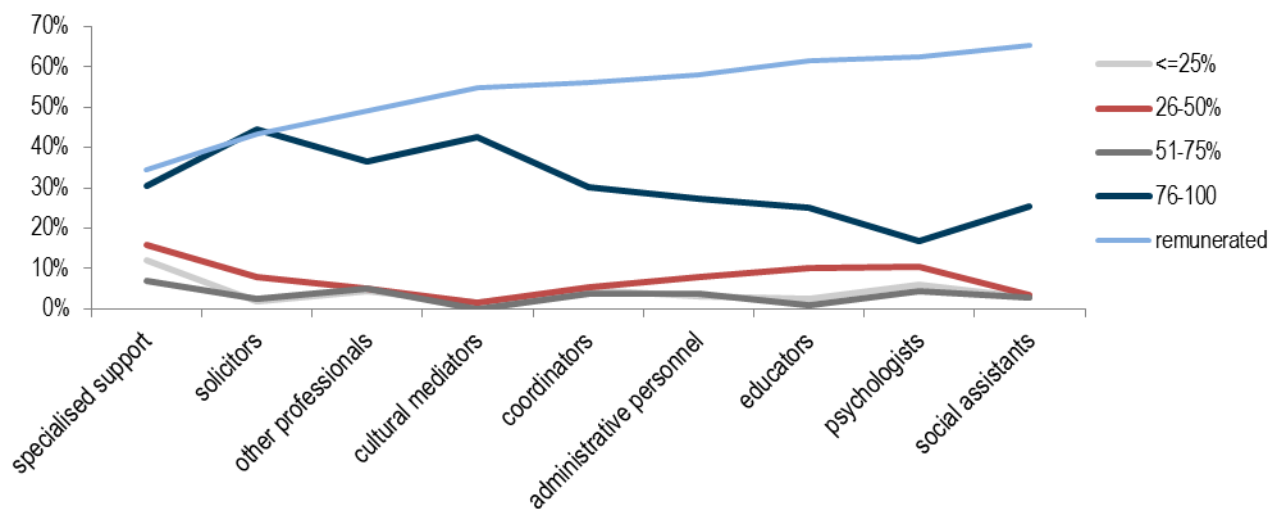
The number of worked hours by those who interact directly with the women using the centres (specialised support providers, educators, psychologists, solicitors, social assistants and cultural mediators) is about 80 per year for every woman served. Based on the area, the number of hours rises to 110.2 on the Islands - especially in Sicily (155.8 hours) - and in the South (103.5), with the highest numbers in Calabria (133.1) and Campania (110.4). These values also depend on the different numbers of women visiting the centres in each region.

The professional most often working as a volunteer or mostly on a volunteer basis is the provider of specialised gender-specific support. This is followed by solicitors and other roles, such as the job counsellor or the healthcare worker. The percentage of hours worked as a volunteer is very high for solicitors in particular, while the rate of paid work is higher for mediators (54.8% working only for compensation), coordinators (56.1%), administrative staff (58.1%) and even higher for educators (61.4%), psychologists (62.5%) and social assistants (65.5%).

<sup>5</sup> These data are calculated based on person-hours used, whether remunerated or volunteer (out of 40 work hours per week).



FIGURE 5. CENTRES BY THE PERCENTAGE CATEGORY OF VOLUNTEER LABOUR OUT OF COMPENSATED LABOUR BY PROFESSIONAL ROLE. Year 2017, per 100 centres



