

DAPHNE III LEXOP REPORT RESEARCH 2013

LEXOP, LEX-OPERATORS
ALL TOGETHER FOR WOMEN VICTIMS
OF INTIMATE PARTNER VIOLENCE

www.lexop.org

edited by Maria Virgilio

Bononia University Press

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Lex-Operators. All together for women victims of intimate partner violence

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I.1. INTRODUCTION

This book includes the Report Research 2013 of the European project of the Daphne III line, bearing the title “LEXOP *Lex-Operators all together for women victims of intimate partner violence*”, and is one of the productions of the project, which consists of different phases: the volume, the creation of a Web site (www.lexop.org), the printing and the spreading of brochures at a local level with vademecums for the operators and a CD with all the collected and produced materials.

The Report Research is not only aimed at those who were involved in different ways in the various activities that were carried out and who wish to remember the intense project and bear witness of that abroad. It is also aimed at people who did not participate directly and yet would like to make use of the experiences of LEXOP to program and organize training and network initiatives, involving public and private “lex-operators”.

LEXOP enabled an exchange of views among five different territorial realities, which worked in an autonomous but coordinated way, within a common operational framework, that was created with the interaction of the different partners: Barcelona, Athens, Turin, Milan and Bologna.

The international meetings of all the partners (the initial and final ones in Bologna in April 2011 and February 2013, the three intermediate ones in Barcelona in June 2011, in Athens in July 2011 and in Turin in October 2012), and many meetings among the Italian partners made it possible to organize the five experiences in a parallel way, always ensuring ongoing exchanges. All the phases and steps are documented in the Report and are the starting point for all evaluations and indications on training and networking, involving “lex-operators”.

The goal of the Report is to present the project, how it was originally devised, how it was carried out in its two years of activity and what final results it led to. The main phases of the project are described, illustrating the common goals of all the partners, the peculiar activities that were carried out at a local level, the local and overall results on the network and on the organization of activities aimed at fighting male violence against women in intimate relationships.

It is not only a chronicle of the different phases of the project, the volume aims at being an analysis and synthesis tool, in order to be used by other players and promoters of training and network projects, both for “lex-operators” and for other operators, in the health, social and school sector etc.

The work of the partners was based on the hope that the reader can consider (and adapt to his needs) each document issued for LEXOP in its two years of activity: the outlines for the collection of national laws on violence, the training models, the expectation and satisfaction questionnaires, the network protocols, the vademecums for operators etc.

I.2. INTRODUZIONE

Questo book contiene il Report Research 2013 del progetto europeo della linea Daphne III intitolato “LEXOP *Lex-Operators all together for women victims of intimate partner violence*” e costituisce una delle produzioni del progetto. Infatti, oltre al volume, il progetto prevede la realizzazione di un sito web (www.lexop.org), la stampa e diffusione locali di opuscoli contenenti i vademecum per gli operatori e un CD con tutti i materiali raccolti e prodotti.

Il Report Research è destinato non solo a quanti sono stati coinvolti a vario titolo nelle molteplici attività intraprese ed intendano sia conservare memoria dell'intensa vita progettuale sia portarne testimonianza all'esterno. Questo book è indirizzato anche a chi, pur non avendo partecipato direttamente, intenda utilizzare con profitto le esperienze di LEXOP per programmare e organizzare iniziative di formazione e rete che vedano coinvolti gli operatori della legge pubblici e privati.

In LEXOP hanno potuto confrontarsi cinque realtà territoriali differenti che hanno proceduto autonomamente, ma in modo coordinato all'interno di un quadro operativo costruito assieme tra i partners e condiviso: Barcellona, Atene, Torino, Milano e Bologna.

Gli incontri internazionali tra tutti i partner (quelli iniziali e finali a Bologna in aprile 2011 e nel febbraio 2013, i tre intermedi a Barcellona nel giugno 2011, Atene nel luglio 2011 e Torino in ottobre 2012), oltre ai vari incontri tra i partner italiani, hanno consentito di condurre le cinque esperienze in modo parallelo e con continui scambi tra loro. Tutte le tappe e i passaggi sono documentati nel Report e costituiscono il punto di partenza per valutazioni e indicazioni in materia di formazione e lavoro di rete che veda coinvolti gli operatori della legge.

Il Report dunque intende dare conto della vita del progetto, di come è stato originariamente ideato, di come è stato condotto nei due anni di attività e a quali risultati finali è pervenuto. Nel ripercorrere i momenti salienti che lo hanno caratterizzato, il report illustra gli obiettivi che hanno accomunato tutti i partner, le peculiarità delle attività svolte a livello locale, i risultati raggiunti localmente e complessivamente sulla

rete e sull'organizzazione delle attività di contrasto alla violenza maschile contro le donne nelle relazioni di intimità.

Non si tratta di una mera cronistoria della realizzazione delle fasi del progetto, dal momento che il volume ambisce a essere uno strumento di analisi e al contempo di sintesi, per poter essere utilizzato da altri attori e promotori di interventi formativi e di rete, specificamente rivolti a operatori della legge, ma anche ad altri tipi di operatori – sanitari, sociali, scolastici ecc.

Il lettore – secondo lo sforzo ed auspicio dei partner – potrà considerare (e adattare alle proprie particolari esigenze) ogni documento elaborato per LEXOP nel corso dei due anni di lavoro: gli schemi per la raccolta delle leggi nazionali in materia di violenza, i modelli di formazione, i questionari di aspettativa e di gradimento, i protocolli di rete, i vademecum per gli operatori ecc.

II.1. PLANNING OF THE LEXOP PROJECT

The purpose of the project is to improve the impact of the legal system with the women who have suffered violence in intimate relationships, by partner or former partner.

Nowadays violence on women is a challenge. Unfortunately many women suffer in silence, they do not report violence nor they seek help.

The main idea of the project is to organize a training initiative aimed at “lex-operators”, promoted by the University of Bologna (the leader of the project is Alma Mater Studiorum - University of Bologna and the planning of the project was initially carried out by professors of the Law Department), according to the traditional academic procedures, but also considering the effectiveness of other city interventions on violence against women.

The protagonists of the project were “lex-operators”, including also lawyers, a quite unusual decision, and a target of “lex-operators” was identified, both public and private ones.

How much does the approach of “lex-operators” influence women’s decisions?

How much and how can it contribute to the emergence of the phenomenon, or increase the silence and contribute to the lack of precise data?

Working with women who are victims of violence is complex and requires particular any specific kinds of action by the different professionals who are involved in this type of work, both legal and paralegal operators.

Unfortunately nowadays law enforcement agencies are often reluctant to arrest the aggressor and they just give advice or ask that one of the two parties leave the house for some time. Also magistrates are reluctant to impose significant penalties or penalties which might affect personal freedom, because they consider domestic violence as a minor offence.

In this way the aggressor can repeat his violent behavior, because he knows that he can count on impunity.

The action of lawyers is often limited too, since they are not familiar with legal

tools different from the traditional ones and with the possible resources for women provided by private and public structures which operate directly in the field.

As a consequence, women are scarcely motivated to report the violence inflicted to them by their partners.

The key moment when a woman decides whether she wants to report the violence or whether she wants to go back to the situation of violence is when she gets in contact with police forces (also in a health structure, in an Emergency Room with a Police department) or with a lawyer (private or linked to a women's association).

When women decide to report, the first impact with the "lexoperator" (public or private) is often crucial, that is the key moment for the emergence of violence, for this reason it is important for operators to know what they can do to help a woman decide to ask for support and to report violence.

Unfortunately in many cases the approach to women who were victims of violence is neither professional nor multidisciplinary as it should be, since more and more police officers and law operators feel inadequate and ask for vocational training.

Operators need to know the needs and expectations of women who suffered violence at the hands of their partners or former partners in intimate relationships, and they ask to communicate directly with other operators who work in antiviolence projects and with women's associations.

All the target groups of the project ask to be trained at a multidisciplinary level and to achieve the ability to act in an integrated way, to tackle the problem adequately from the very beginning, safeguarding the woman who suffered violence by her partner (avoiding individual isolation and the tendency to rely only on personal feelings).

In this way "lex-operators" and the operators of the legal system (broadly speaking) can be able to assist women during the emergency of the first phase and in the following period, which can last quite long.

Therefore it is necessary that law enforcement agents and all law professionals have a correct and integrated approach and are trained in an adequate and specific way, to support the reporting of violence and to avoid the so-called secondary victimization. If a woman decides to seek help in order to overcome the situation of violence, she needs professionals who are able to support her and assist her. The LEXOP project, *Lex-Operators all together for women victims of intimate partner violence*, looks into the role of the "lexoperator" in this situation and examines the possible prospects for change.

This need is common to all Italian law operators and to those of many other European countries, the LEXOP project is transnational and involves partners, associate partners and supporters in Italy (Bologna, Milan and Turin), Spain (Catalonia), Greece (Athens) and France (Bordeaux).

The places were not chosen by chance: the cities involved in LEXOP were chosen because "lex-operators" needed to rely on an already existing network activity which supports women who want to overcome situations of violence.

In all the cities which participate in the project, except for Athens, there were already special Emergency Room services against violence (sexual or domestic violence). We started from these realities to compare the different experiences, and to increase the number and diversify the types of operators to be involved in specific training activities. These structures are already the most important place where law operators meet each other (and health and social workers).

The Emergency Room is often the first place where the woman who has suffered violence asks for support, meets the police and the institutions. If she decides to report the violence she meets there the forensic medicine expert, the magistrate and social workers.

We should not forget that the woman is often taken to the Emergency Room by her partner, who is her aggressor. For this reason all the operators must be trained to handle the situation and to interact also with the woman's partner.

We have considered special emergency structures against violence as a clear indicator of the existence of a local network (in Bologna Ospedale Maggiore; in Milan the Mangiagalli General Hospital; in Turin the Molinette Hospital and the Sant'Anna Hospital; in Barcelona the Hospital Clinic; in Bordeaux the CHU Centre Hospital-Universitaire).

Those specialized Emergency Rooms, which already carry out a specific "antiviolence network" activity, are based on the skills and needs of different professionals, who work as a network, in this way being able to provide effective assistance to a woman in an emergency situation, also providing support in the period after the violence. The legal medicine staff has to take and document marks of violence and to collect biological samples, being aware that marks of violence differ according to the age of the victim, the type of violence inflicted, the psychological involvement and the context. Moreover the procedure and the stages of the approach to the woman must be adapted to the support activity and to the collection of evidence. Police agents must prosecute the offender and collect useful evidence so that public prosecution can face up the strategies of the aggressor's lawyers about the investigation methods, evidence collection, forensic documentation, the chain of custody of evidence and the validity of all the procedures adopted during the investigation.

This is how the idea of this project started, aimed mainly at public "lex-operators" (law enforcement agencies, municipal police, magistrates and forensic scientists) and private operators, lawyers.

At LEXOP different territorial realities meet each other and exchange their views (Barcelona, Athens, Bologna, Milan and Turin).

We have to consider three different national law systems (all of which are civil law systems): Italy, Spain and Greece, but we should also take into account the differences due to non-governmental sources of law, at a lower level: regional (and federal) regulations which differ from each other (even in the Italian state, since Bologna, Turin and Milan are in three different regions: Emilia-Romagna, Lombardy and Piedmont).

Together with the differences due to the law system (national, regional and local)

we should also consider the different experiences of all the partners, both in terms of training and network.

The general goal of the project, a concrete and operational goal, is to create a multidisciplinary (and formalized) Network, in which “lex-operators” can be coordinated and can integrate themselves with the other professionals who work at different levels to fight violence against women in intimate relationships, in order to provide a coordinated and integrated solution in protecting victims and prosecuting aggressors.

The main purposes of the project are the following: 1. High – level cross – training, aimed at two target groups, public and private lex-operators, improving their skills in the individuation of violence against women in intimate relationship, both at the first stage and in court. That means to provide a type of training which ensures adequate legal assistance to support the decision to report, and to provide a coordinated and efficient response against violence in intimate relationships. 2. Comparing the existing network models and, starting from these experiences and from the network activity of LEXOP, drawing up a common (and exportable) network protocol for each city.

The project is aimed at achieving the following: a local network protocol; two training program models, one for public lex-operators, and the other for private operators; two vademecums, one for public and one for private operators, which give operational and concrete indications on what the lexoperator should do when he meets a woman who suffered violence and finally this final publication with the documentation CD Rom as attachment, and the Web site of the project with all the materials that were produced and collected in the two years of activity (www.lexop.org).

The constructive support of the two external experts was extremely useful (Maria Rosa Lotti and Marcella Pirrone), along with the support of the Advisory Board (Donatella Donati, Cristina Sala, Nikolaos Ornerakis) and of the French partner, who presented the (external) point of view based on the significant experience of the CHU-CAUVA - Centre d'accueil d'urgence des victimes d'agression of Bordeaux (Sophie Gromb).

II.2. LA PROGETTAZIONE DI LEXOP

L'obiettivo del progetto è quello di migliorare l'impatto del sistema giudiziario sulle donne che hanno subito violenza nelle relazioni di intimità da parte del partner o ex partner.

L'emersione della violenza subita dalle donne rappresenta una sfida attuale. Purtroppo troppe donne subiscono in silenzio, senza esternare ad altri e senza chiedere aiuto.

L'idea trainante è quella di una iniziativa di formazione rivolta agli operatori della legge che fosse promossa dalla Università di Bologna (il capofila del progetto è l'Alma Mater Studiorum - Università di Bologna e la progettazione ha impegnato inizialmente docenti della Facoltà di Giurisprudenza) secondo le tradizionali forme di intervento accademiche, ma che si spingesse fino a misurarsi con la effettività e la operatività degli altri interventi cittadini nell'ambito della violenza contro le donne.

La scelta è stata quella di assumere a protagonisti gli operatori della legge, comprendendovi anche – scelta non consueta – gli avvocati. È stato così identificato un target di operatori della legge sia pubblici sia privati.

Quanto l'approccio degli operatori della legge incide sulle scelte della donna? Quanto e come può contribuire all'emersione del fenomeno o piuttosto ad aumentare il silenzio e la cifra oscura?

Certamente il percorso di presa in carico della donna che ha subito violenza è complesso e richiede particolari e specifiche modalità di intervento da parte delle diverse figure professionali coinvolte, giuridiche e paragiuridiche.

Purtroppo gli operatori delle forze dell'ordine, attualmente, sono spesso riluttanti a procedere all'arresto dell'aggressore, limitandosi a dare consigli o a chiedere che una delle parti si allontani dal domicilio per un periodo di tempo. Quanto a magistrati e giudici, essi sono a loro volta restii ad imporre sanzioni significative o che incidano sulla libertà personale, perché considerano la violenza domestica un reato di minore gravità rispetto ad altri.

Ciò comporta che il maltrattatore possa reiterare il suo comportamento violento, perché sicuro di poter contare sulla propria impunità.

Anche l'azione degli avvocati è spesso limitata dalla non conoscenza sia di alcuni strumenti giuridici diversi da quelli tradizionali sia delle possibilità di supporto alla donna offerte dalle strutture private e pubbliche che operano specificamente sul campo.

La conseguenza di tutti questi fattori è che la donna è poco motivata a denunciare la violenza subita dal partner.

Il momento cruciale, in cui la donna sceglie se denunciare o rientrare nella situazione di violenza, è quando entra in contatto con le forze di polizia (anche in ambito sanitario in un Pronto Soccorso dotato del posto di Polizia) o con un legale (sia privato sia legato a una associazione di donne).

Quando le donne decidono di esternare e/o di denunciare, spesso è decisivo il primo impatto con l'operatore della legge (pubblico o privato). Questo è il momento nodale per l'emersione della violenza: per questo è importante che gli operatori conoscano le modalità per aiutare la decisione della donna sia di chiedere sostegno sia di denunciare.

Purtroppo in molti casi l'approccio alla donna che ha subito violenza non è professionale né multidisciplinare, come invece occorrerebbe. Infatti, sempre più spesso, gli operatori di polizia e di giustizia si sentono inadeguati e chiedono di essere formati professionalmente.

Gli operatori devono conoscere i bisogni e le aspettative delle donne che hanno subito violenza dal partner o ex partner nella relazione di intimità e chiedono anche di essere messi in relazione diretta con gli altri operatori impegnati contro la violenza, nonché con le associazioni delle donne.

Insomma tutti i gruppi target del progetto manifestano l'esigenza di formazione multidisciplinare e di conseguire capacità d'intervento integrato per affrontare adeguatamente, fin dal primo contatto, la problematica, con ogni salvaguardia per la donna che ha subito violenza dal partner (e non nell'isolamento individuale e nella solitudine della propria personale sensibilità).

Allora gli operatori della legge e del sistema giudiziario (inteso in senso lato) potranno essere in grado di assistere la donna sia nell'emergenza della prima fase acuta che nel periodo successivo, che può prolungarsi nel tempo.

Risulta pertanto indispensabile un approccio corretto ed integrato da parte delle forze dell'ordine e di tutti gli operatori della giustizia, adeguatamente e specificamente formati, sia al fine di favorire l'emersione della violenza sia al fine di evitare la c.d. vittimizzazione secondaria. Se la donna sceglie di chiedere aiuto per uscire dalla violenza, deve trovare operatori capaci di accoglierla e assisterla. Il progetto LEXOP, *Lex-Operators all together for women victims of intimate partner violence*, si domanda e indaga quale è il ruolo dell'operatore della legge in tale situazione di fatto. E quali possano essere le prospettive di cambiamento.

Questa esigenza accomuna gli operatori del diritto italiano a quelli di numerosi altri Paesi europei. Infatti il progetto LEXOP è transnazionale e coinvolge partner, partners associati e aderenti che sono distribuiti tra Italia (Bologna, Milano e Torino), Spagna (Catalogna), Grecia (Atene) e Francia (Bordeaux).

La scelta dei luoghi non è stata casuale: le città coinvolte in LEXOP sono state in-

dividuate a partire dalla necessità per gli operatori legali di inserire la propria azione in un'attività di rete già operante a sostegno della donna che vuole uscire dalla violenza.

In tutte le città interessate dal progetto, fatta eccezione per Atene, erano già operativi dei servizi di Pronto Soccorso specializzati contro la violenza (sessuale o domestica). Siamo voluti partire da queste realtà per comparare e confrontare tra loro le diverse esperienze, nonché ampliare sia il numero sia la tipologia degli operatori da coinvolgere in specifiche attività formative. Queste strutture già oggi rappresentano il luogo cruciale in cui gli operatori legali si incontrano tra loro (oltre che con altri operatori sanitari e sociali).

