



BEST PRACTICES IN COMBATING GENDER- BASED VIOLENCE

PRIMARY-SECONDARY-TERTIARY PREVENTION

LATVIA-SPAIN-ITALY-BULGARIA-GEORGIA

PRIMARY PREVENTION CAMPAIGNS

// 16 Days of Activism against Gender-Based Violence (Bulgaria)

The 16 Days of Activism against Gender-Based Violence Campaign is an international campaign originated from the first Women's Global Leadership Institute in 1991. It starts on 25.11., the International Day for the Elimination of Violence against Women, and ends on 10.12., the International Day for Human Rights. During this campaign various organizations create events with local, national, regional and global women's movements, survivor advocates and women human rights defenders and create opportunities for dialogue between activists, policy-makers and the public.

In the first 20 years alone, more than 3,700 organizations from approximately 164 countries had participated in the campaign. The UNiTE Campaign's global advocacy theme for the year 2018 was: Orange the World: #HearMeToo. Iconic buildings around the world were lit in orange - in Bulgaria, Sofia, it was the National Palace of Culture. An orange retro tram was moving in the streets of the capital.

The organisations which are a part of the Alliance for Protection against Gender-Based Violence in Bulgaria take part in various activities to raise awareness on the current issues. In Plovdiv young people wore T-shirts with the stories of 16 victims of physical and psychological violence in Bulgaria as a part of the campaign. In Ruse volunteers went to the Municipality and gave blue ribbons to the Mayor and all male employees who wore them in order to express their empathy with the victims. A national 24-hour hotline 080011977 for professional help for victims of violence from the whole country started operating in 2018. It is run by the Alliance and supported by AVON Bulgaria. More than 100 people have called and have been directed to specialized services so far.

// Inclusive and LGBTQ+ friendly traffic lights (Spain)

Traffic lights in Madrid, to encourage inclusion and respect for other ways of wanting.



// "No offence, but..." (Bulgaria)

"No offence, but..." is a Facebook campaign, an online exhibition of discriminatory and degrading comments and the people who have received them. The campaign is aimed at breaking down stereotypes and stigma, as well as promoting diversity and interpersonal understanding. The project was approved by the Bulgarian Fund for Women.

<https://www.facebook.com/nemiseobijdai>

// Traffic Signs (Spain)
Signs with a message: Stop gender-based violence.



// “Feminist poem through sexist songs” by Alejandra Martinez de Miguel (Spain)

In the break with many clichés of romantic love, managing to generate a dynamic and entertaining poem that reflects very evident macho behaviors but that we have taken as normal within different songs well known in Spain. In the minutes that this poem lasts, using humour, strength and a magnificent way of interpretation, this young Spanish poet manages to put an end to the silence that has been created around this type of song lyrics, raising her voice in a very powerful way.

// Monologue "not only the blows hurt" by Pamela Palenciano (Spain)

Not only do the blows hurt, it's an overwhelming monologue that tears down the clichés of romantic love, while helping youth detect the first signs of abuse. Pamela Palenciano's story serves as a detector of macho violence. Two hours of autobiographical monologue straddling human drama and humour, in which the young audience doesn't even blink.

PROGRAMS, INITIATIVES

// Study and resources (Georgia)

The goal of the study was to identify attitude of population of Georgia, in particular, people living in Tbilisi, Kakheti and Samegrelo-ZemoSvaneti towards violence against women and girls, as well as domestic violence, and to assess the level of awareness of victims of violence regarding existing services.

<https://www2.unwomen.org/-/media/field%20office%20georgia/attachments/publications/2014/english-study%20unjp.pdf?la=en&vs=4908>

// Ombudsmen of Georgi (Georgia)

Various initiatives and projects to prevent and combat violence against women and women empowerment.

More information:
<http://www.ombudsman.ge/en/g/mimdinare-proeqtebi>

// Mentoring programs - National Alliance for Volunteer Action (Bulgaria)

The mission of NAVA is to revive the tradition of volunteerism in Bulgaria and to improve the public's perception of volunteerism through organizing various initiatives, which include a large number of people from society, and promoting the values of volunteerism. Their goals are also to collaborate with local authorities in the implementation of local social and youth policy, to contribute to legal regulation of the conditions and modalities for volunteerism in Bulgaria, to develop social services for prevention and reintegration of children and people at risk and provide support for their families. NAVA increase awareness and sensitivity toward problems relating to abandonment and institutionalization. By 2017 NAVA has established a Network of Centers for Volunteers which has 52 centers in over 20 administrative areas in Bulgaria. The organizations that host Centers for Volunteers are NGOs, Hospitals, Centers for social support, schools, universities, community centers, libraries, municipalities, commercial enterprises. <http://navabg.com/en/>

// Coffee with politicians (Latvia)

Initiative by several youth centres in Latvia (e.g. Olaine Youth Centre "Popkorns", Liepāja Children and Youth Centre "Youth House") where youngsters (usually ages 15-25) have a chance to meet local municipality politicians, discuss their ideas and inform about the youth priorities in their local municipality.