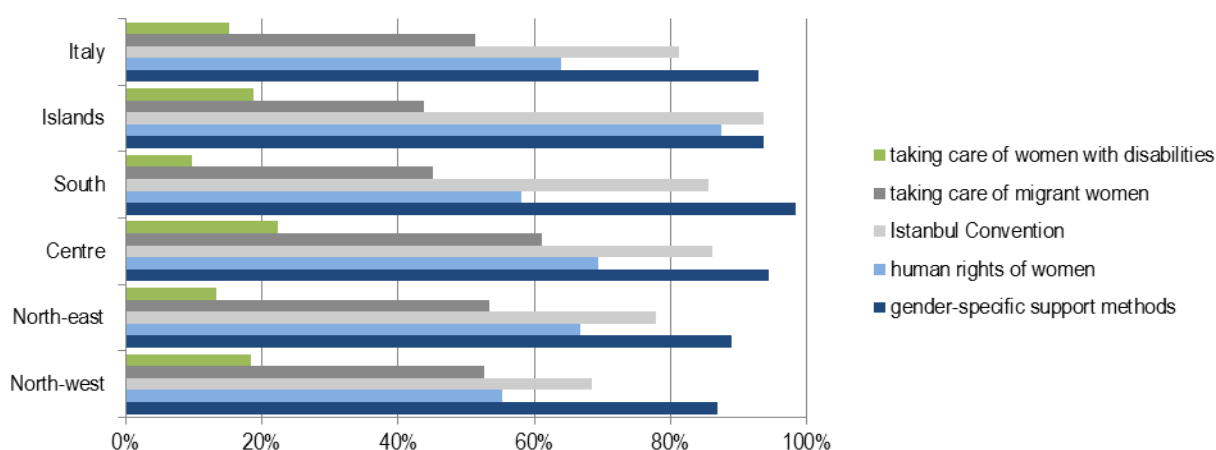
### Training, one of the best features of the anti-violence centres

The Agreement between State, Regions and Autonomous Provinces requires 'initial and continuing training for workers and professionals' employed at the centres. In 92.9% of centres (235), training is mandatory for both staff and volunteers (97.5% in the Centre) and is done at least once per year in 82.2% of the cases and less than once per year in 10.7%. Out of 253 centres, 197 (77.9%) held training classes for their staff in 2017. The percentage rises in the Centre (90%) and the North-east (88.2%) and drops in the North-west (67.9%).

The courses cover many topics. Courses on gender-specific subjects are provided at 92.9% of the centres, while 81.2% of centres provided courses on the Istanbul Convention, 64% on the human rights of women, for example related to the CEDAW (Committee on Elimination of Discrimination Against Women), and 51.3% on taking care of migrant women. Fewer centres, in contrast, have covered taking care of women with disabilities (15.2%).

Furthermore, more than 75% of centres declared that their personnel is trained to handle the different types of violence covered by the Istanbul Convention (e.g., female genital mutilation, forced marriages, child marriages).

FIGURE 6. CENTRES THAT HELD TRAINING COURSES BY TYPE OF SUBJECT COVERED. Year 2017, per 100 centres in the same area



In 2017, 872 courses were held, averaging 4.5 courses per centre with an average of 74.8 hours in the year. The training involved an average of 7 paid workers per centre, or 1,258 total. Northern-east Italy is ahead of other areas in the number of courses and hours of training provided. In detail, courses on gender-specific support methods, based on the relationship between women, were held by 86.8% of centres (402 courses), averaging 2.4 per centre. The North-east is also the leader with this type of course, along with the Centre.

The number of courses for new volunteer staff was 166. In 2017, an average of 1.9 courses per centre were held, totalling 46.6 hours of training per course. Volunteers received training lasting an average of about 9 hours. The North-east and North-west have more courses per volunteer, while the Centre is distinguished by the number of hours per course. Exactly 32% of centres provided courses for new volunteers on gender-specific methodology; there were 134 courses, on average 1.7 per centre that offered them.

The training courses are led by centre personnel and by external professionals, with in-house personnel having a slight edge (86.8% versus 78.7%). The teachers working for the centres are mainly psychologists (69% of the total), solicitors (63.5%) and staff (61.9%); experts on gender and human rights have smaller numbers.

When external personnel are involved, centres are more likely to turn to experts in gender based violence and human rights (43.7%), psychologists (39.6%), solicitors (29.4%), specialised support providers (19.4%) and magistrates (19.3%); there is also consistent involvement of other kinds of professionals (49.2%).

### Anti-violence centres primarily receive public funding

The centres that are meeting the requirements set in the Agreement have access to public funds in 86.6% of cases (including funding for special projects by the European Union and the Department of Equal Opportunities). Specifically, 51.4% of centres are funded with both public and private funds, 35.2% only with public funds, and the remaining 5.1% receive only private funds. But 6.7% do not receive any type of funding.

Access to public funds only is more common in Southern Italy (52.9%) and the Islands (52.4%). In contrast, a combination of private and public funds is more common in the North-east (86.3%), while centres receiving only private funding are more common in the Islands (9.5%).

The amounts of public and private funding can vary significantly: private funding, in fact, does not exceed 25,000 euros annually at 79% of cases, versus 37% of public funding. Moreover, about 20% of centres received amounts of public funding greater than 100,000 euros.