Spesso il reparto di Pronto Soccorso degli Ospedali costituisce il primo dei luoghi in cui la donna che ha subito violenza chiede assistenza, si rapporta con le forze di polizia e incontra le istituzioni. Lì, qualora decida di denunciare la violenza, incontra poi il medico-legale, il magistrato e gli assistenti sociali.

Non bisogna dimenticare che sovente la donna è accompagnata al Pronto Soccorso proprio dal partner maltrattante. Questa evenienza esige la preparazione di tutti gli operatori a gestire il rapporto e a interagire anche con quest'ultimo.

Pertanto abbiamo considerato la presenza di strutture di emergenza specializzate contro la violenza un indicatore significativo dell'effettiva esistenza di una rete locale (a Bologna l'Ospedale Maggiore; a Milano il Policlinico Mangiagalli; a Torino l'Ospedale Molinette ed il Sant'Anna; a Barcellona l'Hospital Clinic; a Bordeaux il CHU Centre Hospital-Universitaire).

In tali Pronto Soccorso specializzati – che già hanno impostato un'attività di “rete antiviolenza” – si incrociano le competenze e le esigenze di diversi professionisti, che solo lavorando in rete tra loro riescono ad assicurare una assistenza effettiva alla donna nell'emergenza e nel percorso di protezione che le succede. Lo staff medico-legale deve rilevare i segni della violenza, documentarli e raccogliere i campioni biologici, sapendo che i segni della violenza variano a seconda dell'età della vittima, delle modalità con cui la violenza è stata inferta, del coinvolgimento psicologico e del contesto in cui la stessa ha avuto luogo. Anche la procedura e la tempistica nell'approccio alla donna devono essere adattate sia all'accoglienza e supporto alla donna sia alla raccolta delle prove. Gli operatori di polizia devono poter soddisfare le esigenze di perseguire il colpevole, raccogliere gli elementi di prova utili perché il percorso processuale possa fronteggiare le critiche della difesa circa i metodi investigativi, la raccolta delle prove, la documentazione medico-legale, la catena di custodia dei reperti e la validità di tutte le procedure messe in atto nel corso dell'indagine investigativa.

Così nasce l'idea di questo progetto, che ha come destinatari principali gli operatori della legge pubblici (forze dell'ordine, polizia municipale, magistrati, medici legali) e i privati, gli avvocati.

Occorre considerare che in LEXOP si incontrano e si confrontano realtà territoriali assai diversificate tra loro (Barcellona, Atene, Bologna, Milano e Torino).

Infatti tre sono i sistemi giuridici nazionali di riferimento da considerare (tutti di *civil law*): Italia, Spagna, Grecia. Ma occorre considerare anche le diversità derivanti dalle fonti normative non statali e di rango inferiore: le normative regionali (e fede-

rali) sono diverse (anche all'interno dello stato italiano, essendo Bologna, Torino e Milano in tre differenti regioni: Emilia-Romagna, Lombardia, Piemonte).

Alle diversità di sistema giuridico (nazionale, regionale e locale) si devono aggiungere le diversità di esperienze sia di formazione che di rete tra tutti i partner.

Lo scopo generale del progetto – concreto e operativo – è la creazione di una rete multidisciplinare (formalizzata) in cui gli “operatori della legge” si coordinano e si integrano con gli altri operatori impegnati, ai differenti livelli, nel contrastare la violenza sulle donne nelle relazioni di intimità, per poter offrire una risposta coordinata e integrata nel proteggere le vittime e perseguire l'offensore.

Il progetto si prefigge quali obbiettivi principali: 1. Un alto livello di formazione incrociata, indirizzata ai due gruppi di destinatari, operatori della legge pubblici e privati, per migliorare le loro competenze nella individuazione della violenza sulle donne nelle relazioni di intimità, sia nel primo intervento sia nelle fasi giudiziarie successive. Il che significa una formazione che sia in grado sia di attrezzare un'assistenza legale idonea a supportare la decisione di denunciare, sia di assicurare una risposta coordinata ed efficace contro la violenza nelle relazioni di intimità. 2. Il confronto tra modelli di reti già esistenti e, sulla base di tali esperienze, nonché sulla base della attività di rete costruita attraverso la formazione e l'attività di LEXOP, l'elaborazione per ogni città di un protocollo di rete condiviso (ed esportabile).

Il progetto prevede le seguenti produzioni: un protocollo di rete locale; due modelli di programmi formativi, uno per gli operatori della legge pubblici, uno per gli operatori privati; due vademecum, di cui uno indirizzato agli operatori pubblici e uno ai privati, che offrano indicazioni operative e concrete su come l'operatore della legge deve comportarsi quando incontra una donna che ha subito violenza; ed, infine, questa pubblicazione finale con l'allegato CD Rom di documentazione, oltre al sito web del progetto che racchiude tutti i materiali prodotti e raccolti durante i due anni di attività (www.lexop.org).

Assai utile è stato l'apporto costruttivo sia delle due esperte esterne (Maria Rosa Lotti e Marcella Pirrone) sia dell'Advisory Board (Donatella Donati, Cristina Sala, Nikolaos Ornerakis) sia del partner francese che ha portato il punto di vista (esterno) della significativa esperienza del CHU (con il suo CAUVA, Centre d'accueil d'urgence des victimes d'agression, diretto da Sophie Gromb) di Bordeaux.

III.1.

CHRONICLE OF THE ACTIVITIES OF LEXOP

The LEXOP project was planned in April 2010, taking the opportunity offered by the call priorities: *capacity building of law enforcement agents and legal practitioners related to intimate partner violence* and, after the approval by the European Commission, it was developed for the period between March 1, 2011 and February 28, 2013.

The kick-off meeting to launch the project was held in Bologna on March 31 and April 1, 2011. The meeting was useful to define a common research and work methodology, presenting and discussing the political and cultural bases of the project (www.lexop.org) and considering for the first time the problems of a common language, not only referring to male violence against women, but also to the work tools of the project (vademecums, curriculum, syllabus, protocol – for the protocol see attachment Virgilio, Chapter 6).

The response to this need was the drawing up of a dictionary, called “Our Wikipedia”, which highlighted some of the common contents (website).

The following points were discussed:

Lex-operators

Magistrates, or the judges that have the first impact with violent relationships:

- public prosecutors;
- judges in charge of preliminary investigations;
- but also civil judges with reference to protection orders.

Law enforcement agencies:

- police;
- carabinieri;
- local municipal police.

Forensic scientists.

Lawyers.

Lex-operator (not health worker)

The LEXOP project is only aimed at lex-operators (and not health workers), despite the fact that some of the partners of LEXOP are institutions and associations that work in the health sector (all the territorial realities involved, except for Athens, have special Emergency Room departments against violence, which have already organized training and network experiences, in which lex-operators are already taking part).

So the involvement of health workers means that it is necessary: 1. To contribute to the training of the lex-operator even in health matters; 2. To build or implement the anti-violence network, in which lex-operators take part (together with health workers, and in particular with people who work in the general Emergency Room, not in the specialized one).

Author of the violence

Common law partner or intimate relationship, also with no cohabitation (“fiancée”) or common residence.

“Intimate partner violence, IPV”.

Takes place between two people who are in intimate relationship.

Partner or former partner.

Married couple or cohabiting couple.

Women

Adult women and adolescent women.

Adult women and/ or under-age women, not children.

We are not interested in “child abuse”.

We might be interested in cases in which someone (minors) witnessed the violence, because the approach of lex-operators with the woman is often influenced by the presence of children.

Training

Each of the six training experiences (65 hours each, for a total of 60 operators) should not be planned, designed and programmed in an isolated way, only considering local needs. Being a part of LEXOP means to consider local needs and difficulties but putting them in relation with the other 5 local experiences. LEXOP is not only a training operational activity “in loco”, it is also a way to reflect and do research on the problems of training, starting from the specific local situations but always considering the general situation.

Connection between training and network

Each of the six training experiences must be planned, designed and programmed in a way that can stimulate the relation opportunities among the different participants, through training. Close relation between network and training. It is not obvious, but the network is a project goal.

Network

We already need to integrate training with local autonomous and specific initiatives, in order to present LEXOP to all the possible local players who might be interested in taking part in the network (formally and informally).

Type of violence

Gender violence of the following types: physical, psychological, economic and sexual violence.

Occasional and/or frequent.

Other external initiatives

LEXOP includes financed research projects and activities.

We are committed to put these initiatives in relation and in the context of other initiatives, that are financed in different ways: other training activities, seminars, meetings, questionnaires etc.

For instance law enforcement agencies have training obligations that are managed at a local level. This is the case with the regional decentralized training of magistrates. The same goes for the training of lawyers carried out by the various Forensic Foundations.

DEFINITIONS

Discrimination against women - Violence against women - Gender violence

CEDAW 18 December 1979 Convention on the Elimination of All Forms of Discrimination against Women New York

Article 1

For the purposes of the present Convention, the term “discrimination against women” shall mean any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.

29/01/92. General Recomm. 19 CEDAW, A/47/38

1. Gender-based violence is a form of discrimination that seriously inhibits women’s ability to enjoy rights and freedoms on a basis of equality with men.

6. The Convention in article 1 defines discrimination against women. The definition of discrimination includes gender-based violence, that is, violence that is directed against a woman because she is a woman or that affects women disproportionately. It includes acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty. Gender-based violence may breach specific provisions of the Convention, regardless of whether those provisions expressly mention violence.

7. Gender-based violence, which impairs or nullifies the enjoyment by women of

human rights and fundamental freedoms under general international law or under human rights conventions, is discrimination within the meaning of article 1 of the Convention. These rights and freedoms include:

- (a) The right to life;
- (b) The right not to be subject to torture or to cruel, inhuman or degrading treatment or punishment;
- (c) The right to equal protection according to humanitarian norms in time of international or internal armed conflict;
- (d) The right to liberty and security of person;
- (e) The right to equal protection under the law;
- (f) The right to equality in the family;
- (g) The right to the highest standard attainable of physical and mental health;
- (h) The right to just and favourable conditions of work. United Nations, Resolution adopted by the

19th December 1993 General Assembly 48/104, "Declaration on the Elimination of Violence against Women", ONU

Article 1

For the purposes of this Declaration, the term "violence against women" means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

2002 Rome Statute of the International Criminal Court

Article 7

Crimes against humanity

1. For the purpose of this Statute, 'crime against humanity' means any of the following acts when committed as part of a widespread or systematic attack directed against any civilian population, with knowledge of the attack:

- (a) Murder;
- (b) Extermination;
- (c) Enslavement;
- (d) Deportation or forcible transfer of population;
- (e) Imprisonment or other severe deprivation of physical liberty in violation of fundamental rules of international law;
- (f) Torture;
- (g) Rape, sexual slavery, enforced prostitution, forced pregnancy, enforced sterilization, or any other form of sexual violence of comparable gravity;
- (h) Persecution against any identifiable group or collectivity on political, racial, national, ethnic, cultural, religious, gender as defined in paragraph 3, or other grounds that are universally recognized as impermissible under international law, in connection with any act referred to in this paragraph or any crime within the jurisdiction of the Court;
- (i) Enforced disappearance of persons;
- (j) The crime of apartheid;
- (k) Other inhumane acts of a similar character intentionally causing great suffering, or serious injury to body or to mental or physical health.

2. For the purpose of paragraph 1:

3. For the purpose of this Statute, it is understood that the term ‘gender’ refers to the two sexes, male and female, within the context of society. The term ‘gender’ does not indicate any meaning different from the above.

Council of Europe Convention on preventing and combating violence against women and domestic violence, Istanbul 11/5/2011

Article 3 – Definitions

For the purpose of this Convention:

a “violence against women” is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life;

b “domestic violence” shall mean all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim;

c “gender” shall mean the socially constructed roles, behaviours, activities and attributes that a given society considers appropriate for women and men;

d “gender-based violence against women” shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately;

e “victim” shall mean any natural person who is subject to the conduct specified in points a and b;

f “women” includes girls under the age of 18.

The first phase of the project, until June 2011, dealt with the definition of the “state of the art”.

This led to an intense phase of collection of all the existing materials, produced at all territorial levels and in all the fields that were relevant to the LEXOP project. All the material was published on the site www.lexop.org, laying the foundation for the constant loading of the materials that were collected at a later stage over the two years of activity.

The subjects of the collection of materials for the definition of the “state of the art” were divided, according to their content, in: Regulations/ Networks/ Training/ External resources (which includes *everything else*).

These items correspond to the identical ones that can be found in the Web site (in which you can also find information on the “LEXOP productions”).

As to the territorial criterion, we have identified the following: Institutions: UN / European Union / Council of Europe / State / Region and Territories: Global / Europe.

We have collected and gradually inserted in the Web site all the laws and regulations (both local and international) which pertain to violence against women in intimate relationships; as to training, we have documented all the training experiences

of which we knew the programs, targets and teaching material, and the vademecums and guidelines for operators (lex-operators); we have included in the networks the protocols, conventions and all the other documents (qualified in any way) whose subject is to formalize and sign network agreements.

In the first phase, in order to define the state of the art which was the context for the project work, the partners drew up some Research Reports for each local reality, to present the local situation and put it into the national and regional dimension.

As a result, five reports were drawn up: Barcelona, Athens, Turin, Milan and Bologna (these latter reports shared a common national part).

Afterwards the reports were updated according to the historical developments, and they can be consulted here in Chapter IV “Materials and productions”.

The careful study of the collected materials and documents helped us organize the activities of the project.

Great emphasis was placed on the need to appoint the members of the Advisory Board as soon as possible, choosing them out of lex-operators, who were experts in the field of violence and who were willing to work in training and, most of all, in network activities.

The following people were chosen: for Italy the magistrate Donatella Donati, for Spain Cristina Sala, university professor and teacher of the police school, and for Greece the magistrate Nikolaos Ornerakis.

The meeting of Barcelona of 16-17/06/2011 (Web site) was planned to check the collected materials (that were published on the site) on laws, networking and training, but most of all to plan future activities, especially training activities.

These are the items on the agenda:

A. Proposals and ideas on the training curricula (programme) and specific contents to deal with in Athens

- Objectives of training.
- Contents of training.
- Specific contents of the training of lex-operators.
- Target public (judges, police order, medicolegal physicians) & Target private (lawyers).
- Composition of mixed classes (first public and private, and then together).
- Level of training:
 - common for 6 or differentiated?
 - basic, intermediate, high?
 - self training.

B. Focus on the structure and methodology of the upcoming trainers meeting in Athens

- Methods and Tools. Lesson face to face and written texts.

- Contamination training/network (training as stimulus to the network and impact of training on the network).
- Timing. Weekly or monthly meetings. Or other (to include other non-training meetings).
- Monitoring of training undertaken by those who took part.
- Evaluation of past initiatives.

C. Indicators of the network. Template. To mapping of possible networks (past and future)

- Promoter, who calls the meetings, territorial extension, participants, schedule of meetings, method of work, structure and sub-structures, achievements, local goals network...

The two external experts had prepared some orientation guidelines on training (Pirrone; attachment Chapter VI) and on networking (Lotti; attachments Chapter VI). It was decided that only the coordinators of local training would take part in the Athens meeting (and not all trainers) and that each territorial reality would present its own and autonomous training proposal, to be discussed with the other partners, in order to develop common guidelines.

The meeting in Athens (meeting of July 14-15, 2011, program and minutes on the Web site) defined the program for training, on the basis of the autonomous proposals expressed by everyone. Once again the problems of a common language were tackled. At the end the following operational guidelines on training activities were agreed:

Training activity subjects

A) Outline of the basic subjects as approved in Athens:

1. gender based violence: intimate partner violence
 - forms, stereotypes, prejudices;
2. receiving, listening and communication techniques;
3. risk evaluation (SARA for Italy, or other risk evaluation techniques)
 - violence consequences on victim's psychosocial health;
4. legal tools (accused)
 - european level;
5. victims protection;
6. prevention (modules Barcelona);
7. statistics data.

B) Barcelona and Turin committed themselves to work on the outline in order to make it thorough.

The topic of the project is the violence against women in intimate relationships.

NOT: violence against children.

YES: during the training course taking witnessed violence into consideration.

Target: lex-operators

Public Target: police officers, magistrates (those who have the first approach to the victim) and forensic pathologists.

Private target: lawyers, linked or not to women associations.

N.B.: as for Spain magistrates who are structural collaborators of the magistrates and who work under the Judiciary System (judicial social workers) may be numbered amongst the more general category of magistrates.

Number of the target-subjects involved

At least 30 public subjects. The number can also be higher (but this must be balanced with the training needs), but it has not to be less.

Sharing of the training activity amongst the target subjects: at least roughly 10 magistrates, 10 police officers, 10 forensic pathologists. However the class arrangement can be portioned out in a different way between the 3 subjects involved, as long as the total number of them is at least of 30 people (project commitment).

At least 30 private subjects. Lawyers, linked or not to women associations.

Training timetable (minimum content)

Public subjects – 25hours

- 20 hours of specialized training;
- 5 hours adopting the “focus group” modality with an opening of the group to include other actors of the local network (such as psychologists, local associations, operators of the associations...).

Private subjects – 25hours

- 20 hours of training;
- 5 hours adopting the “focus group” modality with an opening of the group to include other actors of the local network (such as psychologists, local associations, associations operators...).

Public and private subjects together

15 last hours – Network – Setting of the agreement protocols and/or of the intervention protocols and of the contents of the two handbooks (which are meant to each partner area).

Total amount of time for each: 40hours +15= 65.

Total amount of time: 65hours.

Methods and techniques

Face-to-face classes, practical cases, focus groups, role playing games, OST- Open Space Technology.

Trainers profile

Professionals working in the field: magistrates, lawyers, police officers, antiviolence centers, psychologists etc., provided that they are all experienced operators.

The trainers will be basically locals (in order to encourage the network implementation).

Training period (after consulting with Aric-Bologna)

Beginning of the training activity: between October 2011 e February 2012.

Ending of the training activity: June and not after July 2012 (so before the summer holidays).