<http://www.jauniesumaja.lv/en/>

http://www.olainesjauniesiem.lv/lv/olaines_jauniesu_centrs_popkorns/

// Neklusē (Latvia)

#Nekluse is a social project that aims to reduce bullying levels in Latvia. Project will give students a possibility to speak up and report bullying and get help from a social pedagog, trust phone or police through an easily accessible mobile app. During the project students, parents and teachers will be educated by organising trainings at schools and an awareness campaign.

// Anti-bullying programs (Latvia)

Centre Dardedze program that works to promote tolerance and reduce bullying in schools with aim to build child friendly environment.

- For adolescents «Courage to be Friendly»
- For small children «The School of the Big Life»

// Mental Health Festival "Ogle" (Latvia)

Private initiative that together with various popular musicians, organizations, healthcare centres and Ministry of Health organized a new music festival as a space where to raise awareness and talk about mental health, depression, suicide, especially among youngsters. A good practice to provide a space for conversation about mental health, aggression, anger, depression and other relevant issues without the stigma.



// MARTA Centre Youth Group Method (Latvia)

Preventive work with young people aged 13–16 to build capacity in the field of working with youth with the aim to recognize and prevent psychological, physical and sexual violence towards and among children and youth.

Principles: Empowerment, self-esteem, critical thinking, responsibility, forming opinions, social skills, raising awareness of gender equality, challenging harmful gender stereotypes, reducing risk of young people to experience violence and/or become victims of human trafficking.

Method: Youth groups led by trained leaders/facilitators. Groups can be mixed or same sex, usually 6-10 people, based on voluntary principle, confidentiality and mutual respect. Group leaders using methodology (consisting of non-formal education methods) regularly meet with youngsters (4 to 8 months, 1x a week, 2 hours) and go through various tasks and discussions regarding healthy relationships, gender equality, identity, sexuality, contraception, addictions, violence, consent and creative problem solving.

More information: www.marta.lv

// The Project “Preventing and Combating Violence against Women and Domestic Violence in Georgia” (Georgia)

Aims at strengthening the capacity of key stakeholders involved in preventing and combating violence against women and domestic violence.

<https://www.coe.int/en/web/tbilisi/preventing-and-combating-violence-against-women-and-domestic-violence-in-georgia>



// Men’s Forum “Stand Up!” (Latvia)

MARTA Centre initiative with an aim to raise awareness, responsibility, participation, knowledge and security in Latvia by encouraging Latvian men to take responsibility and action to reduce violence against children and women. Is done by creating an informative environment to problematize and discuss violence, masculinity, gender roles, healthy relationships and other concepts often perceived stereotypically.

Activities: social media presence (Facebook page, regularly published articles, videos etc. regarding breaking the masculinity stereotypes), public discussions (e.g. Does a Man Need to Control Oneself? Does a Man Need to Be Masculine? Do Men Feel? Men and Violence. A Man's Body. Violence and the Role of The Istanbul Convention in Reducing It.), lectures and other events.

<https://www.facebook.com/celiesforums/>

// Džimba Safety Program (Latvia)

Centre Dardedze primary prevention program for children 4 - 10 years old on personal safety in relationship with other people (people whom you know and whom you don't know; adults and peers)

During the program children live through different situations which help them:

- recognize dangerous situations
- teach how to react
- where to turn for help

The program is based on 8 safety rules:

- I am special
- Be aware, be safe.
- You can call for help.
- Don't do it, I don't like it.
- Tell before you go
- My body is only mine.
- Always tell bad secrets.
- You can't fool me, because I'm clever!

Džimba safety program involves a "safety trip" experience for children (e.g. as part of kindergarten day out, safety lessons in kindergardens and trainings of trainers for a 9 step program in schools. Goal - a program trainer in every school and kindergarden in Latvia.



// Beyond what they sell (Italy)

An online platform for raising awareness about sexism, stereotypes and sexualization.