There is also some funding from European projects (of various amounts), which only six centres (2.4%) received, and some from participation in specific projects with the Equal Opportunities Department, which 66 centres (26.1%) participated in. Lastly, 45.1% of centres (114) had fund-raising initiatives during the year.

**TABLE 4. CENTRES BY LEVELS OF TOTAL FUNDING AND TYPE OF FUNDING.** Year 2017, per 100 centres

AMOUNT (€)	Amount from public sources (%)	Amount from private sources (%)	Public funding used (%)	Amounts expended (%)
Up to 10,000	16.9	59.4	16.9	12.3
10,001-25,000	20.1	19.6	23.7	20.2
25,001-50,000	22.4	11.2	23.3	21.3
50,001-75,000	12.8	3.5	12.3	13.4
75,001-100,000	6.8	1.4	5.5	8.7
More than 100,000	19.6	4.2	16.9	23.3
Not indicated	1.4	0.7	1.4	0.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Public funding received - as is the case with expenses incurred - is closely linked to the number of women served. For example, the 67.6% of centres that received up to 10,000 euros helped up to 99 women during the year, and 32.4% helped up to 40 women. In contrast, the 69.8% of centres that received more than 100,000 euros had more than 200 women use their services that year, and 20.9% had more than 500.

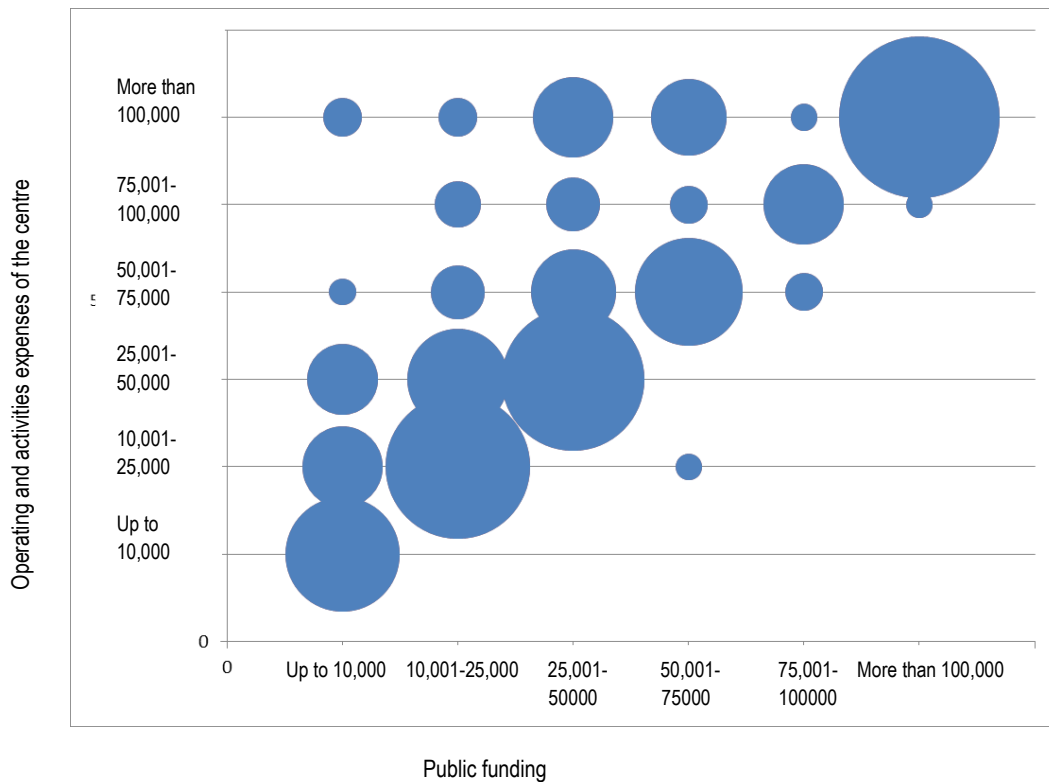
The expenses incurred exceeded the funds received: 45.4% of centres spent more than 50,000 euros, and 23.3% of them (59 centres) spent more than 100,000 euros. Nevertheless, some centres had lower expenses: 12.3% (31 centres) reported that they spent up to 10,000 euros, and 41.5% spent from 10,000 to 50,000 euros. Of course, the differences in costs incurred depend closely on the number of women served.