Monitoring

1. Giving of a first questionnaire.
2. Giving of a final questionnaire.

Indicators for a quality evaluation

1. Enrolment of at least 30 operators for the public target and at least 30 operators for the private one.
2. Real participation of at least the 80% of the members.
3. Continuous attendance: each member should attend at the 80% of the hours of the meetings.
4. Final evaluation of the questionnaire results:
 - 4a. statement of achievement of the expectation 80%;
 - 4b. statement of usefulness of the course 80%;
 - 4c. statement of effectiveness of the course as an incentive to change personal behaviours.

According to those common operational guidelines, each local reality drafted its own specific program (the five PROGRAMS / CURRICULUMS are published in Chapter IV “Materials and productions”) and committed itself to conclude the training activity by the summer of 2012. It is possible to consult the questionnaires handed out at the beginning and at the end of the training cycle, in the attachment (Chapter VI).

The partners also decided to include in the Web site a part that was accessible only for the course participants, in which all the materials used at the meetings could be published. Now that restricted area has been removed, so on the Web site it is possible to get access to the documents that were given to participants and which make up the SYLLABUS of the different training cycles.

The training activity was closely linked to the network activity (also aimed at draft-

ing and formalizing the local agreement protocols) and to the drafting of the vademecums, as a result of the meeting between lex-operators and the other local players.

At the international meeting in Turin of October 2012 the partners evaluated the situation and exchanged their opinions.

In the meantime the partners of Turin, of the Hospital “Le Molinette”, who had taken part in the training cycle, drafted a “Proposal of guidelines for hospital and territorial services for the support of women victims of domestic and sexual violence”, concerning the procedures to be followed by health workers. The proposal, despite the fact that it concerned health workers, involved legal skills, in many respects. So, in the framework of the LEXOP project, a comparison from the point of view of lex-operators, both public and private, seemed to be useful, among which forensic medicine experts, that are included in the project. The discussion meeting, held in Bologna on July 10, 2012, included also other experiences having to do with the drafting of similar guidelines. The final text included the comments, also sent by e-mail, of the participants (Schinco text on the web site) and was the subject of a communication at the subsequent meeting in Turin.

On the 12th of October 2012, at the International Conference of Turin (program on the Web site) each project partner presented the results of the training activities (the evaluation speeches are published in Chapter IV “Materials and Productions”) and it was discussed about the possible training models, suitable to the needs and training requests of operators, but also to their pressing working needs. Those needs seem to be objectively in contrast with the need to hold meetings with the participation of all the public and private operators, with different roles.

On the 11th of October an internal meeting took place, during which the partners talked about their different situations and tackled the problems concerning the agreement and network protocols and the drafting of the vademecums.

Protocols (attachment Virgilio Chapter VI) and vademecums, intended as objective and operational tools, were developed at the end of the training cycle, so they are a result of the hard work of all the participants: course participants, teachers, trainers, external experts, other operators of institutions and associations, public administrators, stakeholders etc.

The two vademecums (one for public and one for private operators, two different ones for each local situation) reflect the operational guidelines that were produced and shared during the sessions. Following the requests, they also describe in detail the local situation, so that it is possible to rapidly identify the reference points for a woman or for any need, also in cases of emergency.

The VADEMECUM were printed in January/February 2013 by the partners and were distributed to all the people who took part in the training activities, in any way or with any role (lessons, role playing, focus group, OST- Open Space Technology etc.) or who were involved in the training activities. At a later stage they were also

distributed in the territory to lex-operators who did not take part in the planned activities: thanks to a dissemination policy agreed with the top management those operators can have access too, every day, personally and directly, to the indications and guidelines of the vademecums. The first feedback was positive, both by course participants and non-participants.

The situation is more delicate and complex as for the agreement protocol between local institutions and associations. In this case it is necessary to determine, after the drafting of the proposed text (formulated by LEXOP) when there is a declaration of will, which takes place with the formal signing of the text by institutions and associations. Only by taking responsibility in this way is it possible to certify the will to take a common and mutual commitment, which creates a network among the signatories. However the time to implement this process could not coincide with the timetable of the European project!

In this respect, a key role is played by the local context which, as we know, is different for all the LEXOP partners.

In Barcelona the need to have an agreement is met through legislation. As the Report Research of Catalonia explains correctly, the Generalitat of Catalonia already has a protocol which is guaranteed by law, the Framework Protocol ("Protocol Marc"), so the network activity of the Catalan partners focused on the hard work carried out for the drafting of "Plan to Fight Domestic and Gender Violence".

In Athens, the earliest points of a protocol have been developed in the course of training and are contained in section 6 of the Vademecum/Handbook for operators.

In Italy the two partners from Milan (IRCCS Ca' Granda Ospedale Maggiore Policlinico and the non-profit association SVS Donna aiuta donna) signed the agreement protocol proposed by the Municipality of Milan (see chapter 4). In the same context, the Region Lombardy passed a new regional law against violence (Reg. Law no. 16/2012).

In Turin, the local protocol that was proposed by the partners of Turin, and in particular by the Municipality of Turin and by the province of Turin (which formally took part in the LEXOP project) is now officially open for signing (see chapter 4).

In Bologna, for now, the protocol is a proposal that was drafted by LEXOP, and was presented to institutions, with the hope that it can be fully formalized soon by the signatories, through the signing. The LEXOP project ends with the International Final Conference, which will be held in Bologna on the 22nd and the 23rd of February 2013.

The program of the event includes the presentation of the project practices and productions by the partners: training, vademecums and network with agreement protocol. There will also be a discussion at a local level, but also with national representatives, on local policies and practices.

At the end of the conference there will be a debate on a subject, which is considered a constant dilemma when it comes to law: law in books or law in actions. We decided to give an opportunity to discuss a subject that was often mentioned by the project's protagonists in the two years of the project.

Also during the discussions at all levels reference was often made to the need to change (completely or partially) the laws against violence, and to the need for innovation in international, national and regional laws.

Other participants mentioned the need to aim at more efficient and concrete action. Tackling this problem of violence against women in intimate relations was for us a way to sum up the outcomes of the conference.

III.2.

CRONISTORIA DELLE ATTIVITÀ DI LEXOP

Il Progetto LEXOP è stato ideato nell'aprile 2010 cogliendo l'opportunità offerta dalla call priorities: *capacity building of law enforcement agents and legal practitioners related to intimate partner violence* e, dopo l'approvazione da parte della Commissione Europea, si è sviluppato dal 1 marzo 2011 al 28 febbraio 2013.

Il kick-off meeting di lancio del progetto si è tenuto a Bologna il 31 marzo e 1° aprile 2011. L'incontro è stato utile a definire una metodologia comune di ricerca e di lavoro.

Lì sono state presentate e discusse le basi politiche e culturali del progetto (consultabili nel website www.lexop.org) e si sono posti i primi problemi di linguaggio comune non solo con riferimento ai contenuti della violenza maschile contro le donne, ma anche sugli strumenti di lavoro del progetto (vademecum, curriculum, syllabus, protocollo – sul protocollo vedi allegato Virgilio; Cap. VI).

La risposta a questa esigenza è stata soddisfatta con la elaborazione di un vocabolario, denominato “Our Wikipedia”, che mettesse a fuoco alcuni dei contenuti comuni (consultabile nel website).

I punti allora discussi sono stati i seguenti:

Gli operatori della legge

Magistrati, intendendo i giudici che hanno il primo impatto con le relazioni violente:

- pubblici ministeri;
- giudici per le indagini preliminari;
- ma anche giudici civili con riferimento agli ordini di protezione.

Forze dell'ordine:

- polizia;
- carabinieri;
- polizia locale municipale.

Medici legali.

Avvocati.

Operatore della legge (rispetto all'operatore sanitario)

Il progetto LEXOP ha come esclusivi destinatari gli operatori della legge (e non gli operatori sanitari). Non deve trarre in inganno e fuorviare il fatto che tra i partners LEXOP vi sono istituzioni e associazioni che operano in campo sanitario (le realtà territoriali coinvolte tutte, tranne Atene, hanno in comune il fatto di essersi attrezzate di Pronti soccorso specializzati antiviolenza, i quali già hanno dato luogo a esperienze di formazione e rete, cui già partecipano operatori della legge).

Dunque il coinvolgimento di operatori sanitari esprime la necessità: 1. di contribuire a formare l'operatore della legge anche dal punto di vista sanitario; 2. di costruire o implementare la rete antiviolenza di cui gli operatori della legge sono parte (assieme ai sanitari e in particolare a quelli del Pronto Soccorso generale, non specialistico).

Autore della violenza

Partner o ex partner.

Legati da matrimonio o convivenza.

Partner di fatto o relazione di intimità, anche senza convivenza ("fidanzato") e senza residenza comune.

"Intimate partner violence, IPV".

Corre tra due persone che siano tra loro in una relazione intima.

Le donne

Donne adulte e adolescenti.

Donne maggiorenne e/o minorenni, non bambine.

Non ci interessa l'"abuso su minori".

La violenza assistita (dai minori) ci può interessare in quanto l'approccio degli operatori della legge con la donna è spesso condizionato dalla presenza o meno di figli.

Formazione

Ognuna delle sei esperienze di formazione (ciascuna 65 ore per totale 60 operatori) deve essere pensata, disegnata e programmata non solitariamente, considerando solo le locali esigenze. Stare dentro LEXOP significa considerare le esigenze e difficoltà locali, ma vedendone strettamente le connessioni con le altre cinque esperienze locali. LEXOP non è solo un'attività operativa di formazione in loco, ma è anche una riflessione e ricerca sui problemi della formazione, che parte dallo specifico territoriale proprio, ma è attenta al generale.

Formazione e rete in connessione

Ognuna delle sei esperienze di formazione deve essere pensata, disegnata e programmata in modo da stimolare attraverso la formazione le opportunità di relazione tra i vari soggetti attori partecipanti. Rapporto stretto tra rete e formazione. Non è scontato, ma la rete è un obiettivo di progetto.

Rete

Occorre affiancare fin d'ora alla formazione la programmazione di iniziative locali autonome e specifiche per presentare LEXOP a tutti i possibili attori locali interessati a operare in rete (formale e informale).

Tipologia di violenza

Violenza di genere di tipo: fisico, psicologico, economico e sessuale.

Episodica e/o abituale nel rispetto della definizione di “violenza contro le donne” proposta dalla Dichiarazione delle Nazioni Unite sull’eliminazione della violenza contro le donne (1993) all’Articolo 1 della Risoluzione dell’Assemblea generale 48/104 of 20 December 1993 («Any act of gender-based violence that results in, or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life»): «Ai fini della presente Dichiarazione l’espressione “violenza contro le donne” sta a significare ogni atto di violenza fondata sul genere che abbia come risultato, o che possa avere come risultato, un danno o una sofferenza fisica, sessuale o psicologica per le donne, incluse le minacce di tali atti, la coercizione o la privazione arbitraria della libertà, sia nella vita pubblica che privata».

Altre iniziative esterne

LEXOP prevede alcune ricerche e attività finanziate.

Nostro impegno è collocare queste iniziative in correlazione e nel quadro di altre – diversamente e altrimenti finanziate: altre attività di formazione, seminari, incontri, questionari ecc.

Per esempio le forze dell’ordine hanno obblighi formativi che sono gestiti in sede locale. Così è per la formazione decentrata regionale della magistratura. Lo stesso vale per la formazione svolta per gli avvocati dalle varie Fondazioni Forensi.

DEFINITIONS

Discrimination against women - Violence against women - Gender violence

CEDAW 18 December 1979 Convention on the Elimination of All Forms of Discrimination against Women New York

Article 1

For the purposes of the present Convention, the term “discrimination against women” shall mean any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.

29/01/92. General Recomm. 19 CEDAW, A/47/38

1. Gender-based violence is a form of discrimination that seriously inhibits women’s ability to enjoy rights and freedoms on a basis of equality with men.

6. The Convention in article 1 defines discrimination against women. The definition of discrimination includes gender-based violence, that is, violence that is directed against a woman because she is a woman or that affects women disproportionately. It includes acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty. Gender-based violence may breach specific provisions of the Convention, regardless of whether those provisions expressly mention violence.

7. Gender-based violence, which impairs or nullifies the enjoyment by women of human rights and fundamental freedoms under general international law or under human rights conventions, is discrimination within the meaning of article 1 of the Convention. These rights and freedoms include:

- (a) The right to life;
- (b) The right not to be subject to torture or to cruel, inhuman or degrading treatment or punishment;
- (c) The right to equal protection according to humanitarian norms in time of international or internal armed conflict;
- (d) The right to liberty and security of person;
- (e) The right to equal protection under the law;
- (f) The right to equality in the family;
- (g) The right to the highest standard attainable of physical and mental health;
- (h) The right to just and favourable conditions of work. United Nations, Resolution adopted by the

19th December 1993 General Assembly 48/104, "Declaration on the Elimination of Violence against Women", ONU

Article 1

For the purposes of this Declaration, the term "violence against women" means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

Nazioni Unite, Risoluzione adottata dall'Assemblea generale 48/104, "Dichiarazione sull'eliminazione della violenza contro le donne", 19 dicembre 1993

Articolo 1

Ai fini della presente Dichiarazione l'espressione "violenza contro le donne" sta a significare ogni atto di violenza fondata sul genere che abbia come risultato, o che possa avere come risultato, un danno o una sofferenza fisica, sessuale o psicologica per le donne, incluse le minacce di tali atti, la coercizione o la privazione arbitraria della libertà, sia nella vita pubblica che privata".

2002 Rome Statute of the International Criminal Court

Article 7

Crimes against humanity

1. For the purpose of this Statute, 'crime against humanity' means any of the following acts when committed as part of a widespread or systematic attack directed against any civilian population, with knowledge of the attack:

- (a) Murder;
 - (b) Extermination;
 - (c) Enslavement;
 - (d) Deportation or forcible transfer of population;
 - (e) Imprisonment or other severe deprivation of physical liberty in violation of fundamental rules of international law;
 - (f) Torture;
 - (g) Rape, sexual slavery, enforced prostitution, forced pregnancy, enforced sterilization, or any other form of sexual violence of comparable gravity;
 - (h) Persecution against any identifiable group or collectivity on political, racial, national, ethnic, cultural, religious, gender as defined in paragraph 3, or other grounds that are universally recognized as impermissible under international law, in connection with any act referred to in this paragraph or any crime within the jurisdiction of the Court;
 - (i) Enforced disappearance of persons;
 - (j) The crime of apartheid;
 - (k) Other inhumane acts of a similar character intentionally causing great suffering, or serious injury to body or to mental or physical health.
2. For the purpose of paragraph 1:
3. For the purpose of this Statute, it is understood that the term 'gender' refers to the two sexes, male and female, within the context of society. The term 'gender' does not indicate any meaning different from the above.

Council of Europe Convention on preventing and combating violence against women and domestic violence, Istanbul 11/5/2011

Article 3 – Definitions

For the purpose of this Convention:

- a "violence against women" is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life;
- b "domestic violence" shall mean all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim;
- c "gender" shall mean the socially constructed roles, behaviours, activities and attributes that a given society considers appropriate for women and men;
- d "gender-based violence against women" shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately;
- e "victim" shall mean any natural person who is subject to the conduct specified in points a and b;
- f "women" includes girls under the age of 18.

La prima fase del progetto, fino a giugno 2011, è stata dedicata alla definizione e messa a punto dello "stato dell'arte".

Si è aperta così un'intensa fase di raccolta di tutti i materiali già esistenti, prodotti a tutti i livelli territoriali e su tutti i campi rilevanti per il progetto LEXOP. Tutto il materiale è stato pubblicato sul sito www.lexop.org, così costituendo la prima base per il successivo costante caricamento dei materiali raccolti in seguito durante tutto il biennio di attività.

I temi della raccolta mirata alla ricostruzione dello “stato dell’arte”, sono stati organizzati secondo i contenuti, in: Normative / Reti / Formazioni / Risorse esterne (contiene *tutto il resto*).

Queste voci corrispondono a quelle identiche reperibili nel sito (in cui figurano anche le “produzioni LEXOP”).

Sotto il criterio territoriale abbiamo distinto: Istituzioni: Onu / Unione europea / Consiglio d'Europa / Stato / Regione e Territori: Globale / Europa.

Abbiamo così raccolto – e progressivamente inserito nel sito web – tutte le leggi e normative (locali e internazionali) di interesse in tema di violenza contro le donne nelle relazioni di intimità; quanto alle formazioni, abbiamo documentato le esperienze formative di cui conosciamo programmi, target e materiali didattici, nonché vademecum e linee guida destinati agli operatori (della legge); nelle reti abbiamo inserito protocolli, convenzioni e tutti gli altri atti (comunque qualificati) che abbiano per oggetto la formalizzazione e la sottoscrizione di intese e impegni di rete.

Sempre al fine di ricostruire, nella prima fase, lo stato dell’arte su cui il lavoro di progetto veniva a innestarsi, sono stati predisposti, per ogni realtà locale, a cura dei partners, dei report research che fotografassero la situazione locale e la inquadrassero nella dimensione nazionale e regionale.

Ne sono risultati cinque reports: Barcelona, Athens, Torino, Milano e Bologna (questi ultimi con una parte nazionale comune).

Tali reports sono stati poi aggiornati secondo i relativi sviluppi storici e sono qui consultabili nel capitolo IV “Materiali e produzioni”.

Lo studio attento dei materiali e documenti raccolti ci ha aiutato a impostare le attività del progetto.

Si è insistito sull'importanza che venissero nominati quanto prima i componenti dell'Advisory Board, scegliendoli tra gli operatori della legge, che fossero esperti sul tema della violenza e disponibili a operare nel lavoro di formazione e – soprattutto – di rete.

Sono stati scelti per l'Italia la magistrata Donatelli Donati, per la Spagna Cristina Salas docente universitaria e della scuola di polizia, nonché per la Grecia il magistrato Nikolaos Ornerakis.

L'incontro di Barcellona del 16-17/06/2011 (vedi web site di LEXOP) è stato programmato per la verifica dei materiali raccolti (ed inseriti nel sito) su leggi, lavoro di rete e formazione, ma soprattutto per la progettazione delle attività future, tra cui in particolare la attività di formazione.