Characterised by:

- a boMom - approach, young people working to make aware other peers, this approach helps to give young people a voice
- tools: irony (when possible) and visual art, these tools are useful to share the message with young people "speaking their language" and making it accessible and engaging
- civil engagement, we are always trying to engage with young people, open to collaboration to improve engagement on this topic in our area
- we work on subtle violence, such as stereotypes, trying to show how these change the perspective on gender roles and affect relationship among people.
- Mostly work in the primary field, trying to prevent violence making people reflect on stereotypes, gender roles and contemporary society

<https://www.facebook.com/beyondwhattheysell/>

<https://beyondwtsell.home.blog/>

// State observatory against gender violence (Spain)

<http://www.violenciagenero.igualdad.mpr.gob.es/violenciaEnCifras/observatorio/home.htm>

<http://www.violenciagenero.igualdad.mpr.gob.es/en/violenciaEnCifras/observatorio/home.htm>

// Report by ILGA-Europe “Forced Out: LGBT People in Georgia” (Georgia)

<https://www.ilga-europe.org/resources/ilga-europe-reports-and-other-materials/forced-out-lgbt-people-georgia-2007>

// National Plan For Awareness Raising and Prevention (Spain)

National Plan is built around the following main elements to two actuation parameters:

- **PREVENTION**, distinguishing the levels of primary prevention (when the conflict has not yet ended) secondary (with the presence of conflict) and tertiary (arbitrating protection processes to the victim declared as such for all purposes). The assumption of the three levels of prevention requires resources and instruments for socialization and the restoration of a life plan for women victims of gender-based violence: recovering their identity as a person to prevent them from becoming victims of violence, reproduce subordinate behaviors in other relationships. Maintain the victim's identity, even if the fact that it is not intended to be, can be an obstacle for women to construct a concept of self that will allow them to restore their vital project.
- **SENSITIVITY**, providing society with the necessary cognitive instruments so that recognize when a process of violence begins or is underway and what role the women play. women and men as victims and aggressors. It is necessary to increase the degree of involvement of the society that has maintained the relationships of couple within the narrow limits of privacy. where any intervention was considered in terms of "interference". The condition of citizenship implies that all citizens enjoy the same rights and that all citizens have the same rights. must have a resounding rejection response. In this sense, the to be understood in all its dimensions, requires that it be known in all its dimensions.

ORGANISATIONS

// Organization „Papardes zieds” (Latvia)

Organization „Papardes zieds” (Latvia`s Family Planning and Sexual Health association) works on reproductive health and rights issues in whole Latvia. Mission of “Papardes zieds” is to make sure that each person’s sexual and reproductive rights are carried out in a way that every person has access to quality services and their choice was made based on quality information. Organization provides educational events to both youth and their parents, also to professionals in the field of sexual and reproductive health and rights as well as involves in defending these issues locally and internationally.

Most important practice: Workshops for adolescents on puberty, sexuality, safe sex, consent, STD, contraception, healthy relationships, sexting, addictions etc.

<http://papardeszieds.lv/en/>



// Centre Dardedze (Latvia)

A non-governmental organization working to prevent children from abuse. Works as a prevention and consultation centre. Provides counselling sessions, forensic interviews, prevention programs for children, programs for parents, programs for professionals, organizes social campaigns to raise awareness.

Support and educational groups for parents:

- Pathways to competence - program is designed for parents who want to expand their knowledge and enhance children's emotional development (age 0 - 7)
- Guidelines in parenting a teenager - parent support program aimed at providing support, knowledge and skills to parents with challenging adolescents at home.
- Guardian Angel program - support for social risk parents. Program's goal is to create a support system for new families where young parents come from orphanages or are families that are in high social risk situations and are expecting baby or parenting a young child (age 0 - 2).
- Father groups - fathers at risk. Promote father's active engagement in child care and parenting processes.

Trainings for professionals: Training programs for updating professional capacity of different groups of specialists on the issues of child abuse and neglect as well as prevention of child abuse (psychologists, social workers, doctors, lawyers, prosecutors, police officers, preschool, primary school and child care institutions workers, etc.).

// Feminist Associations (Spain)

- There's a lot of feminist associations in Barcelona. A list of them: <https://ajuntament.barcelona.cat/dones/es/recursos-y-actualidad/mapa-de-entidades-feministas>
- Association from other parts of Spain: <https://www.publico.es/mujer/asociaciones-interes-8m>

// The "Women's Initiatives Supporting Group (WISG)" (Georgia)

A feminist organization working on women's issues. The main goal of the organization is supporting the formation of a harmonious society based on principles of social justice by empowering women, which shall ensure full involvement and equal participation in social, political, cultural and economic life for all women.