Centres in Southern Italy and the Islands had lower management costs. 64.4% of centres reported that they spent less than 50,000 euros, versus 43% of centres in the North and 57.5% in the Centre. These differences

are ascribable to various factors, including the number of women using the centres, higher in Northern Italy, and the different price levels.

To cover the operating costs and costs of activities, one out of two anti-violence centres (50.6%) said they spent an amount close to the amount of public funding they received, and 28.1% spent more. In contrast, 21.3% incurred lower management costs than the amount they received (Figure 7).

**FIGURE 7. ANTI-VIOLENCE CENTRES BY AMOUNT OF PUBLIC FUNDING AND AMOUNT OF EXPENSES.** Year 2017, euros, absolute values



### Types of anti-violence centres

Anti-violence centres were grouped based on the results of a multi-dimensional analysis that considered, on the one hand, their services to women and, on the other, the organisational strategies adopted to meet their users' needs. Six types of centres were revealed in the analysis.

**Medium-sized centres, integrated in the network.** This type includes 12.6% of the centres. These are average-sized centres that helped between 100 and 200 women in their pathways out of violence in 2017. They are an essential part of the local anti-violence network - which also includes health services (hospitals, local health agencies) and social services (linked to the Municipalities) - and they are providers, on their own and together with other entities of the network, of services required by the Agreement and other services necessary in creating a tailored violence recovery project.

**Medium-small centres, supported by the network.** The second group consists of 15.8% of the centres; these are small centres mostly with an inter-provincial coverage area. In 2017, they helped between 50 and 100 women, in most cases putting them in contact with other services, as they are part of the local anti-violence network along with the Municipalities. The region most related to this group is Lombardy.

**Centres with a strong, independent presence that also act in concert with the network.** These are the most abundant type (34.8%) of centre and are relatively large both in terms of women helped and staff size. The workers are also specifically trained on gender-specific support methodologies and foreign women, but there is a shortage of training on taking care of women with disabilities. They offer a multitude of services (provided directly or by other local entities) and hold activities at schools, aiming at prevention and raise awareness, and training for law enforcement, solicitors and professionals. These are called 'historic' centres, mostly with private promoters and directors. They have been dealing exclusively with gender based violence for more than thirteen years. Their connection with the community is also confirmed by the presence of a highly structured local anti-violence network that includes the local municipality, healthcare services, law enforcement, public prosecutors offices and courts. These centres receive public and private funding and almost entirely fulfil the requirements of the Agreement in terms of their definition, local network and services offered. Their area of competence is provincial, and the best represented region for this type is Emilia Romagna.

**Small centres, but not isolated from the network.** The fourth group (17.8% of centres) is made up of small centres promoted and managed by private entities, which do not deal exclusively with gender based violence and do not have access to public or private funding. These are centres that do not focus on training their workers, and where training is provided, the centres receive assistance from external persons. For the services they provide, they also mainly play a role accompanying women to nodes on the local network they belong to, network often coordinated by the prefecture (the provincial office of the Ministry of Interior) and that include the law enforcement, public prosecutors and/or courts, healthcare services and social services. The region where this type is most common is Campania.

**Small centres that provide only basic services.** This is the smallest group (4.7% of centres). These are centres with a pool of users that does not exceed 40 women per year. They have restricted accessibility as they are not open many hours each day. They primarily offer listening and specialised support services and psychological and legal counselling, but do not provide activities in support of the woman's independence (looking for work, housing, leaving the person who committed the violence, emergency services, etc.) nor risk assessments. The region with the most centres in this group is Calabria.

**Small, new centres that provide a few essential services, where there is no network.** This group (14.2% of centres) consists of small centres both in terms of users and employees that were founded between 2014 and 2017. They are open fewer than 5 days a week but offer 24-hour telephone access; they have also provided a telephone number dedicated to the workers of other services (law enforcement, emergency services, social assistants and shelter workers). These centres are largely promoted by a public entity, while the service is provided by a private party that is still learning about gender-based violence; they receive public funding; also, as they are relatively new, they have little history with their area, in which there is no anti-violence network. The regions most associated with this type of centre are Apulia and Campania.