Questi i temi all'ordine del giorno della discussione:

A. Proposals and ideas on the training curricula (programme) and specific contents to deal with in Athens

- Objectives of training.
- Contents of training.
- Specific contents of the training of lex-operators.
- Target public (judges, police order, medicolegal physicians) & Target private (lawyers).
- Composition of mixed classes (first public and private, and then together).
- Level of training:
 - common for 6 or differentiated?
 - basic, intermediate, high?
 - self training.

B. Focus on the structure and methodology of the upcoming trainers meeting in Athens

- Methods and Tools. Lesson face to face and written texts.
- Contamination training/network (training as stimulus to the network and impact of training on the network).
- Timing. Weekly or monthly meetings. Or other (to include other non-training meetings).
- Monitoring of training undertaken by those who took part.
- Evaluation of past initiatives.

C. Indicators of the network. Template. To mapping of possible networks (past and future)

- Promoter, who calls the meetings, territorial extension, participants, schedule of meetings, method of work, structure and sub-structures, achievements, local goals network...

Le due esperte esterne avevano predisposto delle note di orientamento sulla formazione (Pirrone; allegato Cap. VI) e sul lavoro di rete (Lotti; allegato Cap. VI). Si è altresì concordato che all'incontro di Atene avrebbero partecipato solo i coordinatori delle formazioni locali (e non tutti i formatori, anche se già individuati) e che ogni realtà territoriale avrebbe presentato una propria autonoma proposta formativa, da confrontare con gli altri partners, per elaborare linee comuni.

Ad Atene (incontro del 14-15 luglio 2011; program and minute in website) è stato definito il programma per la formazione sulla base delle autonome proposte formulate da ognuno. Sono stati affrontati nuovamente problemi di linguaggio comune. Al termine si sono concordate le seguenti indicazioni operative sull'attività di formazione:

Contenuti della formazione

A) Schema di contenuti minimi comuni, come approvato ad Atene:

1. gender based violence: intimate partner violence
 - forms, stereotypes, prejudices;
2. receiving, listening and communication techniques;
3. risk evaluation (SARA for Italy, or other risk evaluation techniques)
 - violence consequences on victim psychosocial health;
4. legal tools (accused)
 - european level;
5. victims protection;
6. prevention (modules Barcelona);
7. statistics data.

Il tema materia del progetto è la violenza sulle donne nelle relazioni di intimità.

NO, violenza sui minori.

SÌ, nel corso della formazione considerare la violenza assistita.

Target: lex-operators - operatori della legge

Target pubblico: forze dell'ordine, magistrati (di primo impatto) e medico-legali.

Target privato: avvocati, legati e non legati ad associazioni di donne.

N.B.: in Spagna tra i magistrati possono essere inseriti i collaboratori strutturati dei magistrati alle dipendenze del Sistema giudiziario (assistenti sociali giudiziari).

Numero dei destinatari

Almeno 30 pubblici. Il numero può anche essere superiore (compatibilmente con le esigenze formative), ma non deve essere inferiore.

Distribuzione tra le componenti del target: tendenzialmente almeno 10 magistrati, almeno 10 forze dell'ordine, almeno 10 medico-legali. Tuttavia la composizione della classe può anche essere diversamente proporzionata tra le 3 componenti purché il numero complessivo sia di almeno 30 (vincolo di progetto).

Almeno 30 privati. Avvocati legati e non legati ad associazioni di donne.

Calendario della formazione (minimo)

Target pubblico – h 25

- 20 ore training specialistico;
- 5 ore con modalità focus group con allargamento agli altri attori di rete locale (psicologi, ass. sociali, operatrici delle associazioni...).

Target privato – h 25

- 20 ore training;
- 5 ore con modalità focus group con allargamento agli altri attori della rete locale (psicologi, ass. sociali, operatrici delle associazioni...).

Target pubblico e privato insieme

– 15 ore finali - Rete - Elaborazione dei protocolli di intesa e /o di intervento e dei contenuti per i due vademecum (per ogni realtà locale).

Totale per ognuno: h 40 +15 = 65.

Totale complessivo: h 65.

Tecniche e metodi

Lezione frontale, casi pratici, focus group, giochi di ruolo, OST- Open Space Technology.

Trainers profile

Professionals working in the field: magistrati, avvocati, forze dell'ordine, centri anti-violenza, psicologi ecc., ma tutti che siano operatori esperti con esperienza nel campo.

I formatori saranno prevalentemente locali (per favorire l'implementazione della rete).

Tempi della formazione (dopo aver consultato Aric-Bologna)

Inizio della attività formativa: periodo compreso tra ottobre 2011 e febbraio 2012.

Termine dell'attività formativa: giugno e non oltre luglio 2012 (cioè prima delle ferie estive).

Monitoraggio

1. Somministrazione di un questionario iniziale.
2. Somministrazione di un questionario finale.

Indicatori di valutazione della qualità:

1. Iscrizione di almeno 30 operatori per target pubblico e 30 per privato.
2. Partecipazione effettiva di almeno 80% degli iscritti.
3. Continuità della partecipazione: presenza ogni partecipante ad almeno 80% delle ore di incontro.
4. Valutazione finale al questionario:
 - 4a. dichiarata raggiungimento aspettative 80%;
 - 4b. dichiarata utilità corso 80%;
 - 4c. dichiarata efficacia del corso come incentivo a modificare i propri comportamenti.

Sulla base di tali condivise indicazioni operative ogni realtà locale procedeva a formulare il proprio specifico programma (i cinque PROGRAMMI - PROGRAMME / CURRICULUM sono pubblicati nel Cap. IV "Materiali e produzioni"), con l'impegno di terminare la attività formativa prima dell'estate 2012. In allegato (Cap. VI) sono consultabili i questionari somministrati all'inizio e alla fine del ciclo formativo.

I partners concordavano anche di predisporre sul sito una parte "riservata" per i corsisti in cui inserire tutti i materiali utilizzati durante gli incontri. Tale parte riservata

è ora stata rimossa ed è pertanto possibile consultare nel sito gli atti e documenti proposti ai partecipanti, che vanno a costituire il SYLLABUS dei vari cicli formativi.

Strettamente legati all'attività formativa sono stati sia il lavoro di rete (finalizzato anche all'obiettivo della stesura e formalizzazione di protocolli di intesa locali) sia la elaborazione dei vademecum, come risultato dell'incontro collettivo tra gli operatori della legge e gli altri attori locali.

Alla valutazione e confronto tra i partners veniva dedicato l'incontro internazionale programmato a Torino per il mese di ottobre 2012.

Nel frattempo dai partners torinesi dell'Ospedale Le Molinette, che avevano partecipato al ciclo formativo, veniva elaborata una "Proposta di linee guida per i servizi ospedalieri e territoriali di accoglienza e assistenza alle donne vittime di violenza domestica e sessuale", con riguardo alle procedure da seguire da parte del personale sanitario. Sotto molti profili la proposta – pur concernendo gli operatori sanitari – impegnava competenze di tipo giuridico. Appariva pertanto utile un confronto nell'ambito del progetto LEXOP, dal punto di vista degli operatori della legge, pubblici e privati, tra cui il progetto comprende i medico-legali. Nell'incontro di discussione, tenutosi a Bologna il 10 luglio 2012, venivano coinvolte anche altre esperienze impegnate nella elaborazione di analoghe linee guida. Il testo prodotto raccoglieva i rilievi – anche via e-mail – dei partecipanti (Testo Schinco – nel sito) e costituiva oggetto di una comunicazione al successivo convegno torinese.

Il 12 ottobre 2012, nella Conferenza Internazionale di Torino (programma nel sito web), ogni partner del progetto illustrava gli esiti dell'attività di formazione (gli interventi valutativi sono pubblicati al Cap. IV "Materiali e Produzioni") e si apriva una discussione sui possibili modelli formativi, adatti ai desideri e alle richieste di formazione da parte degli operatori, ma anche alle loro pressanti esigenze di impegno lavorativo. Queste si presentano oggettivamente in contrasto con la necessità di momenti comuni di incontro tra tutti gli operatori pubblici e privati dei diversi ruoli.

In una riunione interna dell'11 ottobre i partner si aggiornavano reciprocamente ed esaminavano in particolare i problemi relativi ai protocolli di intesa e di rete e alla stesura dei vademecum.

Protocolli (allegato Virgilio Cap. VI) e vademecum, intesi come strumenti oggettivi e operativi, sono stati elaborati al termine del ciclo formativo e dunque costituiscono un risultato dell'impegno comune di tutti i partecipanti a vario titolo: corsisti, docenti, formatori, esperti esterni, altri operatori sia istituzionali sia delle associazioni, amministratori pubblici, stakeholders ecc.

I due vademecum (uno per gli operatori pubblici e uno per gli operatori privati; due diversi per ogni realtà locale) riflettono le indicazioni operative prodotte e condivise durante le sessioni. Secondo le richieste, contengono anche una mappatura della situazione locale, che consenta di individuare rapidamente i punti di riferimento cui indirizzare la donna o cui rapportarsi per ogni bisogno, anche nell'emergenza.

I VADEMECUM sono stati stampati nel gennaio/febbraio 2013 a cura dei partner e sono stati distribuiti a chi – in ogni veste e ruolo – abbia partecipato alla formazione (lezioni, role playng, focus group, OST- Open Space Technology ecc.) e ne sia stato coinvolto. È poi iniziata anche la distribuzione sul territorio agli operatori della legge che non abbiano preso parte alle iniziative pianificate: anche costoro, tramite una accorta disseminazione concordata con i vertici degli uffici, potranno fruire personalmente e direttamente nella quotidianità delle indicazioni e della guida offerte dai vademecum. I primi riscontri sono positivi sia da parte dei corsisti sia da parte dei non corsisti.

Più delicato e complesso è quanto concerne il protocollo d'intesa fra istituzioni ed associazioni locali. Questo necessita infatti di un salto, che sia in grado di determinare il passaggio dal momento della redazione del testo proposto (la offerta formulata da LEXOP) a quello di una manifestazione di volontà che si realizza con la formale sottoscrizione del testo da parte di istituzioni e associazioni. Solo una tale assunzione di responsabilità può attestare la volontà di un impegno comune e reciproco, in quanto tale *costitutivo* di una rete tra i soggetti firmatari. Ma i tempi di questo percorso possono non coincidere con quelli del progetto europeo!

In proposito esplica tutti i suoi oggettivi condizionamenti il contesto locale, che, come ben sappiamo, è assai diverso tra i vari partners di LEXOP.

A Barcellona l'esigenza di intese è già soddisfatta con lo strumento legislativo. Infatti, come ben descritto nel Report Research catalano, la Generalitat della Catalonia è già dotata per legge di un protocollo, il "Protocol Marc", e dunque il lavoro di rete dei partner catalani è confluito nell'impegno profuso per la redazione del locale "Plan to Fight Domestic and Gender Violence".

Ad Atene i punti embrionali di un protocollo sono stati elaborati nel corso della attività di formazione e sono contenuti al punto 6 del vademecum per gli operatori.

In Italia i due partner milanesi (IRCCS Ca' Granda Ospedale Maggiore Policlinico e l'associazione SVS Donna aiuta donna Onlus) hanno sottoscritto il protocollo di intesa attivato dal Comune di Milano (vedi Cap. IV). Nello stesso contesto è stata anche adottata dalla Regione Lombardia una nuova legge regionale specifica contro la violenza (L.R. n. 16/2012).

A Torino il protocollo locale proposto dai partners torinesi (e in particolare dal Comune di Torino nonché dalla Provincia di Torino (che ha aderito successivamente al progetto LEXOP) è ora formalmente aperto alle sottoscrizioni (vedi Cap. IV).

A Bologna, ad oggi, il protocollo è una proposta elaborata da LEXOP, offerto alle istituzioni, accompagnato per ora dall'auspicio della sua pronta e piena formalizzazione con la sottoscrizione dei firmatari. Il progetto LEXOP si conclude con la Conferenza Internazionale Finale di chiusura, a Bologna il 22 e 23 febbraio 2013.

In tale occasione il programma prevede la presentazione critica da parte dei partner delle pratiche e produzioni del progetto: formazione, vademecum e rete con protocollo di intesa. Prevede altresì una discussione su base locale, ma anche con interlocutori nazionali, delle politiche e pratiche locali.

I lavori si concludono con un dibattito sul dilemma – permanente quando si discute di diritto – "law in the books or law in actions". Abbiamo così inteso offrire

uno spazio di discussione a un tema spesso emerso nei due anni dalle parole dei protagonisti.

Anche durante i confronti e gli scambi di opinione a tutti i livelli è stata spesso invocata l'opportunità di una modifica (in tutto o in singoli punti) delle leggi contro la violenza e di una innovazione legislativa internazionale, statale, regionale.

Da parte di altri si è opposta l'esigenza di puntare su una maggiore efficienza dell'azione concreta. Riproporre questo tema, riferito allo specifico della violenza contro le donne nelle relazioni di intimità, ci è sembrata una fattiva sintesi di conclusione dei lavori.

IV. Materials and Outputs. Materiali e produzioni

IV.1.1. BARCELONA. RESEARCH REPORT

Introduction

Improving the attention to victims of intimate partner violence is a shared concern among European countries. Protocols to apply in intimate partner violence, as well as their coordination are crucial, as it is crucial a standardized multidisciplinary training targeted to professionals who work with victims of this violence. It is important that all the actors involved, well as public as private, work to avoid a secondary victimisation and that they are aware of all the tools and organisations which support victims.

The Ministry of Home Affairs of the Government of Catalonia participates in the LEXOP project as a partner through its General Direction of Security Administration, and it counts with the associated participation of the Tamaia Association and the Hospital Clinic of Barcelona. Also are the General Direction of Police-*Mossos d'Esquadra*, the Public Security Institute of Catalonia, the Catalan Women's Institute and the Catalan Ministry of Justice.

The Ministry of Home Affairs has just drafted a comprehensive *Plan to Fight Domestic and Gender Violence* which is focused on a victim centred approach to protect them. This Plan includes minors, elderly people and female victims of domestic and gender violence. The Plan, which will be implemented during the next four years, opens up a new horizon in fighting against gender violence that is meant to last longer. The Plan sets up two main working tools:

- a. A programme to carry out a personalised follow-up of the potential or actual victims to ensure a full communication-information network shared by all the institutions involved which will be coordinated by the Ministry of Home Affairs.

- b. A standardised police protocol to assess the violence risk which allows proactive interventions to prevent these crimes.

Protocols will be promoted across the diverse range of professional bodies working with the victims, including social services, educational services, community

health services etc., in order to allow every institution involved and the Ministry of Home Affairs, through the police, to learn about the interventions carried out from a multidisciplinary-multiagency perspective.

This *Plan to Fight Domestic and Gender Violence* includes the creation of the *Support Unit for the Attention to Victims* to manage, coordinate and follow up the Plan execution, as well as to organize a professional training. Prioritising victim's protection as part of the victim centred approach is at the heart of all the police policies. The Plan provides for a police intervention model based on the victim and her environment. The Plan is going to be a strategic line of the new Government. The Police General Direction has already started to develop a functional and operational technology system for its implementation that, in line with the multiagency partnership approach, will involve the ministries of Education, Health, Home Affairs, Justice and Welfare and Family.

In the above mentioned context, this report on intimate partner violence has been drafted to show the current situation of intimate partner violence at the beginning of the LEXOP project execution. The methodology used to produce this report has been a descriptive analysis to show the readers from different nationalities a reality they may not be familiar with, such as the Spanish reality where there are autonomous communities with legal competences to legislate in subject matters like gender and domestic violence. This is the case of Catalonia where Spanish State criminal legislation applies together with the Catalan own legislation to eradicate chauvinistic violence. In this sense, Catalonia has developed the Law 5/2008 of Women's Right to Eradicate Chauvinistic Violence.

The method followed to draw up this report has been to divide it into five parts, preceded by this introduction and followed by the conclusions and the bibliography sources explaining the knowledge on which this report is based. Part two examines the current legal framework of intimate partner violence in Spain and Catalonia. Part three shows most the relevant figures of gender violence both in Spain and in Catalonia. Part four deals with the framework protocol and the main specific protocols applied in Catalonia by the police and the judiciary. Part five examines current professional training on gender and domestic violence, which is taught by the Institute of Public Security of Catalonia, the Judiciary School and the Centre of Judicial Studies. Part six describes the good practices focusing on protocols in the health area where the Hospital Clinic of Barcelona is the centre of reference for sexual aggressions to adults. It deals also with women's social rehabilitation, highlighting the role of the private operators like Tamaia Association which contributes to make violence against women more visible. It ends up by highlighting the Women's Catalan Institute contribution to fight violence against women in the juvenile context. The conclusions are followed by the bibliography which includes main sources of knowledge used to draw up this report.

The aim of this report is to be a starting point for our contribution to the LEXOP project to compare the protocol existing models in the countries participating the Project to create a new and shared model, as well as to achieve a high-level strategic

standardized training model, to eventually build a multidisciplinary network of the operators involved in fighting the intimate partner violence.

Barcelona, 30th May 2011

Legal Framework in Spain and Catalonia

Legal Framework Historic Evolution

Up to 1976, the Spanish Civil Code included articles such as:

- Husbands should protect wives and these ones obey them.
- Wives should follow husbands where they want to establish their residence.
- Husbands are the legal managers of the conjugal society.

Women did not actually report gender aggressions because the legal procedure was extremely complex; there were a lot of difficulties in judiciary procedures. Lawyers had a partial perspective of Law, and they did not take into account the special traits of this kind of violence where the protagonists have to show their feelings, their lives and blame who has been their sentimental partner and, often, the father of their children.

Organic Law 3/1989, of 21st June, to update the Criminal Code. This law introduced for the first time the crime of mistreatment within the family, domestic violence. Family injuries were criminalised, no matter who the author or the victim were. That law reform was carried out due to the social alarm caused by the increase of women killed by their partners or ex-partners. However it did not include the concept of violence against women and kept the conceptual framework in the area of family violence.

Organic Law 14/1999, of 9th June, to modify the Criminal Code and the Criminal Procedure Law in the area of Mistreatment Victims' Protection.

Changes were the following ones:

- Articles 33, 39, 48, 57, 83, 105, 153, 617 and 620 of the Criminal Code were modified.