<https://women.ge>

// 'Dinamika Centre' Association Youth programmes and projects (Bulgaria)

Dealing with the themes of sexual and reproductive health, human trafficking, human rights since young people need to be trained in terms of leadership abilities and social skills so that they could take part in policy making and developing non-violence strategies. Club 'DOMINO' was created in 2009 and it is represented by volunteers aged 15 - 19 who take part in peer education sessions, projects, trainings, campaigns and various initiatives aiming at raising awareness in society as well as keeping their coevals informed and educated on issues concerning their health, relationships and future development as active citizens.

// Association Fathers (Latvia)

A non-governmental organization with an aim to improve and popularize fathers engagement in family and child upbringing. Challenging stereotypes about fatherhood, providing support for fathers, organizing activities for fathers and their children.

Services for fathers:

- Lectures, seminars, workshops (e.g. children emotional education)
- Educational support Groups
- Divorced Father Support groups
- Father groups
- Father hikes
- Father and kids hikes
- Children emotional education

• <https://www.facebook.com/biedribatevi/>



// MARTA Centre (Latvia)

MARTA Centre is a non-governmental organization that aims to provide support to women in Latvia – female victims of human trafficking and domestic violence, non-citizens and migrants, women with low income and unemployed women. MARTA carries out advocacy work on the national, EU as well as UN levels combating poverty and female exclusion, advocating for elimination of violence against women and promotion of women human rights. Since 2009 MARTA Centre has engaged in preventive work with young people aiming to raise their awareness of gender equality and to challenge gender bias. MARTA has managed to create a network of organizations and professionals doing preventive work with gender perspective and empowering young people throughout different regions of Latvia. Since 2015 MARTA has started to engage men in work against violence.

www.marta.lv

// The Social Workers Club (Bulgaria)

The Social Workers Club is a voluntary association of students and professors from the specialties "Social Activities" and "Clinical Social Work" of the University of Ruse and practicing social workers. They work together to improve the quality of education and training in social activities and to enhance the social prestige of the profession of social worker and social work as an important element of social protection of the population. They provide the conditions for promoting the educational and professional development of students and practitioners of social workers, the exchange of ideas and different perspectives on current social and scientific problems, as well as the experience between the professional and academic generations. They organize and engage in educational, project and volunteer activities that contribute to the achievement of social change, the development and formation of a tolerant and non-discriminatory society.

<https://socialaffairsru.weebly.com/1050108310911073-10851072->

[108910861094108010721083108510801103-10881072107310861090108510801082.html](https://socialaffairsru.weebly.com/1050108310911073-10851072-108910861094108010721083108510801103-10881072107310861090108510801082.html)

// Concejalía de Feminismos y LGTBI (Department of Feminisms and LGTBI (Spain))

The Department of Feminisms and LGTBI of Barcelona City Council is responsible for promoting gender equality in the city. Its main strategy is to combat the more structural aspects of gender inequality and sexism.

From the Area of Women and Feminisms we have extended the gender perspective to all areas of the City Council to fight against gender inequalities and violence and discrimination against women and to contribute to their freedom and equality of opportunities and results. We defend the political, economic and social rights of all women (older or younger women, women of various national or ethnic origins, women of different economic positions, sex workers, women with functional diversity, etc.).

We work for the prevention of the violence that affects them. We design, implement and coordinate policies for a comprehensive approach to macho violence and the services that support women who may have suffered a situation of physical, sexual, psychological or occupational violence throughout their lives.

Some of the objectives of Women and Feminisms are the following:

- To achieve equality of rights, opportunities and results between women and men.
- Promote women's access to culture, economy and politics and make visible all their artistic, social and political contributions.
- Address all areas of male violence and provide appropriate services for women who are or have been in a situation of violence.
- To fight against the feminization of poverty and precariousness.
- Make visible and democratize domestic work, care and affection and offer advice and support to people and families who care.
- Include the intersectional gender perspective in all departments and areas of the City Council.
- Work together with feminist, social and institutional actors in the city.