## Glossary

**Shelter:** dedicated facilities at a confidential address that provide safe housing for women survivors of violence and for their children, free of charge and regardless of the municipality where they are registered as resident. The purpose of these facilities is to protect the women and their children and to safeguard their physical and psychic welfare. The features of these facilities are defined by the national law, namely in the State-Region Agreement of 27 November 2014 related to the minimum requirements for anti-violence centres and shelters, provided for by article 3, subsection 4, of Prime Ministerial Decree of 24 July 2014.

**First-level Protective Facilities:** residential facilities without a secret location, used when the woman needs to remove herself from her home while remaining in the area (e.g., civilian apartments or community facilities). These are run by approved public or private entities that offer accommodation and support to women recovering from violence.

**Second-level Protective Facilities:** civilian houses, communities. These are semi-autonomous facilities that are used to assist women in their journey towards independence. In these facilities, the environment is similar to a family setting. The staff is in the facility for just a few hours a day, and activities are mostly self-managed. The people accommodated there can be involved into occupational and work activities. The management of these facilities may be directly under the jurisdiction of the public entity or managed by appointed accredited organisations (social cooperatives, etc.).

**Crisis intervention services:** this means the centre's activity when the woman urgently needs to be accommodated in a facility other than a shelter.

**Removal process:** this means the series of actions and operations aimed at leaving the living situation with the abuser.

**Women served by the centre:** these women have started a personalised path of recovery from violence with the preparation of a specific plan.

**Women sent to emergency/fast lodgings:** these are women placed in non-dedicated temporary facilities (residences, B&Bs, other residential facilities, etc.): a) when they have not been able to find placement in a shelter, or b) for the purpose of not disclosing the confidential address of the dedicated facilities when a decision has not yet been taken on the woman's placement.

The **professionals operating in the centres**, who perform interventions and use special methods consistent with the activities of these facilities. They are classified according to the following entries in the new Classification of Professions CP2011:

1. **Coordinator and/or Manager:** runs large facilities of state and local administrations, non-financial public entities and local entities. The coordinator/manager formulates proposals and opinions for the relevant bodies, oversees the creation and implementation of programmes, exercising spending powers and delegating project responsibilities to subordinate managers as well as the resources needed to implement them, assess and monitor activities with respect to the established objectives and takes responsibility for management and the results achieved.

2. **Specialised support provider:** personnel appropriately trained to: a) encourage immediate recognition and disclosure of the phenomenon of violence against women; b) establish an appropriate relationship with the (potential) victim to avoid secondary victimisation; c) ensure the suitable acceptance and follow-up of cases.

3. **Secretarial and general affairs employee:** performs a wide array of office tasks and provides administrative support according to established procedures. Prepares routine letters and documents following established instructions; handles incoming and outgoing mail and superiors' appointments; answers telephone or electronic requests directly or forwards them to the appropriate person.

4. **Psychologist:** Studies the mental processes and behaviours of individuals and groups; diagnoses and treats cognitive disabilities, mental problems and disorders, and behavioural and emotional disorders.

5. **Social assistant:** assists and guides individuals and families with social and work problems in finding solutions and achieving related goals; helps subjects with physical and mental disabilities to obtain appropriate treatments; implements and certifies procedures for obtaining public assistance for individuals and families.

6. **Professional educator:** implements specific educational and rehabilitative projects, within the scope of a therapeutic plan developed by a multidisciplinary team, aimed at a balanced development of the personality with educational/relational objectives in a context of participation and rebuilding of daily life; oversees the positive psychosocial inclusion or re-inclusion of subjects in difficulty. Plans, manages and assesses educational operations aimed at the recovery and development of the potential of subjects in difficulty for the achievement of increasingly advanced degrees of independence. Organises, manages and assesses her own professional activities within social-health services and social-health-rehabilitation and social-education facilities, in a manner coordinated and integrated with other professionals in the services, with the direct involvements of the subjects concerned and/or their families, groups and communities.

7. **Inter-cultural mediator:** provides services to prevent the distress of adults having problems with social and work integration, to remove the social marginalisation of children and adolescents, to rehabilitate adults and minors in prison, in monitored freedom and outside prison and to restore discouraged or retired adults to an active life.

8. **Solicitor:** represents and protects the interests of persons and organisations in legal procedures and various levels of criminal, civil and administrative trials; drafts documents and contracts and provides legal advice on transactions and documents between living people. Practising the profession of solicitor is governed by the national laws.