Law 27/2003, of 31st of July, regulating the order to protect the victims of domestic violence. It unified the different instruments to protect victims. It aimed to provide with a fast and simple legal procedure, carried out before the Instruction Judge, where victims could obtain an integral protection status that concentrates cautionary civil and criminal measures. In the same judicial decision there were not only the measures focusing on reducing the aggressor's mobility in order to prevent him from approaching the victim, but also those aiming to provide the victim and her family with security, stability and legal protection, without waiting for the matrimonial procedure to be concluded.

Organic Law 11/2003, of 29th September, of Concrete Measures on Citizens' Security, Domestic Violence and Social Integration of Foreigners.

Organic Law 15/2003, of 25th of November, that modifies the Criminal Code. Partial revision with technical modifications such as new penalties, better systematic etc.

Organic Law 1/2004, of 28th of December, of Measures for Integral Protection against Gender Violence

Law 5/2008, of 24th April, of Women's Right to Eradicate Chauvinistic Violence

In Catalonia, the name chauvinistic violence stems from a joint work among institutions, organisms and women's groups promoted by the Catalan Institute for Women with the contribution of the municipal level.

The aim of this law is to establish a mechanisms contributing to the eradication of chauvinistic violence that is suffered by women; acknowledge and advance in guarantees concerning the basic women's right to live without any manifestation of such violence.

The definition of chauvinistic violence is that practiced against women, as a manifestation of the discrimination and inequality in the framework of a power relationships system of men over women, and produced by physical, economic or psychological means, including threats, intimidations and coactions, with the result of body injuries, sexual or psychological suffering, no matter whether it takes place, be it in the public or in the private sphere. The forms of chauvinistic violence are physical violence, psychological violence, sexual violence and abuses, and economic violence.

A very specific trait of this law, compared to the Organic Law 1/2004, is that the Law 5/2008 addresses in an integral way all forms of violence against women, widens the areas where the violence against women may turn into violence within a couple (in the Organic Law 1/2004 it is named "gender violence") and all manifestations of violence against women, no matter whether there is an affective link or not, whether they take place if within the couple or not, sexual aggressions, forced prostitution, feminine genital mutilations, forced marriages, labour harassment or any other analogue form that may harm women's dignity, freedom or liberty.

Law 5/2008 establishes guiding principles for public powers interventions. Those are crucial in order to act in a proper way in the field of violence against women: the need to prevent secondary victimisation, the establishment of measures so as to influence in the system of believes that perpetuate chauvinistic violence, transversal measures and the consideration of structural and multidimensional chauvinistic violence. In order to intervene in issues connected with violence against women, we should start from an ecological analysis and with transversal strategies that address the problematic in an integral way (prevention, attention, detection, recovering) and the definition of the typology of violence (psychical, psychological, sexual, economic) as well as the consequences on women, minors in their custody and on the community.

It also refers to research, prevention and early detection as fundamental principles to eradicate chauvinistic violence with the aim to modify myths, models and current prejudices.

Preventive measures are more intensive in the educational areas and in the media.

The Catalan law tries to promote training, as a fundamental tool to intervene in all levels and it is addressed to all the professional personnel who works with the chauvinistic violence. So it is possible to detect what constitutes violence and what does not and properly deal with the different groups of women and the different kinds of violence.

An important innovation of this Law is that to have access to particular resources it is not required any criminal evidence about the situation (protection order) so as, but it widens the range of identification means for situations of violence:

- Sentence from any jurisdictional order, although it is not definitive (it may still be appealed).

- Protection order still in force.

- Labour inspection's report.

- Any cautionary judicial measure.

- Police report.

- Medical or psychological report.

- Any other administrative report.

- Catalan Institute for Women's report.

As to the innovations introduced by this law it should be stressed the guarantee of legal assistance, economic support for the recovering process and the requirement of a specialised training for the professionals who work in the field. In this area only the personal income of any woman is taken into account in order to award them as social wage.

It is provided the creation of a Network for Care and Integral Recovery that is established with three basic criteria:

- The quality of the answer.

- The territorial balance.

- The celerity of interventions.

It also provides measures to facilitate the access to housing and guarantees labour training for women. It also aims to create the fund to guarantee pensions that cover the not paid alimentary allowances and other specific actuations for special groups, such as immigrants, prostitutes etc.

Aspects to be improved of the Law 5/2008

A proper budget should be provided in order to make all the measures possible in order to:

- Eradicate chauvinistic violence; change social and cultural structures that perpetuate it; build up new integral preventive and detective measures and acknowledge the right of women who are victims of violence to get assistance and protection.

- The Framework Protocol should be developed throughout the territory so as to make it useful and real.

- Foster the Network for Attention and Integral Recovering to make the actions

against chauvinistic violence promote basic principles such as: the quality of the answer, the balance in the territory and the celerity of the interventions.

- Foster the training of professionals that work directly in situations related to chauvinistic violence as a basic instrument to improve or carry out a good praxis.

- Fully comply with the guiding principles of the public intervention (transversality of actions, holistic measures, taking into account territory, cultural, social, sexual and religious particularities etc.). In order to fulfill the guiding principles a better coordination among the different public administrations involved is needed. Otherwise, the right to live freely and without suffering any discrimination will not be a reality.

[...]

Protocols

In Catalonia, Law 5/2008 of 24th April 2008, of Woman's Right to Eradicate Chauvinistic Violence, in article 85 defines the nature of the protocols which "have to include a set of measures and support mechanisms for coordination and cooperation between the public institutions and the other agents involved, and defines the formalities and procedures that have to be followed for their correct execution".

Framework Protocol for a Coordinated Intervention against Chauvinistic Violence

This is a document that provides coordination and network guidelines, defining a model of intervention compatible with what it is stated in the Law 5/2008, of April 24th.

The purpose is to guarantee prevention, detection, effective and personalized care, and rehabilitation of the women who are victims of chauvinistic violence. The goal of the document is to improve the quality of the response to this violence and to avoid the phenomenon of secondary victimization.

This protocol is a reference point and a guide for the regional protocols stemming from it, and it is addressed to the persons who intervene in cases of chauvinistic violence.

The document has been elaborated by the Catalan Women's Institute (CWI) and it has been prepared using the contributions of different ministries of the *Generalitat* and agreed with the women's associations in order to establish a solid basis to provide a unified and coordinated response, adequate for the different problems which derive from chauvinistic violence.

Instruments of coordination, follow-up and evaluation

The full benefit of a protocol necessarily depends on the levels of coordination, co-

operation and adaptability that can be achieved. In the case of the Framework Protocol for a Coordinated Intervention against Chauvinistic Violence this aspect has special significance given the complexity of the agents and the areas which have to intervene.

The National Commission

[...]

Territorial circuits and sectorial commissions

[...]

Conclusions

Remarkable advances of the Spanish and Catalanian legal system in the last decade

In the last decade, the Spanish legal system has greatly advanced in the creation of a solid legal frame against gender violence. We can distinguish the following elements:

- Organic Law 1/2004: this law has been pioneer in Europe and it has the purpose to give a global response to the violence against women in couple and ex-couple relationships.

- Criminal Code modification: with this modification new specific and aggravated criminal typologies have been established.

The legislative progresses had favoured a social and juridical change in relation to the violence against women, as gender aggressions are regarded as a different category from general violence. Gender violence is defined as a demonstration of discrimination and inequality of power relations of men over women. Moreover, to contextualize this phenomenon, concepts from current social studies like discrimination, subordination, control, gender etc. have been incorporated in the legal terminology.

Main questions on the Organic Law 1/2004:

- It considers gender violence with a restrictive interpretation of the concept, limiting the phenomenon to the violence within the couple and ex-couple. On the one hand, this vision is limited because it makes invisible the other different kinds of violence against women: those that do not follow the partner or ex partner pattern such as forced marriages, the feminine sexual mutilation, sexual violence, forced prostitution etc. On the other hand, it is affected by a heterosexual prejudice that considers only the relationships between man-woman, but it does not open the possibility to intervene in cases of gender violence within same-sex couples in which the same role are reproduced (traditionally feminine and masculine) of abusive relationships.

- The Organic Law 1/2004 is founded on the idea that gender violence is a

transversal problem that affects all the society sectors and precise solutions that affect the multiplicity of its own causes and effects. Because of that, the institutional answer means to beglobal with decisions that imply law enforcement, establishing educational measures, awareness, measures against the illegal publicity; preventive measures, social and economical protection, as well as institutional, criminal and judicial protection. Measures set by the Organic Law 1/2004 are not enough to guarantee the full women right to live without violence, neither the rights to safety and freedom, nor the right to life. This law only provides criminal protection once there has been a complaint (report), so it does not consider security as a fundamental right.

In Catalonia the main legal step has been the approval and start of the application of the Law 5/2008, of 24th of April, of Women's Right to Eradicate Chauvinistic Violence:

- This Law regulates gender violence and conceptualises it as chauvinistic violence within the couple, extending the scope to other types of chauvinistic violence against women including three ambits: socio-community, familiar and labour with specific situations like sexual aggressions, forced prostitution, feminine genital mutilation, forced marriages, labour or sexual harassment etc.

- It states the right to effective protection as a right to an integral, real and effective protection using technological ways or any other means, including the police services. In this sense, it establishes access to reparation services in any gender violence situation proven not only by a complaint or police report, but also through: a jurisdictional order or sentence; a current protection order, a report of the Labour Inspection or the Social Security Service, any precautionary and judicial measure, a forces and security units statement, a medical or psychological report of a medical centre, a report of specialized services and units of law enforcement agencies or a report of the Catalan Women's Institute.

Professional's training and awareness lack in Spain and Catalonia

- The social problem of gender violence has, on the one hand, been invisible during a long time, but on the other hand it is an historical phenomenon. These two apparently contradictory aspects go hand in hand in a society which is now undergoing a process of change. Therefore, it is necessary to make awareness actions and training that influence the social believing and behaviour, which are yet the fundamentals of a collective patriarchal imaginary. At the juridiciary level, gender violence has been recognized as a public social problem, so it's necessary to eliminate the individual belief which wrongly limits violence against women to the private domain.

- Sometimes, the victim credibility is questioned by the system itself, looking for the traditional victimized women stereotypes (those who match the traditional social imaginary: resigned woman, without any facility of self-defence who arises compassion).

When a woman does not match these patterns of conduct, the culpability and the questioning of her testimonies increases.

– There is a lack of specialized compulsory training for civil servants in the Justice Administration (staff of the judiciary, public prosecutors, experts and forensic doctors, psychologists, agents and judicial officers) and for all the professionals involved. It would be necessary a basic training addressed to the professionals who intervene indirectly in the violence process, and training specialized for those who intervene directly, to provide tools to help them to improve or to carry out good practices.

– To enjoy fundamental rights a social recognition is needed. If we want an effective Law it is necessary that both people who interpret it as well as people whom it is addressed to know which rights are recognized. This means the victim and the civil servant have to know which right is being broken. To achieve social recognition of a right it is necessary to achieve social awareness and a good training of the professionals' network.

a. An element that helps to understand the difficulty of the Organic Law 1/2004 is the number dismissed cases which happen because it is not possible to prove the offence or because it does not have a criminal relevance (Domestic and Gender Violence Observatory, DGVO).

b. Another practice is the so called “crossed complaints” (or reports); it means the complaints (reports) of the same aggressor against his victim. As a result many women leave violence courts accused of an offence.

c. Legal provisions of the Organic Law 1/2004 stating that any suspension of an offender penalty implies the obligation of the sentenced to participate in programmes of training, labour, cultural, sexual education and other programmes are not fulfilled.

A predominant reactive action model

Nowadays in Catalonia and in Spain public powers act when the violence is socially very visible, when it is serious and intense. This means that often they act with an assistance approach, though we know it is necessary a preventive actuation.

The Judicial proceedings are based on objective and proven evidence. They do not take into account the subjectivity, and very often it is difficult to preserve victim's privacy in the process since the main priority is to have the real facts to have the possibility to punish the aggressor. Woman has to make public private aspects and re-experience the aggression without any certitude to obtain a resolution favourable for her.

An example of this research of objectivity is the difficulty for the victim to prove the guilt of the aggressor when the charge is for a psychological aggression. In spite of the fact that this aggression is stated in the OL 1/2004 and typified as a crime in the criminal Spanish Criminal Code, it is complicated to prove aggressor's guilt.

The Catalan Legal System recognizes this necessity in the Law 5/2008, title II, chapter 5 about training and preparation of professionals, which states the policies to follow in this issue.

Lack of budgetary resources

A larger endowment of resources is needed in order to achieve a full deployment of laws and protocols, and to achieve their objectives: to eradicate chauvinistic violence; eliminate social and cultural structures that allow this kind of behaviour; set integral measures for prevention, detection and awareness; to recognize the rights to women who suffer this violence, providing them appropriate attention, taking care of them, protecting them, and providing full rehabilitation and integral repair.

- Increase of resources to continue applying the instruments provided by the Law to fight gender violence: Framework Protocol and National Circuit (Catalan Legislation 5/2008) in the Catalan territory.

- Providing resources to the Integral Attention and Rehabilitation Network to promote a basic criterion of action in gender violence situations: quality of response, territorial equilibrium and celerity of interventions.

Lack or difficulties of coordination among the agents implicated in the different phases

It is necessary to improve the communication channels among the operators implicated in order to achieve an efficient communication among involved ministries and institutions, to guarantee an appropriate and effective treatment to women's right to live free from discrimination and self-sufficiency.

Hiding or letting this phenomenon invisible

Lack of resources, women economic dependency, family burdens they are charged with, and other obstacles resulting from judicial procedures act as inhibitors for women to go ahead with reporting or denounce violence suffered by their partners and ex-partners. It is estimated that nowadays barely 20% of the gender violence is known.

IV.1.2. BARCELONA. TRAINING SYNTHESIS

Introduction

The European Project LEXOP: *Lex-Operators all together for women victims of intimate partner violence*, aims to build a multidisciplinary network of operators involved in fighting intimate partner violence in order to provide a coordinated response, in which institutions can fight the intimate partner violence, protecting the victims and persecuting offenders.

The LEXOP training aimed to improve professional capability of lex-operators who will be in contact with women victims of intimate partner violence as they need to have a wide knowledge of the subject matter to intervene in this complex problem that includes many elements: historical, psychological, affective, cultural, legal proceedings complexity, violence consequences, traditional roles, etc.

The LEXOP training took place in Barcelona from November 16th 2011 to January 20th 2012. It was organised by the General Direction of Security Administration, through its Unit of Support to Victim's Attention, with the collaboration of the Centre of Legal Studies and Professional Training -CEJFE and the Barcelona's Bar -ICAB. The group of Public lex-operators started on November 16th and the one of Private lex-operators started on November 18th. While they followed separated training, Public lex-operators had lessons on Wednesdays and Thursdays evenings, while Lawyers had lessons on Fridays mornings or full day.

All the trainers showed very good will and fulfilled their commitments. Most of them sent materials to print out for the participants, although as it was not possible to do it with all of them, they were recorded on a CD which was delivered to participants on the last day of the training. Some authors allowed us to upload their materials at the LEXOP Website, while others did not send their presentations document or asked not to upload it. These materials will be helpful for the drawing of the vademecums as helpful will be also the participants' contributions made when assessing the training.

Participation in the training differed among groups, public and private lex-op-

erators, being much larger for public lex-operators than for private. No doubt, this was at least partially due to the fact that, although initially there were 30 vacancies for each group, 48 applications by public lex-operators were received and accepted, while there were only 28 by private lex-operators. On the other hand, it seems that the reconciliation between the training calendar and timetable with their professional activity was more difficult for lawyers than for public lex-operators. Besides, both groups showed satisfaction with the common training sessions.

The public lex-operators target audience was: Judges, magistrates, prosecutors, forensics, judicial office staff members; while the private lex-operators target audience was the lawyers. The seminar and workshops were addressed both to public and private lex-operators. This training was structured in 20 hours of training for each target group, a five-hour seminar and 15 hours of workshops for both groups of lex-operators.

This document contains the synthesis of the nine syllabus of the training, plus the evaluation training evaluation.

1. Intimate partner violence context

Violence structural aspects and explanatory models

Training day:

- Public lex-operators: 16th November 2011.
- Private lex-operators: 18th November 2011.

Goal: To explain the causes of the violence in relation to the explanatory model of the power and domination androcentric and patriarchal model.

Trainer: Teresa Cabruja, Professor of the Social Psychology Area at University of Girona.

Summary: Exposition about how the intimate partner violence is related to the economic, social and cultural violence of the patriarchal relations. The male chauvinistic mistreatments, though they may seem individual, they are related to structural, social, economic, legal mistreatments that are more or less institutionalized in societies with relationships of domination and patriarchal power that have permitted violence, abuse and discrimination which are transmitted and reproduced symbolically and practically in a series of inequalities.

These inequalities mark the “identities”, roles, communications and imagined relations of men and women, from the heterosexual model of relationships between sexes, passing through the heterosexual and eurocentric normative model to the participation in the organizational and legal level (androcentrism, patriarchy and eurocentrism). The models about how men and women relate not only have a personal, private and individual dimension, but they also are a social construction. It has a structural dimension that makes it somehow “possible”. When this idea is not incorporated, as it has often occurred, wrong interventions may be carried out as a result of observing only the pathologic and psychologised behaviours instead of the politics, social and collective ones. Mistreatments, micro-male chauvinism and the

more extreme violence, are produced in the context and structural conditions of dependence, values, social norms and behaviours that make them possible because they legitimate and support the inequalities between genders.

Key Ideas: Patriarchal relations, androcentrism, normative heterosexuality, ethnocentrism, eurocentrism, microviolences, institutionalized or professional micro-male chauvinism, sociosexuated imaginary, stereotypes, identities, psicopatologization, hidden curriculum.

Statistical data on Intimate partner violence

Training day:

- Public lex-operators: 16th November 2011.
- Private lex-operators: 18th November 2011.

Goal: To give a global vision of the male chauvinistic violence problem from international, Spanish and Catalan data¹.

Trainer: Alba Alfageme, coordinator of the Support to the Attention of the Victims Unit.

Summary: Violence against women is being denounced worldwide since a long time ago, specially the one exerted by the intimate partner. Notwithstanding this, it is observed a lack of periodical comparable data about the different types of violence against women in the EU, that makes difficult the determination of the real dimension of this phenomenon and to find appropriate solutions to the problem. For this reason, since the resolution of the European Parliament, of December 26th 2009, about the elimination of the violence against women, the States are requested to create a coherent system to compile statistical data against women.

