Methodological note

1522 is the public utility number made available by the Department for Equal Opportunities of the Presidency of the Council of Ministers to support and help victims of gender-based violence and stalking, in line with what is defined within the Istanbul Convention[1]. It is free, guarantees anonymity and covers different forms of violence for 24 hours a day and in 9 different languages besides Italian (English, French, Spanish, Arabic, Farsi, Albanian, Ukrainian Russian, Portuguese, Polish). This helpline provides first aid information in case of emergencies or useful indications on services and anti-violence centers active at the territorial level to which victims of violence, or other users can turn. The database on services to which to turn is constantly updated by the Regional Administrations and Associations active in the territories: from the moment a new center or service or counter is activated, in fact, all indications are provided regarding addresses and methods of service delivery that allow the 1522 operators to provide updated and timely data.

The information provided during the phone call is recorded on a computerized platform whose data is available as of January 2013. The analysis of the phenomenon of violence and stalking that emerges from the reading of the 1522 data returns a useful cross-section for understanding its dynamics and characteristics, which is surprisingly close to the profile already detected by the sample surveys conducted by ISTAT on the same subject.

Registration occurs as a result of questions asked by the toll-free number operators according to a standardized path whose filter is represented by the reason for the call. Depending on the different reasons for the call, the operator enters information and data, reporting what the 1522 users' state.

Depending on the reason, calls are classified into two macro-groupings:

- Valid calls, which come from callers who call to get information or ask for support for themselves, other people who are part of their friend and/or parental network;

- Invalid calls, coming from users whose purpose is not to ask for help but to joke or denigrate the same, and calls made for unintentional mistakes.

During 2022, the call filing platform was modified both for reasons of updating the way calls are answered (consistent with new forms of violence and new channels of online dissemination of violence) and to improve the quality of the information collected, through the adoption of filters that allow better identification of the type of caller. For this reason, the tables for 2023 mark a series break. This release presents tables for the three quarters of 2024, compared with the four quarters of 2023.

The elaborations carried out on the data released in the first three quarters of 2024 make it possible to produce tables similar to those released in previous years, but, given the different criteria for filing the data, they are only partially comparable. For the purpose of comparison with previous years, tables have been constructed that report information regarding comparability. Information on valid calls is broken down by the categories of "users" and "victims". As reported in Table 1bis, further informative details on the reasons for calls allow a better distinction between users and victims between those who call for help (for themselves and others) and those (including victims) who use 1522 to get information and not only to receive help.

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[1] The telephone support service for victims of violence is provided for in the Istanbul Convention where, in Article 24, it is stated that governments *take the necessary legislative or other measures to set up state-wide round-the-clock (24/7) telephone helplines free of charge to provide advice to callers, or with due regard for their anonymity, in relation to all forms of violence covered by the scope of this Convention".*

The definition of a new storage platform, as indicated, responds to the need for greater rigor and statistical quality of the data, but also to the need to have an easier and more flexible working tool for the operators engaged in responding to the needs of 1522 users. The standardization process operated on the database will allow in the next releases also provide further cleaning of the data. This is the reason why some tables also present new data with reference to previous quarters, recovering more precise data and information on the extent of the phenomenon that this service manages to capture and additional information on victims and perpetrators (differences are noted in footnotes to the tables).

Finally, in this new edition, modes of response have been added to the previous tables, which are reported from time to time, in each table with a note. Specific attention should be paid to the number of cases: since these are calls (by phone and chat) and not by people, the numbers and comments always refer to this survey unit and not to the user/victim who contacts the service. In fact, the same person may call the helpline several times, either for him/herself or for others. The system to date, partly for privacy reasons, does not check this information. Similarly, since it is impossible to check the information collected during the call or the message sent via chat, it is possible that the call is registered in the name of a possible caller (other than the victim) but that it is, in fact, the same victim who does not want to report information referring to herself. In such a case, the database, acquiring all the information of a socio-demographic nature, is marked as the victim.

One last consideration must necessarily be made in order to guide in the correct reading of the reported information that is closely related to what has just been indicated: the fact that the database consists of calls (via telephone or chat) results in a very large and variable number of missing data. Calls often break off before the conclusion of the interview, and in many cases, it is not possible to attribute these missing (N. A. in the tables) to a willingness not to answer or to the interruption of the call. Where it was possible to reconstruct the intentional "not answered" figure from the unintentional "not answering" figure, this coding has been provided.