<https://ajuntament.barcelona.cat/dones/es>

SECONDARY PREVENTION

// Adolescent Resource Centre (Latvia)

Adolescent Resource Centre is modern, evidence based and openminded approach to mental health and addiction prevention. Open to youngsters age 12-18, often suffering from addictions, behavioral problems etc. Offers psychological, psychotherapeutic and medical help, as well as provides social work assistance, sport activities and physiotherapy. Free of charge and confidential. Main goal is to help adolescents in crisis situations by empowering them and reducing risky behavior, plus providing community based solutions instead of institutionalization.

www.pusaudzim.lv

// To be a father” (Bulgaria)

“To be a father” is a national campaign aimed at focusing the public's attention on the importance of the father's role in the child's full development. Being a father is part of MenCare's international campaign. MenCare is a global paternity support campaign whose mission is to promote the inclusion of men as caring, fair and supportive fathers for the sake of family well-being and gender equality. The campaign takes place in over 50 countries across 5 continents. The main activities of the campaign are information and media campaigns, including events, information videos, printed materials, national and local initiatives, working with kindergartens and primary schools to develop successful models for working with fathers by teachers, social workers and local authorities.

<https://mencare.bg/>

// Centro diAscolto Uomini Maltrattanti (CAM) (Italy)

The first center in Italy working with men as perpetrators of violence. The center provides a listening and counseling service for men who commit to undertaking a course of personal change, and who take responsibility for their violent behavior (physical or psychological), or for stalking. CAM aims to safeguard women and minors from violence, while giving men an opportunity to change.

<https://www.centrouominimaltrattanti.org/>

// International Rescue Committee (Italy)

Italy is also part of the International Rescue Committee which works to foster communities where women and girls are free from violence and have the rights and resources to promote their own safety and self-determination:

<https://gbvresponders.org/> and <https://www.rescue.org/country/italy>

// School for future parents (Bulgaria)

Many hospitals offer to future parents, as a free service, to attend lectures and discussions related to pregnancy, childbirth and childbearing. Future parents have the opportunity to receive advice and valuable information from specialists in obstetrics, neonatology, pediatrics and anesthesiology.

Examples: Sofamed Hospital, Tokuda Hospital, Mother's Home, Vita Hospital

// Abuse hotline (Spain)

This is a telephone hotline that attends to victims or people in their environment completely free of charge. The call is not registered on the phone (mobile or landline) and does not appear on the phone bill. Support and provide assistance to the families of mortal victims of gender violence through an immediate response, ensuring their maintenance over time through a programmed follow-up and coordinating attention in case of serious aggressions without the result of death, in which the unit will provide the same support service to the families, coordinating the actions of the different resources in order to ensure that the victim receives adequate care.

// Program for adolescents “Pārinieks”

Program «Pārinieks» («Companion») provided by SOS Children’s Villages Association engages families with adolescents who might be in risk of performing unlawful acts and breaking the law. The aim is to work preventively in order to prevent the risky behavior or to reduce the possibility of repeating such acts. Youngsters participate in individual and group sessions to develop personality, social and self-care skills. SOS Children’s Villages Association provides a team of various specialists: social workers, psychologists, family psychotherapist, narcologist, lawyer and educational supervisors.

<https://www.sosbernuciemati.lv/lv/kam-mes-palidzam/gimenem-ar-pusaudziem-parinieks>

// Rel.Azioni Positive Social Cooperative (Italy)

Established in 2017 building on the 27 years long experience gained within the Association “Centro VenetoProgetti Donna”, to respond to new and different needs and challenges arising from the territory, both in term of activities and services, in the field of combating and preventing the phenomenon of male violence against women.

<http://www.relazionipositive.org/>

// Irs (Italy)

With specific regard on violence against women, and in particular on intimate partner violence related issues, IRS can grant the capacity to analyze the presence of main challenges and gender gaps in this area as it is documented by several projects carried out both at national and EU level for EIGE, the European Commission, several national, regional and local institutions.

<https://www.irsonline.it/en>

// Organization GRT (Italy)

(<https://www.grtitalia.org/>) and project "GEMMA - Gender-Based Empowerment of Women through a Multiagency Approach" aims at offering adequate services to the needs of migrants women and at raising awareness among the community on such an important topic.

<https://www.grtitalia.org/en/project/ethnicminorities/italia/a>

// Information and Attention Points for Women (PIAD) (Spain)

The Information and Attention Points for Women (PIAD) are public, free and confidential services of the Barcelona City Council that offer information, advice and guidance to women in different areas. Psychological and legal counselling services are also provided free of charge. These services are aimed at older women and girls aged 12 to 17.