At the international level, following the data of United Nations, intimate partner violence affects one in every three women at least once in life. Moreover, always from the data of this source, between 40% and 70% of murdered women die because of their husbands or ex-partners in countries like United States, Canada, Australia and South Africa.

Related to the Spanish scenery, only two victims out of ten decide to denounce the mistreatments as the Instituto de la Mujer indicates. The number of denunciations per year maintains a lineal tendency. The more significant trait is that during the studied period (2008-2011) it is observed an increase of the number of denunciations throughout the third trimester. The vast majority of denunciations come from the official police reports. Regarding the number of renunciations – the reasons are emotional, social and due to the lack of confidence in the legal and political system, social services etc. – it is maintained stable throughout the analyzed period. The total denunciations ratio throughout the analyzed period is about a 12%. The number of

¹ These data are taken from WHO, United Nations and Eurobarometer at international and European level, from General Council of Judicial the Power at Spanish level and from the male chauvinistic violence survey in Catalonia and from the Internal Department of Generalitat de Catalunya in the Catalan context.

protection orders required has diminished. As to them, it is useful to remark that Catalonia and Madrid are the autonomous communities which have more protection orders refused. Regarding the false denunciation, and following the work done by the expert Magistrates of General Council of the Judicial Power – GCJP –, the false denunciations for intimate partner violence are not more frequent than in other crimes. In only one of the 530 analysed denunciations, there were evidences to open an investigation against the denouncer for a possible false accusation.

In the Catalan context a special reference to the Male Chauvinistic Violence Survey, which goal is to measure the extension of the male chauvinistic violence between the women that reside in Catalonia in 2010, has to be made.

Following this survey, approximately one out four women that reside in Catalonia has had severe male chauvinistic aggressions throughout her life. Moreover, the 23,2% of women residing in Catalonia from 18 to 70 years have suffered some kind of male chauvinistic violence through 2009. The majority of these episodes have been considered slight by the own victims, but the 9,3% of the women inform about aggressions of subjective strong impact. This is, about a psychologic impact valued from 7 to 10 points (in a scale 0-10). The vast majority of these aggressions have been considered as criminal acts by the victims.

Globally, it is necessary to stress the fact that the gathering and the analysis of the data is important to be able to value what represents the intimate partner violence and to have an accurate knowledge about the associated process that may interfere in the legal processes and that may make difficult the exit of this processes of women's intimate destruction. In the same way, it is important to highlight the difficulties in the gathering and analysis of the data.

Key ideas: Data gathering, data analysis, compilation of statistics system.

1.3. Legal tools in our legal framework

Training day:

- Public lex-operators: 16th November 2011.
- Private lex-operators: 18th November 2011.

Goal: To present the legal tools of the legal Spanish system referring to the protection of the victims of intimate partner violence and their strong and weak aspects.

Trainer: Cristina Sala, Lecturer of Processal Law at University of Girona.

Summary: The objective of the Organic Law 1/2004, December 28th, of protection measures against intimate partner violence is to reduce the figures of violence suffered by women due to the relations of power, domination and discrimination that some men have historically exerted against them, specially the partners or ex-partners level. The Law wants to act in a global way at institutional level, establishing educational measures, these of sensibilization against illicit advertising, of prevention, of social and economic protection as well as an institutional, criminal and legal protection related to what constitutes a social scourge in Spain. In the application, the first article is widened to the sons and daughters of the women victims because they can as well be direct or indirect victims of the familiar environment.

The Organic Law 1/2004 develops, for the first time, a law with exclusive characteristics of intimate partner violence. There are three levels of protection: criminal protection, procedural protection and social protection.

Regarding to criminal protection, the Criminal Code does not point out on the behaviour that end up happening. This is to say: there is no difference in the punishments. The legislator does not distinguishes cases of intimate partner violence but the classified crimes are: crimes of injuries – there is not a provision for the inhabilitation of the parental authority and the inhabilitation of carrying guns- mistreatments, threats, breakings of sentences. This is an ad interim measure that tries to protect women against intimate partner violence.

Referring to the procedural protection, it is important to point out the implementation of the Courts of violence against women (JVD)², one of their more important competences is to give protection orders. The law adds the rules for the specific cases of intimate gender violence. The procedural protection measures are of criminal and civil nature.

In each judicial district it has to be one or more courts of gender violence with headquarters in the capital of the district and jurisdiction in all its territory. Nevertheless, exceptionally, there can be established courts of violence against women that extend their scope to two or more districts in the same province. In the judicial districts where there is only one lower court, this is the one that takes the issues referred in the article 87 third³.

The Courts of violence against women know about criminal cases and regarding to all the procedures and resources provided in the Criminal Procedure Law, that are the following⁴:

- The instruction of procedures on criminal responsibility for crimes includes in the titles of the Criminal Code related to murdering, abortion, injuries, injures to the phetus, crimes against liberty, crimes against moral integrity, against sexual liberty or indemnity, or whatever crime made with violence or intimidation, taking into account that they have been committed against who is or has been his wife or woman that is or has been related to the author by an emotional relationship, even without cohabitation. The Criminal Code considers as well crimes against the descendents, being his own children or the spouse or partner, or against the minors or disabled that cohabite with him or are under his wife's guardianship in the case of intimate partner violence.

- The instruction of procedures on criminal responsibility for whatever crime against the rights and familial duties when the victim is any of the persons mentioned in the previous paragraph.

- The adoption of the protection orders for the victims without prejudice to the competences attributed to the examining magistrate.

² In Catalan: Jutjats de Violència sobre la Dona.

³ http://noticias.juridicas.com/base_datos/Admin/lo6-1985.11t4.html. Organic Law 6/1985 Of Juridical Power, from 1st July 1985.

⁴ Organic Law 1/2004, December 28th, of integral protection measures against intimate partner violence.

Nowadays, the measures of social protection are not coordinated enough with the judicial ones because the judges do not have enough knowledge about the existing social protection measures.

In this session part of the attendees exposed:

- The need of reaching agreements between the different lawyers associations to develop their professional task in the different judicial districts.
- Lack of coordination between different operators of the net.

Key ideas: Organic Law 1/2004, December 28th, of measures of integral protection against intimate partner violence.

2. Victim's attention on intimate partner violence

2.1. Victim's needs

Training day:

- Public lex-operators: 23th November 2011.
- Private lex-operators: 25th November 2011.

Goal: To explain to the professionals the needs of the victims of intimate partner violence in order to make more accurated interventions.

Trainer: Beatriu Macià, therapist from Associació Tamaia living without violence.

Summary: Intimate partner violence has very specific features and women that suffer it have very specific needs because of the own difficulties of the aggression and often because of the need of social and economic resources. Women that ask for these resources explain social and economic needs, but what makes them ask for help are the needs related to the trauma lived that permits them to be recognized as a victims within the legal system. Traditionally, the concept of victim has some features related to passivity, humility, but there is not a single model of victim and in order to help women to overcome violence, it is needed to identify and to know the capacity of women's resilience to cope with their process of recovering and being able to exit violence.

To facilitate the decisions that may affect security and even life of the women, it is essential to know the effects of trauma in their health: the typologies of abuses, and the vital cycle of violence (which situations they have lived). The social tolerance to abuses makes more difficult the identification of them. As a result, abuse is often normalized and thus it is neutralized and it becomes invisible the harm caused when in fact many are the effects on the health: physicals, emotionals, sexuals, economics, socials, etc.

The abuses in an intimate couple relationship are characterised by a progressive development, an increasing scalade. They are repetitive and continuous and they are always established in an unidirectional way from the person that exerts the power inside the relation. The habit of the abuses aggravates the harm. When a behaviour is repeated, aggravates the harm and reinforces the aggressor. The permissiveness

of these abuses leads to a learning of the violence and the transgenerationality of its meaning important aftermath in the minors.

In the abusive relationships, it is needed to take into account the *factors of permanence* that are those effects of the abuses like shame, guilt and/or *secondary victimization*, as direct or indirect consequence of the deficits – quantitative and qualitative – of the interventions made by the responsible organizations, as well as by the wrong actions of the agents implied in the attention to the victim. Women victims of intimate partner violence need an active listening, a validation of their narration and support to emerge from the effects of violence or repair the harm lived.

Key ideas: Abuse processes impact, typology of the abuses, violence and vital cycle, victim, factors of permanence, secondary victimization, resilience, repairing factors, active listening, validation of the narration.

2.2. *Specific collectives: immigration, disability, old age, adolescence*

Training day:

- Public lex-operators: 23th November 2011.
- Private lex-operators: 25th November 2011.

Goal: To identify the needs and/or difficulties of the specific collectives in order to perform more accurate actions.

Trainer: Beatriu Macià, therapist of the Association Tamaia living without violence.

Summary: Immigration, disability, old age and adolescence are groups with specific needs to be taken into account to perform more accurate interventions.

Migrated women are a peculiar group. It is needed to take into account their place of origin and the reasons why they have come that may influence in the situation of the newcomer and the difficulty to exert their rights. Moreover, they may not know the language, suffer from lack of money and of awareness of the surroundings. In spite of these circumstances that put them in a major vulnerability situation, this is a more invisible group. International Amnesty denounces that migrated women are those who more suffer the institutional violence.

The migrated women needs are: regularization, without it they cannot accede to the majority of social resources; economic resources, the cause of their migration is increasing their economic resources to upkeep the children that remain in the country of origin. Because of that reason they have an economic dependence while it is difficult to exit violence without economic independence. Tolerance regarding their cultural beliefs, until they make the rooting process they need their beliefs in order not to feel rootless. They need to do the migratory mourning step by step. When they get to know the believing system of their new home country, they can do a changing process until they can realize that violence keeps women in an inferiority role in front of men. *Hosting and information* about the own characteristics of each community and about the different possibilities of acceding to resources and social nets.

Disabled women constitute a group that suffer a double discrimination: to be women and disabled. They have a greater level of unemployment, more educational gaps

and a greater possibility of suffering sexual abuses. It is required a high sensitivity because it is very difficult to know that the disabled women suffer from sexual abuses as it is hard to accept the fact that when there is a vulnerability, harm or abuse can be made, although reality shows that there is a high index of abuse among disabled population.

Disabled women needs are: to be recognized as persons of full membership; access to the personal autonomy regarding their labour scope; acknowledgement of their diversity; acknowledgement of abuse risk situations. They need professional specialization to identify negligence, abandonment and institutional mistreating because the lack of credibility of a disabled women and, sometimes, the unablensness of communicating make them more vulnerable, so that they need an specific protection.

Old age: Aged women can suffer violence inside their couple relationships and also being neglected at the institutional level: discrimination and lower attention as well as at the social level: persons that are put apart because of their age; in the structural level: lower pensions, waiting lists, low economic resources. Some aged women have suffered subtile situations of abuse as normal (raping inside the marriage), acquired believes, shame of talking about this matters.

Aged women needs are: information about their rights, companionship, emotional support, direct contact with friends and relatives.

Adolescents: They need specific attention because of their age, language and interests. It is needed to have tools for the prevention and detection of violence and to promote an earlier identification of the problem to intervene rapidly and accurately. It is also needed to take into account the specific risk features of the adolescence age, to deconstruct myths on romantic love, to promote equalitarian relationship models between men and women.

Key ideas: emotional support, personal autonomy, regularization, invisibility, vulnerability, specificity.

2.3. Professional interpersonal qualification

Training day:

- Public lex-operators: 23th November 2011.
- Private lex-operators: 25th November 2011.

Trainer: Beatriu Macià, therapist of the Association Tamaia living without violence.

Goal: To put into context the professional role and to facilitate ways of acting.

Summary: The victim expects support from the professional, companionship and confidence, what it is called *help link*. This link is built between each professional and each woman. Professionals has to have room to actively listen what is hearing because it is important to what they are dealing with. If professionals do not communicate what are always attending (violence episodes, abuses etc.), there will be negative effects in their health, what it is called burnout syndrome⁵.

⁵ Syndrome of professional stress, suffering consisting of a long answer of stress in the body in front of emotional stressing factors and interpersonal ones that are present in job.

The professional interventions have to be carried out with collaborative aptitude and corresponsabilization to protect victims rights, to give a good information and strategies that help recovering from the harm done. The victims women have put confidence in the professional that has to act. The characteristics of the professional intervention are: empathy, proximity, neutrality and understanding of the victims suffering, but without positioning against men.

The professional functions are to listen to and to validate as well as to propose interventions: what the victim can do and how. If the victim understands the proposals and has all the information, she will cope better with the process she is immersed in. Depending on how the information is transmitted, the intervention helps or generates victimization.

The basic features of the professional competences are the following:

Relationship: To work from the relationship, to have an open and flexible position, to identify and examine our myths regarding violence, the victims and the prejudices that we have over them.

Professionals may consider the emotional distance in the professional interventions to protect themselves from the pain and extra-charge that certain cases carry out. If they are not aware of this distance they can develop guilty attitudes, distances which can reinforce the harm lived and provoke secondary victimizations.

Communication: Professionals have to develop some cognitive and analogic skills. The cognitive ones would be a specific training, understanding, knowledge of risk detection and emotions reinterpretation. If the indicators of violence (abuses) as well as the cycle of violence are known, the fear about denouncing and keeping the accusation will disappear.

The victim's strength breaks up the idea that the victim is submissive and weak, which often may lead to think that the victim exaggerates, what provokes a minimization of the risk of the urgency of the intervention.

The analogic skill mean to use resources like the active listening, empathy, tackling of the conflictive situation, contention, emotional support, networking and coordination: it is necessary to show empathy with a caring attitude, proximity, relaxing voice, smiling instead of showing hostility like aggressive gestures, harsh voice, distance or an angry stare.

As professionals it is needed to find the balance between offering and taking: to offer confidence with practice and to give good information. Then, confidence is received, as well as victim's consideration and because of that, professional satisfaction.

Key ideas: professional role, help link, active listening, victim's narration validation, burnout, relationship, communication, cognitive skills, analogic skills.

2.4. Attention standards

Training day:

- Public lex-operators: 17th November 2011.
- Private lex-operators: 25th November 2011.

Trainer: Júlia Vega, Technical Officer of the Programme of Integral Intervention against Male Chauvinistic Violence. Institut Català de les Dones.

Goal: To provide acting and attention standards that improve the interventions to take care of women victims of male chauvinistic violence.

Summary: The service standards mark the acting rules that have to be applicable to whatever intervention in male chauvinistic violence. They are the result of a working and consensus process participated by entities and experts from all the areas implied in male chauvinistic violence in Catalonia. The standards of victim's attention have become tools to tackle male chauvinistic violence thanks to the Law 5/2008, April 24th, about the women right of erradicate male chauvinistic violence; the Protocol for a coordinated Intervention against Male Chauvinistic Violence and the National Circuit for Coordinated Intervention against Male Chauvinistic Violence⁶.

To use these standards as a reference model in an intervention, each professional team that support women in situation of violence has to do a previous analysis work and the recognition of this proposal of service standards.

The parameters that have to guide and warrant the professional intervention of all the services of the Network turn around the knowledge that has to be taken into account, the skills that have to be displayed and the attitudes to adopt.

Regarding the intervention with women, adolescents and children in situation of male chauvinistic violence or in risk of suffering from it, the intervention has to be framed in those parameters that take into account the standards that will focus on prevention and awareness, as well as the standards that will improve attention and environment and intervention spaces.

As to the coordination between professionals and procedures, the parameters that have to guide and warrant the interprofessional coordination with all the Network, come from a triple goal: to assure the celerity and equality in the information transfer between persons and services that intervene in male chauvinistic approach, to warrant the principle of minimum intervention, to detect the gaps and deficits of the intervention to improve the attention.

Key ideas: Service criteria to warrant a better professional intervention, intervention networks, training, attention spaces, coordination between professionals, avoiding of gaps and intervention deficits, to establish consensual tools, continuous assessment, and to warrant the confidentiality of the information.

2.5. Consequences of violence in women's health

Training day:

- Public lex-operators: 24th November 2011.
- Private lex-operators: 25th November 2011.

Trainers: Manel Santiñà, Doctor, President of the Intrafamilyl and Gender Vio-

⁶ Law 5/2008, April 24th, about the right of women to erradicate male chauvinistic violence. Decree 60/2010, May 11th, for the National Commission for a Coordinated Intervention against Male Chauvinistic Violence.

lence Commission and Lluïsa Garcia-Esteve, Psychiatrist of Hospital Clínic of Barcelona.

Goal: To explain the consequences of violence in women's health and to give rules to their detection.

Summary: Intimate partner violence is an emerging problem in public health for its high prevalence, morbidity and mortality. The United Nations define the intimate partner violence as any act or intention that provokes harm or physical, sexual or psychological suffering to women, including threats from this acts and the arbitrary deprivation of liberty.

Health problems that are shown may be of all types. Violence affects all social classes, economic and educational levels and to women that live in rural areas or urban ones. The magnitude of the problem is enormous, in Spain, in 2006 the macro-survey of the Woman Institute to women older than 18 years showed that 9,6% of the sample is affected by mistreatment, although only 4,2% considered herself as mistreated. It affects all ages, but between 45 and 64 years, more cases are observed and it is detected an augmentation regarding the age. The population census in 2010 in Catalonia was 3.763.874 women, 9,6% are 361.332 women, if we take the range of 45 to 64 years, the 9,6% are 89.702 women that suffer from violence.

The exposition to the intimate partner violence: in many cases the mistreatment starts with behaviours of control and minusvaloration of the woman, lately is frequent the sexual mistreatment and in case that obedience and submission goals are not achieved, physical mistreatment is done so that mental illness is generated. The majority of victims of physical aggressions are submitted to multiple acts of violence during long periods of time and they tend to suffer from more than one type of mistreating.

Cronicity: in the signaled survey, 2/3 of asked women have been in a situation of mistreating for more than five years. In case that violence acts last for long periods of time (years), it is logical to suppose that during this time woman, in any moment, has had some kind of contact with a health agent. Intimate partner violence it is not a single act, but a process that instaurates and cronifies in time, so that it is necessary an early detection and prevention of its development.