9. **Other:** This category contain only professionals who do not fall into one of the above listed categories.

The **geographic divisions** are a geographic breakdown of Italy as follows:

**North-west:** includes the Piedmont, Aosta Valley, Lombardy and Liguria

**North-east:** includes Trentino-Alto Adige (Bolzano-Bozen, Trento), Veneto, Friuli-Venezia Giulia and Emilia-Romagna

**Centre:** includes Tuscany, Umbria, Marche and Lazio

**South:** includes Abruzzo, Molise, Campania, Apulia, Basilicata and Calabria

**Islands:** includes Sicily and Sardinia

## **Methodological note**

### **Introduction**

ISTAT conducted the survey of anti-violence centres as part of a collaboration agreement with the Equal Opportunities Department at the Presidency of the Council of Ministers (DEO). The agreement provides for building an Integrated Information System on violence against women, a multiple-source system that will bring together data on the phenomenon of violence against women in its various forms and that will allow monitoring of this phenomenon both qualitatively and quantitatively (<https://www.istat.it/en/violence-against-women>).

The survey included all anti-violence centres that help women who are survivors of violence and their minor children.

The survey was carried out in collaboration with the national Department of Equal Opportunities and CISIS (Inter-regional centre for information, geographic and statistical systems) and its Political/Social Working Group. The questionnaire was designed with the National Research Council of Italy (CNR - IRRPS) with the goal of mapping the anti-violence centres.

### **The goals and features of the survey**

This survey was aimed at providing, on a national level, a depiction of the services offered and the characteristics of those using the services of public and private anti-violence centres, in order to steer policy operations.

This data collection is provided for by the 2017-2019 National Statistical Programme – 2018-2019 Update (code IST02733), currently in the approval process.

ISTAT agreed with the CISIS Social Policies group on three organisational methods for this survey:

- 1) Method 1 - the Region collected the required information for all centres in that region using its statistical office and its own information systems, ensuring the completeness and quality of the data collected issuing the data records according to the specifications agreed upon with ISTAT.
- 2) Method 2 - the Region through its statistical office collaborated in the ISTAT survey, performing data collection at the centres, ensuring the completeness and quality of the data collected. ISTAT made available to the Region's Statistical Office the material needed to carry out the survey.
- 3) Method 3 - the Region was not able to collaborate on the survey using either of the previous two organisational methods, so ISTAT carried out the whole survey process.

The data collection was conducted in June and July of 2018. Were surveyed 281 anti-violence centres fulfilling the requirements set in the 2014 Agreement and in operation as of 31/12/2017. Of these, 253 completed the questionnaire, 24 did not provide information and 4 were no longer in operation at the time of the survey. The response rate was 90%. The distribution of the respondents by region is shown in Table 1:

TABLE 1. REGIONAL DISTRIBUTION OF ANTI-VIOLENCE CENTRES AND RESPONSE RATE

REGIONS	Anti-violence centres in the DEO's lists	Anti-violence centres that responded to the survey	Response rate	Anti-violence centres that did not respond	Non-responders considered by the Regions as not belonging to the population being surveyed.
Piedmont	15	14	93.3	1	1
Aosta Valley	1	1	100.0	0	0
Liguria	8	8	100.0	0	0
Lombardy	33	33	100.0	0	0
Trentino-Alto Adige	5	5	100.0	0	0
<i>Bolzano</i>	4	4	100.0	0	0
<i>Trento</i>	1	1	100.0	0	0
Veneto	21	21	100.0	0	0
Friuli-Venezia Giulia	6	6	100.0	0	0
Emilia-Romagna	19	19	100.0	0	0
Tuscany	24	24	100.0	0	0
Umbria	4	4	100.0	0	0
Marche	5	5	100.0	0	0
Lazio	9	7	77.8	2	2
Abruzzo	10	10	100.0	0	0
Molise	1	1	100.0	0	0
Campania	57	39	68.4	18	0
Apulia	25	24	96.0	1	0
Basilicata	1	1	100.0	0	0
Calabria	10	10	100.0	0	0
Sicily	19	13	68.4	6	1
Sardinia	8	8	100.0	0	0
<b>Italy</b>	<b>281</b>	<b>253</b>	<b>90.0</b>	<b>28</b>	<b>4</b>

The materials related to the survey are available at the following link: <https://www.istat.it/it/archivio/217293>