There's a PIAD in every district of the city.

In the PIADs you will find the following:

- Personalized attention.
- Information on different resources of the city: labour, associative, cultural, educational, etc.
- Legal advice: specialised attention in the different legal specialities (civil law, family law, labour law, gender violence, immigration law).
- Psychological accompaniment: space to be able to work on the different aspects that may have led to a situation of discomfort and to make a process of knowledge of one's own tools and potentialities.
- Attention in cases of discrimination or macho violence in any field: work, social, couple, in public spaces, etcetera.
- Free workshops on different subjects: self-esteem, dance, laughter therapy, self-defence, etc.
- Participation in personal growth groups to deepen self-knowledge and as spaces to share experiences among women.

In addition, the PIADs work at the community level, carry out awareness-raising activities aimed at the general population and participate in community plans and sectoral networks.

Target population: Women over 18 who live, study or work in Barcelona; girls aged 12 to 17 who live, study or work in Barcelona. (You don't have to be registered in either case.); entities or professionals working in the field of women.

// “Integrated Approach of Ruse Municipality for Roma and other vulnerable group inclusion at Ruse Region Municipalities” Project of Dinamica Centre Association (Bulgaria)

Partnered with Ruse Municipality, financed by Bulgarian Swiss Programme for Support of Social Inclusion of Roma and other vulnerable groups. This project involved creating the positions of Educational mediator and Health mediator appointed at the Municipalities in Ruse region. There are certain topics that are still a taboo in the Roma community and people need a person they can trust who can serve as a reliable connection between the project team and the community. Here comes the role of the mediators. The educational mediator provided for the presence and accepting the type of information presented at school and the health mediator was responsible for the spread of information within the community and also the introduction of the members of the project team who were trainers and educators.

// Care, Recovery and Foster Care Service (SARA) (Spain)

This is a citywide, municipally-owned ambulatory service that offers specific ambulatory care to victims of situations of male violence (women, children and adolescents, and LGBT persons or persons in their immediate environment directly affected by this violence). It also provides advice to professional staff and people in the vicinity of the victims. The different types of macho violence are dealt with: violence in the couple, harassment due to the fact of being a woman or due to identification as LGBT, macho violence in the workplace, macho violence in the family environment, sexual violence, forced marriages, etcetera. It is the gateway to public and private resources for emergency and long-term shelter for people living in situations of macho violence. It has a multidisciplinary team. It is made up of professionals of different backgrounds (social work, social education, psychology, law and labour insertion) who offer comprehensive care in order to be able to work in the processes of recovery of the people assisted, whether or not they need reception resources.

Offers **Individual Scale**:

- Information and advice.
- Personalized and comprehensive treatment throughout the process of recovery from the violence experienced, always according to the needs of the person served.
- Access to protection and specific gender-based violence resources whenever necessary.
- Labour insertion service.

Group scale: Group treatment, with different modalities.

At **Community level**: Prevention and social awareness. Counseling and support for professionals from other services who also intervene in situations of male violence.

Target population: Older women in the city of Barcelona who live, or have lived, any manifestation of male violence; children and adolescents who live or have lived in contexts of macho violence. They may or may not be sons or daughters of the women being cared for, as SARA also cares for them: The sons and daughters of women who have died as a result of violence (by murder or suicide induced by the aggressor) or from any other cause. Sons and daughters who live, or have lived, male violence at the request of the mother, the father (not the abuser) or the referring caregiver. Adolescents who are victims of abusive, sporadic or intimate partner relationships or other manifestations of male violence in which neither the mother nor the father, or the current partner of the mother or father are involved. People who identify themselves as LGTBI who live, or have lived, any manifestation of male violence. People in the immediate vicinity of people directly affected by male violence.

Requirements for access to the service with respect to women, children and adolescents: Living in the municipality of Barcelona; whether there is a current situation of male violence or whether the effects of the violence experienced previously persist. SARA serves all women, children and adolescents, and LGBT persons, who meet both requirements, without discrimination based on age, physical and mental health status, disability, legal status, sexual orientation or national origin, and regardless of what:

- Whether or not there is a census in the city of Barcelona. The real situation prevails over the administrative situation.
- Whether or not they have their status legally regularized when it comes to foreigners.
- They have filed a complaint about the situation of violence experienced or not.
- Are living with the abuser or have broken up with the abuser.