Consequences in health: The evolution of the psychiatric pathology depends on the identification of the psychopathology and its treatment, as well as on the end of the exposition to the mistreatment. 60% of women that suffer from intimate partner violence will present a psychical pathology. These psychical pathologies frequently associated to mistreatment are posttraumatic stress disorder, depression, anxiety disorder, alcohol compsumption and other psicotoxic substances and attempted suicides. It can carry out chronical health problems like fibromialgia, gastrointestinal problems like the irritable bowel syndrom, ginecologic problems like sexual transmission illnesses, psychical problems like posttraumatic stress syndrom, anxiety, depression. The consequences of violence to woman's health are shown in the short and in the long run. Woman that suffers mistreatment shows a number of symptoms of psychical suffering: self-confidence diminishment, anxiety, depression. The continued violence generates cronic stress that favors the coming of ill-

nesses and worsen the old ones. The physic violence generates multiple pathologies and eventually death. It has to be taken into account that there is a high number of women that are murdered by their partners or ex-partners. In 2010 in Spain there were 73 women (11 in Catalonia).

Detection: The possibilities of a good professional intervention increase if there is a technical training and a specialized information; if there is a therapeutical partnership base in sensitivity and respect and a capacity of networking with a comunitary model.

In the majority of cases health professionals do not detect the fact that the health problem, often chronic, has its origin in a mistreatment. There are psychological, cultural and social barriers that make it difficult to women to explain it and professionals to detect it. The different types of problems prompt woman to go to different specialists. So that, the importance of its identification and remedy.

The majority of victims of violence does not show openly the situation where they are immersed in. The symptomatology of a mistreatment is oftenly unespecific or not evident. The traumatic injuries which are the most visible, are the less frequent ones.

There are indicators to suspect the existence of a mistreatment situation: medical visits for inexplicable injuries or with senseless explanations, a lot of visits for anxiety problems, insomnia, headaches, thoracic, pelvic or spine pains, consultation for choking sensation, attempts of suicide, depression, medicines or drogues abuse, erratic behaviour, cancellation of visits, unplanned visits, repetitive visits to emergencies services; breast, genitals, mouth or dental trauma; burnt, bruises in arms, face, neck; injuries in scalp and hair; injuries in soft tissues of face, dental breaks, eardrum perforation, excessive conformity, passive or submissive behaviour, elusive answers, not desired pregnancies or abortions, predata labor, low weight babies, problems during pregnancy, inadequate controls.

Many cases may become invisible, so that it is recommended a systematized screening. There have been many proposals to do this screening, from personal interviews to short and systematized screening tools which are the ones considered more effective. The screening questions have to be specific. Examples: During the last year someone has beaten, slapped or kicked you? Is it related to somebody that physically mistreats you or threatens you? Are you controlled by your partner? Is all right in your home? Have you ever been afraid of your couple? Do you feel in danger? Has your partner ever forced you to have sexual intercourse?

The questions about mistreatment have to be done in a private place. They cannot take place in the presence of a member of the family, nor even the children. Cultural peculiarities should be taken into account. Patients will not be blamed for what happens to them. The assaulted persons often feel themselves guilty about the situation and need a confirmation that they are not responsible of the aggression. It is needed to know how to formulate questions. The person who makes these questions should be someone that favors the answer with a professional and emphatic attitude.

The consequences in woman health may be showed in different ways, one through psychosomatic symptoms and another through mental pathology.

The doctor tackles the problem first thinking about it, second, identifying the

problem; third, treating the pathology and forth, giving support and advice to the patient.

Key ideas: Mental health, early detection tools, posttraumatic stress, systematized screening, psychosomatics symptoms.

3. Seminar: Debate spaces to reflect on the tackling of intimate partner violence

Date: 2nd December 2011.

This seminar was addressed both to public and private law operators who participated in the LEXOP training to law operators, as well as to other professionals involved in the network of assistance to the women victims of intimate partner violence. Because of that, it was reoriented to an approach to the model, new resources, fields of action and operators' environments within the Seminar on the Plan of Security and attention to the victims of chauvinistic and domestic violence. This Plan prioritizes prevention and victims' attention.

The Opening was made by Felip Puig, Minister of Home Affairs of the Generalitat. It was followed by an Introduction of a new public policy on security and attention to victims of chauvinistic and domestic violence, by Andreu Joan Martínez, Director General of Administration of Security – DGAS of the Home Affairs of the Generalitat. Then, Manel Prat, Director General of the Police of the Generalitat – Mossos d'Esquadra gave a speech on the Approach to the police model of attention to the victim. After it, Alba Alfageme, Coordinator of the Unit of Support to Victims' Attention – DGAS presented the Structural elements of the Plan and Introduction of the new Website.

There was a Round table on *Fields of action of the Security Plan* with the participation of :

Xavier López, Head of the Legal Advice Service. General Direction of Police.

Eduard Sallent, Coordinator of the Deployment of Police Regions of the PG-ME.

Xavier Porcuna, Coordinator of the Technological Committee of the Plan of Security.

Marta Planella, Area of Quality and Organisation of the PG-ME.

There was a second Round table on the Key elements for prevention and detection, chaired by Antonio Andrés Pueyo, Head of the Cathedra of Psychology, University of Barcelona. In this Round table participated the following experts:

Mercè Pigem, Member of the Congress.

Mercè Conesa, Vice-president of the Diputació of arcelona, Area of Quality.

Ramon Terrassa, Secretary of Family, Ministry of Social Welfare and Family.

Montse Gatell, President of the Catalan Institute of Women.

Montserrat Buisan, Social Service of "La Caixa".

A third Round table was carried out on The report and the associated difficulties, which was chaired by Joan Miquel Capell, Commissar General Territorial of the

PG-ME, and where the following speakers presented and debated their views on the subject:

Maria Isabel Moran, Prosecutor Coordinator of Violence and family of the Prosecutor Office of Barcelona Province.

Marc Ceron, Deputy Director of Repair and Criminal Execution within the Community.

Engràcia Querolt, Ministry of Social Welfare and Family.

Anna Choy, Regional Unit of Proximity and Attention to Citizen, PG-ME.

The last Round table, devoted to Action and proposals as to the victims follow-up, was chaired by Carles Cruz, Magistrate of the Provincial Audience of Girona. Member of the General Council of the Judicial Power, and the participants were:

Javier Hernández, Magistrate President of the Provincial Audience of Tarragona.

Lidia Serratusell, Head of Repair, Ministry of Justice of the Generalitat.

Julia Vega, Catalan Institute of Women.

Andrea Garcia, Central Unit of Attention to the Victim, PG-ME.

Closure was made by Andreu Joan Martínez, Director General of Administration of Security –DGAS.

4. Difficulties of the judicial procedure

4.1. *Causes and explanations of the judicial procedure' difficulties*

Training day:

– Public lex-operators: 15th December 2011.

– Private lex-operators: 16th December 2011.

Goal: To present which are the difficulties that professionals find in the judicial process and the proposal of solutions.

Trainer: Francisca Verdejo, magistrate of the Court of Violence against Women number 2 at Barcelona.

Summary: Nowadays it cannot be defined a aggressor profile. Three categories related to the imputability can be determined:

- No mental illness → Imputability
- Partial mental illness → Semi-imputability
- Mentally disabled → No imputability

According to General Council of the Judicial Power – CGPC –, 48% of the intimate partner violence victims are foreigners. The majority of them are South-American. From a relative point of view the mistreatment of foreigners is higher. It should be taken into account that there are statistics that are irrelevant because they do no bring any information to the legal operators, for example: the victims have no education, on Mondays there are more murderings...

Courts of Violence against Women have civil and criminal competence. In the civil scope the problem arises depending on who initiates the civil process, it is to be

decided who assumes the competence. It is important to signal that all the difficulties of the process come from the criminal one.

Before the Organic Law 1/2004 in the Criminal Code there was not a specific development for gender violence. Moreover, there was no difference between domestic violence and gender violence. Nowadays, as a result of the development of this Law, there are aspects that have been completely defined. Nevertheless, there has not been a complete development of the articles of the Organic Law 1/2004 up to date.

The judicial organs observe gaps in the definitions of the concepts used in the Law. In the article 153 of the Criminal Code it is established as the active subject the man – aggressor – and as the passive subject the woman – victim –. There must be between them a marriage relationship or an analogue relation. In the article, though, there is not an explicit definition of the concept of analogue relationship. However, the Supreme Court keeps a fixed line in regard to this case of minors, the courts of violence against women would not be competent any more. In the case of a relation outside the marriage, the stability of this relation is taken into account, its duration, the common project of the couple and the publicity. In other words, how this relation is presented to the society. This gap in the definition prompts the professionals to look into personal aspects to know if they are a couple or not.

Crimes can be classified as:

Publics: prosecution ex-officio.

Privates: they can be prosecuted at the request of a party, this is to say, the offended has to present accusation, otherwise the procedure it is not initiated. If the victim withdraws the complaint the procedure is filed. Example: injuries.

Semiprivats: The denunciation of the offended person or of the victim is needed for the procedure to be opened. Once the denunciation is presented the forgiveness of the offended person does not imply the paralización of the procedure. Example: crimes against sexual liberty.

On the other hand, the relatives of the prosecuted are not obliged to declare, specifically the ascendents and descendens lines, his wife or person tied to him by a marriage or analogue relationship, his consanguineous or uterin bothers and his consanguineous collaterals up to the second civil level, as well as the relatives indicated by number 3 of the article 261 (article 416 Criminal Procedure Law – LECr –).

Francisca Verdejo proposes:

To limit the effect of article 416 Criminal Procedure Law.

To consider that the article 416 LECr is thought for cases where the victim is not the intimate partner.

To consider the functioning of the Italian system as a logic option: once the offended has been informed about her rights at the police station, it is not necessary to inform her again.

To modify articles 153 and 171 of the Criminal Code.

Key Ideas: Criminal Code, Organic Law of Integral Protection Measures against Gender Violence, crime scope.

5. Assessment tools on intimate partner violence

5.1. Assessment tools in public security

Training day:

- Public lex-operators: 14th December 2011.
- Private lex-operators: 16th December 2011.

Goal: To show the need of risk assessment tools and to expose the different typologies in the international, Spanish and Catalan scopes.

Trainer: Alba Alfageme, coordinator of the Suport to the Attention of Victims Unit.

Summary: During the last years, the assessment tools of the intimate partner violence tools have multiplied and spread because of the interest and concern that this phenomenon has generated. The risk assessment is essential for the future management of the aggressor and of the victim.

Risk assessment tools are useful to evaluate the probability of a violent behaviour or a new serious act of violence or of death risk to develop in the future. These tools are useful to protect the victims and they can be applied to juridical-criminal and assistentials contexts⁷.

The utility of risk assessment tools is directly related to the importance of the identification and the management of the violence in the professional scope, as well as to the detection of the aggressors typologies. They permit to adopt specific and individualized protection measures for the victims when the violence is detected for the first time in relation to the estimated risk level.

There are many reasons that justify and promote the assessment of violence risk. Regarding the aggressor, they serve to adequate the control measures, to evaluate the effectiveness of the treatment and to identify the risk factors that may imply change and intervention. Regarding to the victim, the protection is weighted in relation to the risk, a contrast is made between the risk “autoprotection” and a more objective assessment, protection measures are programmed and the risk that the victim is experiencing is taken into account. Regarding the professional, risk assessment increases the capacity to predict it, it helps in the decisions making act and it carries out transparency a posteriori to the taken decisions.

The presented risk assessment tools are:

International level:

- *The Danger Assessment Tool (DA)*: Tool designed in the USA to assess the murdering risk of women in couple relationships. It can also be used to foresee the future violence. It consist of 20 risk factors with a dicotomic answer (YES/NO) for each one. This tool permits a final quantitative assessment consisting in the weighting summatory of the answers to the questions. The final result is compared with a table of reference points that are related to different risk levels which have associated measures of intervention for each one of them.

⁷ Echeburúa and Fernández-Montalvo, 2009; Echeburúa, Sarausa, Zubizarreta and Corral, 2009; Hilton, Harris and Rice, 2010.

- *Spousal Assault Risk Assessment (SARA)*: It is a guide done in Canada to assess the risk of physical and sexual serious violence against the partner. It consists of 20 risk factors to assess the probability that an aggressor may repeat the violent behaviour in a term of three and six months after the assessment.

- *B-SAFER*: This tool is a reduced version of SARA, developed by the same authors. It is created for police and judges and thus, it separates the evaluations referred to mental health. It is composed by 10 items or questions.

- *Ontario Domestic Assault Risk Assessment*: To evaluate the risk of a future aggression to his partner, as well as its frequency and seriousness. It is based on 13 items with dycotomic answer (YES/NO).

- *Domestic Violence Screening Instrument (DVSI)*: It is a tool developed by the Judicial Department of Colorado. It evaluates the probability of a future aggression. It measures the static indicators and the dinamic ones. It consists of 12 questions.

- *Risk Assessment CAADA/DASH*: It is a control form for risk identification, It is not policial. It consist of 24 items / questions.

- *MPS Risk Assessment Model (Scotland Yard)*: This tool developed by London police determinates the risk of a future aggression by the aggressor to his partner.

Spanish level:

- *Risk policial assessment (VPR)*: It consists in filling in some forms that predict the risk level to suffer a new aggression. It is used when a case is known and the evaluators think it is necessary, usually because of new data or circumstances. Each risk level – high, medium, low – unknown will lead to carry on determined protection measures.

- *Policial assessment of risk evaluation (VPER)*: It is the instrument of following up of cases first avaluated with VPR to keep actualized the risk evaluation. New periodical assessments are done and if it is necessary new interviews to the victim and her surrounding people are made.

- *Prediction of Serious Violence against Partner Scale: (EPV-R)*: The main goal it is to facilitate to non-clinic professionals an assessment that allows the adoption of protection measures to the victims based on empiric criteria. It is a scale of 20 items or questions.

- *Medico-legal Protocol of assessment of Gender Violence*: It is an assessment based on a structured clinic judgment. The point of departure is SARA, though some modifications are made as well as a guide of data gathering through interviews. The complementary tests are: Prediction of Serious Violence against Partner Scales (EPV-R) and other tests considered by the forensic doctors.

Catalan level:

- *Police Assessment of Male Chauvinistic and Domestic Violence Model*: Model created by Home Affairs Department of Generalitat⁸ which is nowadays in a pilot proc-

⁸ Coordinated between the Support to the Victims Attention Unit of the General Direction of Security Administration and the General Direction of Police.

ess. Its objectives are: To obtain a manual for police, to carry out an objective and exhaustive analysis of the phenomenon, to unify police decision criteria, to explain the police experience and to add scientific knowledge.

It is formed by different tools:

- *Suspicion assessment*: It is a first information gathering and evaluation. Police action will be based on this information.
- *Risk Assessment Policial Questionnaire (QPVR-cat)*: It consist of 21 dycotomic questions (YES/NO). But there are several questions that have multiple answers, each of them ponderated. Once all the questions are answered, a final summatory is made of all the marks obtained in each question. The final result will show the risk level assigned to the victim and the protection measures to be carried out.
- *Reevaluation*: Following-up tool of the cases and the established risk levels with QPVR-cat. It set up a schedule of the following-up related to the risk level of the victim.
- *Surrounding analysis*: This questionnaire will bring information of the victim's environment.
- *Key ideas*: Risk assessment tool, police scope, victim evaluation, prediction of future aggressions.

5.2. Medico-legal assessment in Intimate Partner Violence

Training day:

- Public lex-operators: 14th December 2011.
- Private lex-operators: 16th December 2011.

Goal: To promote a specialized and specific answer, coordinated between different professionals, that permits a diagnosis of the intimate partner violence by the symptomatology of an specific aggression.

Trainer: Amadeu Pujol, Chief of Service of Medical-forensic Clínic at Catalonia's Legal Medicine Institute.

Summary: Organic Law 1/2004, of December 28th, Measures of Integral Protection against Gender violence, orders to Government and autonomous communities which have competence in justice, that the forensic doctors have units of integral forensic assessment to design global acting protocols in gender violence.

These units linked to the legal medicine institutes are multidisciplinary teams composed by psychologists, social workers and forensic doctors.

The Justice Ministry elaborated the *Guide and Manual of Integral Forensic Assessment of Gender and Domestic Violence* to promote the elaboration of a high quality expert report regarding its scientific base and methodology which may fulfill the judge requirement in each case. This guide establishes a sequence of forensic answers for each individual case taking into account its complexity and specific circumstances. A coordination with the security forces and especially with the victim's attention offices it has to be achieved.

On the other hand, Catalonia's Legal Medicine Institute approved in 2005 the *Integral Forensic Acting Protocol in Cases of Gender and Male Chauvinistic Violence*

which comprised as acting: physical damage assessment, psychical damage assessment, aggressor's evaluation in domestic violence and criminal danger evaluation in domestic violence.

The most important elements in the *Guide and Manual from Justice Ministry* to frame this *Coordination Protocol* are:

1. The forensic answer, integral or specific, it depends solely on the expert report requirement made by the judge or the Public Prosecutor. The forensic team does not act in an autonomous way because its main goal it is to do an expertise assessment within an open judicial procedure.

2. The report requirement may be about a specific assessment of a determinate aspect or an integral assessment.

3. In cases of integral assessment its sequence has to be the following:

a. First acting of the forensic doctor who evaluates physic injuries of the attacked persons and applies the risk detection and violence history questionnaire to the attacked person/s;

b. In case of a negative result, a report is made;

c. In case of positive report, the forensic doctor communicates to the Court the convenience of the intervention of the rest of Integral Assessment Unit.

4. In cases of integral assessment it is important to make an assessment by interest axis and it will be explored not only the attacked person/s, but also the aggressor/s.

These axes⁹ are:

- Axis 1: The fact. Goal: Investigation and assessment of injuries (physical and psychic) suffered in a determinated point.

- Axis 2: The violent climate: the permanence of victims in the violent. Goal: Investigation and assessment of the violent in the domestic sphere and the repetition of the aggressive acts in this specific domestic context.

- Axis 3: The risk of new aggressions and murdering. Goal: Risk assessment of new aggressions.

- Axis 4: Measures. Goal: To technically assess about the measures adoption in an explicit way.

- Axis 5: Specific assessments. Goal: To assess situations as: sexual aggression in domestic environment, aggression to minors, legal age or vulnerable persons; limitation of visual contact between aggressor and victim, female genital mutilation, immigration...

- Axis 6: Death cases. Goal: It is focused on the other possible victims in case of murdering; the induced or provoked suicide; natural causes death or accidental death.

