

Glossary

1522: public utility number against gender-based violence and stalking.

Anti-Violence Centres: specialist support services providing immediate, short- and long-term assistance to women who are victims of violence. All services are free of charge. Shelter services in cases where the victim is at particular risk guarantee immediate access to safe accommodation for women and their children, and to shelter homes. The 2014 State-Regions Agreement sets out the minimum requirements for access to state funding. Under the terms of this agreement, local public bodies and non-governmental organisations may establish anti-violence centres and shelters.

Valid calls: the total calls made by users and/or victims for reasons consistent with the service provided by 1522. Consistent reasons are considered to be: (a) Information on National Anti-Violence Centres; (b) Information on the 1522 service; (c) Request for help - victim of violence; (d) Report of a case of violence; (e) Out-of-scope calls; (f) Emergency; (g) Legal information; (h) Request for help - victim of stalking; (i) Request for help for discrimination; (l) Information for professionals on the procedures to adopt in cases of violence; (m) Reporting of malfunctioning public/private services; (n) Legal liability of public service operators; (o) Reporting to the Media; (p) Counselling.

Invalid calls: calls made to 1522 for disruptive purposes, such as pranks, harassment and calls made in error.

Victims: persons who contact 1522 to ask for help for themselves and for whom the operator, during the course of the conversation, verified and classified the caller as a victim of violence in its various forms (variable "Interlocutor is a victim" = Yes). These are the users for whom the 1522 operators were able to collect socio-demographic data.

Users: persons who contact 1522 to ask for help for themselves or for others.

Witnessed violence: violence witnessed by a minor.

N.A.: data not available.