Requirements for access to the service with respect to persons in the close environment of these persons: People who live in Barcelona or, even if they live in other municipalities, when they make a consultation or request for attention or advice in relation to women, children or adolescents, and LGTBI people, victims of macho violence who do live in the municipality of Barcelona, can ask for attention or advice.

Access Channels: By direct access; by derivation of another service (from the Town Hall itself or from the services of the Barcelona Circuit against Machista Violence).
Type of access: Urgent and concerted; presential, telephone and electronic.

// The Men's Care Service (Spain)

The Servicio de Atención a los Hombres para la promoción de relaciones no violentas (SAH) is a free public service of the Barcelona City Council that is aimed at men in our city who want to change attitudes, behaviours and beliefs in order to relate in a more respectful and non-violent way. The SAH intervenes in the different forms of male violence (physical, psychological, sexual and economic) that occur in areas such as the family, the couple or social or community environments. It also fosters the prevention of male violence through awareness-raising and promotion actions with citizens, as well as training actions for professionals from the city's social services network ("Canviem-ho" [let's change it] project).

The device is made up of professionals who offer information, psychological care and legal advice with the aim of providing tools and resources to the men of the city to relate in a positive, healthy and respectful way and avoid the use of violence.

The Men's Care Service (SAH) organizes the resources and treatments it has in various programs:

- Men's Care Program
- Youth Care Program
- Let's change it.

TERTIARY PREVENTION

// Working with perpetrators of domestic violence (Bulgaria)

This is a free program that aims to help abusers stop violence by influencing gender attitudes and values, becoming aware of situations in which individuals respond aggressively, and developing a plan to control aggression and anger. The program may be attended by a court decision, directed by other institutions, or at will. It provides specialized two-hour consultations twice a month with a psychologist to determine the cause of the aggression and to develop an aggression control plan and conflict resolution models.

<https://genderalternatives.org/en/consultative-centre>

// E-PROTECT (international project)

<http://childprotect.eu/#/en/>

The E-PROTECT project is implemented by five organisations from five EU Member States – Bulgaria, Austria, Italy, Greece and Romania. The partnership was brought together to build the perfect profile, tailored to answer the need to research and compare the level of protection provided to child victims of crime, as well as to elaborate a child victims of crime individual needs assessment methodology on the basis of European best practices and effectively working methods.

E-PROTECT is also dedicated to raise the overall awareness on child rights, granted by Directive 2012/29/EU and to inspire a cooperation among the large variety of professionals which deal with child victims of crime and often are their first point of contact. This is why the project is set to develop a sophisticated online platform which will not only provide exhaustive information about Directive 2012/29/EU practical application and transposition with regards to Child rights but also host targeted online events.

// 'Dinamika Centre' Association working with the perpetrators of violence (Bulgaria)

These initiatives are directed with a court decision to take part in the specialized programme which includes individual and group sessions of counselling, aiming at evaluation and rebuilding of qualities of the person for correction and prevention of further acts of aggression and violence. Other goals of the programme are to initialize social skills for family planning and integration in society. The professionals involved are psychologists and social workers and the plan includes motivation for change of behavior, working with attitudes as well as control and reduction of rage and aggression and skills for constructive communication. The organization collaborates with the district court, police and the probation office on this type of projects since it is after the priorities of the programme at national level have been set and there is a call for application for funding that it can take action.

// **EMPROVE (international project)**

Comprehensive European Research Report: an in-depth qualitative analysis of the current situation, needs and challenges faced by DV survivors and their counsellors. Good practice brochure: giving insights for European and US practices in the field of successful support of survivors of domestic violence.

- EMPROVE! First-Aid Manual: guidelines for DV intervention in the early stages.
- EMPROVE! Training Kit: advanced level set of counselling and training materials for long-term work with DV survivors.
- EMPROVE! Platform: an online learning and social platform for support and exchange of ideas and information through gamification.
- Network Guidelines: for successful prevention and intervention of DV.
- EMPROVE! Competence models and validation reference systems: products encouraging the validation of the informally acquired competences in different learning projects of both survivors and counsellors using the LEVEL5 methodology.
- Policy Paper - with recommendations for amendments in local and international policies and practices on DV prevention and intervention.
- In addition: Research Tools Templates: interview guidelines and desk research templates, that could be transferred to future projects
- EMPROVE! Train the trainer curriculum - giving unified structure of the adult education of counsellors, who implement the EMPROVE! Approach for DV intervention. We will use this product to train our international team of trainers and counsellors in the special EMPROVE approach, but it will also be available for future use in other countries.

<https://emproveproject.eu>

// **PROMOTING FIRST ACTION AGAINST VIOLENCE (international project)**

Project FIRST – Capacity Building for First Points of Contact for Victims of Domestic and Gender-based Violence is an international project promoting first action against violence. It aims to address the needs for widely available psychosocial support resources for victims of violence; relevant knowledge and competence of professionals working at first points of contact; more aware and informed professional and general public regarding the issue of domestic and gender based violence. The major objective of the project is to establish and empower national networks of first points of contact for victims of domestic and gender-based violence and by that ensure widely available psychosocial and legal support and assistance to victims of domestic and gender based violence.

<http://www.firstaction.eu>

// RESIDENTIAL CARE CENTRES FOR VICTIMS OF GENDER BASED VIOLENCE (Spain)

These centers serve young women victims of violence with personal, family and/or social destructuring problems, who lack family support and/or economic resources. All Centers offer temporary housing and an individualized intervention plan. Care profile Women aged 18 to 25 who have suffered gender, social, family or institutional violence.

// EMERGENCY FACILITIES (Spain)

They offer women and their children emergency shelter for a limited time. Care profile Women over 18 or emancipated with or without children abused by their partners or ex-partners and in need of protection, no prior complaint is required. Routes of access Social Services, Women's Advisory Centres, State Security Forces and Corps. Stay time, around 15 days.

// RECEPTION CENTRES (Spain)

The aim of these centres is to provide protection and comprehensive care for women victims of gender-based violence and their children in different situations of need and when they are advised to enter a residential resource. They serve as temporary accommodation while a comprehensive care plan is carried out aimed at facilitating the normalization of the lives of women victims of violence. These centres have multidisciplinary teams made up of social professionals, lawyers and psychologists, who provide support for women and their children. Care profile Women who are victims of gender-based violence, over 18 years of age or emancipated, with or without children, and who need protection and a resource for comprehensive recovery. Routes of access General Directorate for Women with referral from Social Services and Emergency Centres. Estimated stay of between 6 and 9 months.

// GUARANTEED APARTMENTS OR APARTMENTS WITH SUPPORT (Spain)

The supervised flats are used as an exit from the Reception Centres, in those cases in which, according to the situation of women, it is considered necessary to support them as a continuation of the process initiated in them. Its objective is to achieve personal and family autonomy without the need for protection as extensive as that provided in the Centres. Care profile Women who are victims of gender violence, over 18 or emancipated, with or without children, who continue to need support for autonomy and who have economic resources. Access roads to Shelter Centres with the assessment of the General Directorate for Women.

// OF TRAFFICKING AND PROSTITUTION (Spain)

These are centres for older women who wish to give up prostitution and women trafficked for the purpose of sexual exploitation. They are women with problems of personal, family and/or social destructuring, who lack family support and/or economic resources. These centres offer temporary residential care and an individual intervention plan aimed at accompanying women in their process of autonomy and reintegration, promoting their full development as persons. General Directorate for Women, Social Services, State Security Forces and Corps, Emergency Devices, Embassies, NGOs. Profile of care Older women from the world of prostitution and victims of trafficking for sexual exploitation.

// CENTRE FOR RECLUSIVE AND EXRECLUSIVE WOMEN (Spain)

The objective of this Centre is to provide a service of reception and integral attention to women prisoners and ex-prisoners, victims of gender violence with or without children, lacking family support and economic resources, in different penitentiary situations (third degree, conditional release, women without access to penitentiary permits).

// “We Go II - Building Economic Independence: the way out of Intimate Partner Violence (Italy)

International project: <https://www.wegoproject.eu/>

// Dinamika Centre' Association partnership agreements with the municipality and the governor's office administration, court, prosecutor's office, police, university, hospitals, NGOs from the city, country and abroad (Bulgaria)

The team of professionals of the organization is recognized and accepted as a part of the working mechanism of the multidisciplinary approach to the cases of domestic and gender-based violence. This is helpful in all situations in which victims need to turn to multiple institutions to take appropriate and timely measures. Vulnerable people receive careful guidance and professional help with all aspects that might present a problem – from document preparation to life and social skills.



List of best practices is created with a support from Erasmus+ program in a project "outlininG sUccessful strategles against genDer-based violence" (KA1 Project Nr. 2019-1-LV02-KA105-002494).

Project was created as a response to the prevalence of gende-based violence and the need for active, focused and constantly-improving methods for youth work to combat it.



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