5. From these axes the report type and the professional of the unit that has to carry it out are determined.

⁹ These axes are defined in the *Guide* under the premise of research possibilities, this does not mean that all of them have to be filled in since its only intention is to structure the possibilities of the competent judiciary.

6. It incorporates a model of semistructured interview for each axis with the sole finality to structure those points that may be crucial in the construction of the interdisciplinary proof in cases of gender or domestic violence.

According to what the law says and to give an answer that facilitates the integral protection and attention to the gender and domestic violence victims, the Justice Department signals as strategic objective in their Departement Plan the creation of the integral forensic assessment units.

Key ideas: Integral forensic assessment, risk detection, expert report, risk indicators.

6. Report and follow-up of the intimate partner violence

6.1. Police context

Training day:

- Public lex-operators: 14th December 2011.
- Private lex-operators: 16th December 2011.

Goal: To explain the important elements that form the intervention of Catalonia Police – Mossos d'Esquadra regarding intimate partner violence.

Trainer: Anna Choy, Corporal of the Proximity and Citizen Attention Regional Unit of the Mossos d'Esquadra.

Summary: The lecturer explains the different actions that PGME carries out to attend and protect intimate partner violence victims.

The report is a key element due to the fact that it permits to the PGME to gather the maximum possible information and to transfer it to the judiciary. The information given to the judiciary are the known facts, information about the environment of the facts and testimonies of the friends and relatives circle as well as the professionals ones.

Another PGME objective is the protection of a woman in a risk situation. These protection actions are called trackings and they are police actions to warrant the victim's security.

Attention to Victim Groups are the specialized PGME groups that carry out these trackings, they keep in touch with victims and then offer social, juridic and security attention.

A key element in the police acting is the risk assessment, which purpose is to prevent the situations where known authors may perpetrate a murdering or a serious aggression without the accurate authorities intervention. Risk police assessment will lead to adopt a series of measures that may reduce the detected risk or neutralize it by reducing its consequences.

Another important aspect in the interventions due to intimate partner violence is coordination and collaboration among the professionals that intervene in those situations of violence. The integral work may help to reduce secondary victimization, understanding it as the additional mistreatment exerted against women victims of

violence as a direct or indirect consequence of the deficits – quantitative and qualitative – of the interventions made by the responsible agencies, as well as the inadequate acts of other implied agents¹⁰.

Key Ideas: Accusation, trackings, risk assessment, secondary victimization.

6.2. Judicial context

Training day:

- Public lex-operators: 14th December 2011.
- Private lex-operators: 16th December 2011.

Goal: To explain the interventions of Attention to Victims offices to women suffering from intimate partner violence.

Trainer: Rubèn Sánchez, psychologist of the Attention to the Victim of the Crime Office. Justice Department.

Summary: Attention to the Victims of the Crime Offices (OAVD) depend on the General Direction of Criminal Execution within the Community and Youth Justice from Justice Department of Generalitat of Catalonia. They have as a goal to offer information and support to the victims in order to exert their rights as they are recognized in the nowadays legislation, as well as an integral attention to improve their personal recovery, to reduce the victimization and the act as a bridge between to victims and the judiciary that intervenes in the process. Acts with victims are the following:

Information and assessment:

They advise about the rights from before interposing the accusations until the judicial resolution.

They inform about free juridic attention right and in-court system.

They advise on one's role into the judicial process.

They inform about how to apply for a protection order and what it implies.

They inform about economic help available because of being a victim of determined crimes.

They inform and offer an integral attention.

They accompany the victim throughout the judicial process, and particularly:

They help the victim to be prepared for the oral trial;

They ask for the protection measures needed to warrant the intimacy and security (specially sexual aggressions and domestic or gender violence);

They assist the victim, if necessary, in judicial acts;

They inform about the contents and duration of the adopted measures, and about the prison conditions of the accused person.

Emotional support and psychological attention:

They help to define and solve with autonomy their personal situation.

They help in the recovery process, offering orientation and psychological attention.

¹⁰ Narrow reading of the Law 5/2008, April 24th, of the women rights to erradicate male chauvinistic violence.

Derivation and coordination with community network resources:

They help to contact the social and/or assistance network and specialized resources.

Key ideas: victim, protection order, recovery process, psychological attention, derivation, coordination.

6.3. Social Services Context

Training day:

– Public lex-operators: 15th December 2011.

– Private lex-operators: 16th December 2011.

Goal: To show the acting carried out by the social services to be able to perform a recovery process of women that suffer from intimate partner violence.

Trainer: Júlia Massip, psychologist of Guinardó Social Services Centre. Barcelona Town Council.

Summary: The lecturer, psychologist of Social Services, explains her experience of 12 years intervening with women victims of intimate partner violence. These therapeutical interventions have been the base to overcome the psychological and emotional effects that provoke intimate partner violence.

Besides, the individual interventions, groupal work accelerates the healing process and the recovering in order to exit mistreatment and to advance in life decisions of the women. They go through a process from victims to survivors, they end up stronger and with the aim to overcome it. The groupal intervention potentiates self-confidence, because they take more care of them. They are stronger, take action, look for a job, some of them separate, put limits to violence, revise their relation to the family and the children, and think about new future relationships.

To be able to do a groupal work with women, it is necessary to potentiate networking in order that professionals make accurate derivations. Lately, professionals have an interview with the woman in order to contrast the income information and to widen it, to know woman's opinion about the possibility to integrate into a group and its suitability. The good functioning of the group is needed to discard severe mental illnesses and toxicomanies.

The groupal work good result in the process of recovering of women indicates that it is a path to follow. It is necessary to widen this work methodology, to enrich the construction work of professional teams and to reinforce the intervention in the community prevention.

Key ideas: Groupal work, community work, self-confidence, survivors, recovery process.

7. Good practices in multidisciplinary work

7.1. Network principles: strengths and weaknesses

Training day:

– Public and private lex-operators: 11th January 2012.

Goal: To teach networking finality, goals and methodology.

Trainer: Júlia Vega, Technical Officer of the Integral Intervention against Male Chauvinistic Violence Program. Catalan Women Institute.

Summary: Law 5/2008, April 24th, of Women Right to Erradicate Male Chauvinistic Violence has the goal to stablish the mechanisms to contribute to eradicate male chauvinistic violence that women suffer, to recognise and to advance in warranties regarding the basic women right to live without any violence manifestation of this kind¹¹.

A difference of this law is that it tackles integrally all the ways of exerting violence against women, having or not an emotional bond, even if it is exerted outside the couple: sexual aggressions, forced prostitution, female genital mutilations, forced marriages, labor harassment or whatever analogue ways that harm or are able to harm women dignity, integrity or liberty.

The law considers the ecologic intervention model which facilitates the analysis and the acting in cultural, social and individual contexts. It shows the dynamic inter-relation that it is established between them, the multicausal and multidimensional nature taking into account of this violence and, consequently, the need to implement answers and integral intervention tools.

Basic acting axes: To be able to intervene in the conceptual model some basic acting axes must be followed: – prevention, detection, attention and compensation or protection – as to comply with interventions, actings or strategic lines ordered by different agencies and professionals.

Prevention: It is the set of actions that tries to reduce the incidence of male chauvinistic violence through the reduction of the risk factors. Prevention avoids normalization¹². One of prevention goals is to increase the awareness¹³ of the citizenship, to any form of violence be justified or tolerated.

Detection: It is to operationalize different theoretical and technical tools that permit to identify and to make visible the problem of violence, in case of an early kind of violence or of a chronic one. Detection permits to know the situations in wich the intervention is needed in order to avoid its development and chronicity.

Attention: It is the set of actions helping to overcome the abuse situations as well as the personal, familiar and social consequences. Security has to be guaranteed and it is also needed to give detailed information about resources and procedures that facilitate the situation resolution. Professional teams have to facilities a quality atten-

¹¹ It is understood that the male chauvinistic violence exerted against women is a manifestation of the discrimination and the inequality situation in a power relation system of men over women that produces through physical, economic or psychologic means, including threats, intimidations or coercion, harm or physical, sexual or physiologic suffering, in the public or private sphere.

¹² Preventive acting has to be considered, even in cases where abuse situations have not been showed yet, in order to act in advance as well as in cases where violence has already occurred to avoid chronicity.

¹³ Awareness: It is the set of pedagogical and communicative actions which goal is the generation of changes and modifications of the social imaginary that permits to advance in the eradication of intimate partner violence.

tion that put women in the attention center to potentiate their personal skills and to avoid the secondary victimization¹⁴.

Compensation¹⁵ or protection: Personal and social period where harmed scopes due to violence situation are reestablished. This process is carried out by a person or a professional team accompaniment and its duration is related to the suffered harm, the abuse chronicity and the resilience capability of the affected person.

Coordination Mechanisms and Networking

National Commission for a coordinated intervention towards male chauvinistic violence: It has as a goal of impulse, to do the following up and to evaluate actings against male chauvinistic violence performed by Generalitat. It also fosters the Government participation and collaboration with social agencies that work in this field, and boosts networking of all the agents which intervene in this problem.

Framework Protocol for a coordinated intervention against male chauvinistic violence: It includes a set of measures and support mechanisms, coordination and co-operation bound to public institutions and other agents implied in the fight against male chauvinistic violence.

Territory circuit: The different Catalan territories have their own attention itineraries to women that suffer from this violence. These itineraries are intimately coordinated at different levels: local, regional, interregional and autonomic levels.

Attention and Integral Recovery Networking for women in male chauvinistic violence situation: It is a coordinated set of free resources and public services for the attention, assistance, protection, recovery and compensation of women that have suffered or suffer from male chauvinistic violence, in the Catalonia's territory.

Key ideas: Networking, ecologic model, prevention, attention, detection, recovery, integrity, male chauvinistic violence.

7.2. Data transfer among networking operators

Training day:

– Public and private lex-operators: 11th January 2012.

Goal: To explain legal duties and technical recommendations for the protection of intimate partner violence victims personal data.

Trainer: Júlia Vega, Technical Officer of Integral Intervention against Male Chauvinistic Violence Program. Women Catalan Institute.

Summary: Purposes and use of personal data treatment of women victims of male chauvinistic violence are explained by the intervening agencies. Law 5/2008¹⁶ states

¹⁴ *Secondary victimization* (or revictimization) it is the additional mistreatment that persons in intimate partner violence situations are as a consequence of direct or indirect deficits – quantitative or qualitative – of the interventions carried out by responsible agencies, as well as because of the actings that have not acquired the coordination level needed with other implied agents.

¹⁵ *Compensation* is the set of measures taken by the different agencies and intervention responsible agents in the intimate partner violence frame (juridic, economic, socials, laboral, health, educational etc.) that contributes to the reestablishment of the harmed scope due to the lived situation.

¹⁶ Law 5/2008, April 24th, of Women Right to Eradicate Male Chauvinistic Violence.

that all the professionals, especially those related to health, social services and education that have to compulsorily intervene when they are aware of a risk situation or evidence based on male chauvinistic violence, following the specific protocols and in coordination with the services of the Network of Attention and Integral Recovery¹⁷.

The Organic Law 15/1999 LOPD¹⁸ regulates data protection and Royal Decree 1720/2007, December 21st, develops it. Personal data treatment is defined as all the operations and technical procedures automatized or not, that permit to gather, record, maintain, elaborate, modify, block and cancel data as well as they transmission derived from communications, consultations, interconnections and transfers.

Legal and technical duties regarding personal data protection are:

Information duty: the previous obligation is to inform in a express, concise and unequivocal way the woman in order to be able to give or not her data with full a knowledge of the scope of the treatment that will be carried out.

Professionals Confidentiality Duty: Professional secret obligation for the person who is responsible for the file and all the intervening persons in whatever phase of the data treatment.

File Creation (or modification) previous to the data treatment. In general and with the contents that indicated by LOPD.

Files register, created o modified in Data Protection Register of Catalonia.

Agreement with third part establishment (if the responsible is not handling the data).

Integral security policy: High profile personal data.

Audit: Of the information systems, treatment and storage data facilities.

To guarantee the exertion of access, rectifying, cancellation or opposition rights (ARCO).

Technical recommendations for data transfer: Following the Organic Law 15/1999 and the Law 5/2008 data can be asked without previous permission:

If they are relevant for an adequate networking management (being part of the services own functions).

If they are the strictly necessary and related to the case data.

Criteria that has to be taken into account for the data transfer within the networking should follow some purposes and functions.

To warrant women, adolescents and children protection. Its functions are: to act immediately; to make a collective risk assessment and to establish an acting plan, as well as to strengthen the communication report to the judicial organs.

To facilitate the access to the attention and compensation rights. The function is to promote a networking link.

To improve or keep the intervention quality with a double function: to strengthen coordination while the minimum intervention and not secondary victimization

¹⁷ Article 78 of the law 5/2008 establishes that public administrations have to make a mutual data interchange to adequately handle the Attention and Integral Recovery Networking services.

¹⁸ Organic Law 15/1999, December 13th, of personal data protection (LOPD).

principle is kept, and constructing and transferring knowledge between experts specially in complex cases which imply a professional work refocusing.

Key Ideas: Personal data protection, data transfer, coordination strengtheness.

8. Experiences on coordinated intervention. Work protocols and networking

8.1. Hospital Clínic de Barcelona

Training day:

– Public and private lex-operators: 11th January 2012.

Goal: To expose the need of networking and, thus, a coordinated intervention between all the professionals to assist intimate partner violence victim.

Trainer: Manel Santinià, Doctor, President of the Intrafamily and Gender Violence Commission, Hospital Clínic at Barcelona.

Summary: Networking is a key tool to tackle intimate partner violence. Intervention and coordination of different assistencial levels is basic. It is essential to have acting protocols that permit to warrant networking functioning and, in case that lacks are detected, it is essential to do modifications with the purpose that victims are adequately assisted in all the services. Then, it is needed to carry out a tracking of these protocols.

The Hospital Clínic is a reference health center in attention and the sole hospital in Barcelona that warrants the disponibility of different services and medical specialities that intervene or may intervene in the assistance to sexual aggression victims 24 hours per day, 365 days per year. The circuit iniciates with the arrival of the assaulted person to the Emergencies Service where she is classified as level I or II. So, she is relocated, accompanied by a sanitary auxiliar to the assistential box to attend this type of patients. A nurse receives the patient and the assistential protocol is initiated: she informs the patient about the assistential procedure and she asks her for permission to carry out the tests. From this moment on, social services carry out an interview where the situation is evaluated: the professionals that attend her will present an accusation ex officio to the duty court. Moreover, social services will facilitate information about communitary resources where help may be required.

Medical attention starts when the forensic doctor arrives to the emergency services because he/she will be the person who will direct it together with the ginecologic doctor. There are two other specialists that intervene: an infectious disease doctor and a psychiatrist. The specialist in infectious diseases makes sure that the patient does not have any infection or treats the patient regarding the risk level of suffering it¹⁹. The psychiatrist makes sure that the patient does not suffer from any mental illness and treats her regarding the state she presents. The patient is required to attend external consultation wich follows up her health state, it controls medication and it offers psychological support.

¹⁹ The patient is required to an external consultation to do the following up of her health state and the medical control.

It is showed that into this circuit there is the need that the carried out activity be a complementary one in order to avoid repetitions in questions, explorations or complementary explorations. So that, without forgetting the main goal that it is to help the patient, it is important to avoid that she feels attacked again, but she should be treated with humanity and professionalism.

Key ideas: Networking, coordinated intervention, acting protocols, specialized training.

8.2. *Barcelona Bar Association (ICAB)*

Training day:

– Public and private lex-operators: 12th January 2012.

Goal: To show the importance of a specialized legal assistance for the defence of women under intimate partner violence.

Trainer: Pilar Rebaque, lawyer, member of the Bar Association of Barcelona, ICAB.

Summary: The lecturer exposes that in the Illustrious Bar Association of Barcelona there is a women lawyers commission which carries out a transversal task for the defence, the control and the disclosure of all the aspects of reality that affect women. The commission task consists of the study and debate on the different laws and legislative proposals that affect to women, and its practical application.

In-court for intimate partner violence through an immediate designation system puts at the victims disposal a lawyer and an attorney that should take the defense and the victims representation in the civil and criminal proceses that may derive from the mistreatment situation. This juridic assistance lawyers to the victim are designated following a geographical proximity criteria related to the requesting address and it is due to be attended within the 24 hours from the designation.

Duty court warrants that the victim may be attented from the first policial or judicial acting, all the days of the year. The victim who is in the police station or in the court, once informed about her rights and, notable about free juridic assistance, can request the assistance of a lawyer of the in-court. The police or judicial authority that attends her has to ask immediately this professional in order to present himself/herself in the police station or court to assess and assist the victim in her rights and interests. The previous legal assessment to the accusation minimizes grievances and difficulties of the judicial process.

The lawyer, under the criteria of the defense unit, has to bring an integral assessment in an understandable way, adequate to the victim circumstances, specially in relation to the rights recognized by the Organic Law 1/2004. The performing of all the actions that the victim may need for the effectiveness of these rights has to be assumed.

To accede to in-court, lawyers have to undergo an initial course and lately they will be obliged to do continous evaluation courses. The goals of this training are:

To analyze the serious problem of intimate partner violence according to a pluridisciplinary discipline, taking into account the necessary coordination of all the

professionals implied in this subject to be able to attend the mistreatment victim with the maximum warranty and efficiency.

To spread the existent resources at psychological and assistential levels directed to mistreatment victims.

To deepen the juridic and procesal aspects, in the civil and criminal scopes, analyzing the recent legislative and jurisprudential reforms.

Key ideas: Specialized In-court, training, coordination, judicial process, integrality.

8.3. Vilafranca del Penedès Town Hall

Training day:

– Public and private lex-operators: 12th January 2012.

Goal: To show networking and coordination in a medium size town of Catalonia as good intimate partner violence intervention practice example.

Trainer: Teresa Planas, Technical Officer of Vilafranca del Penedès Town Hall Plan for municipal equality.

Summary: Integral actings planned from a city council of a medium size city of 40.000 inhabitants, leaders in women policies. In 1996 the city council applies the first Municipal Plan for Equality between men and women (1996-2007). It was a transversal plan which goal was to direct and articulate all the actions to be developed in order to promote true equality between city's men and women.

The new plan 2011-2015 observes 7 strategic lines:

1. Boosting of gender equality policies.
2. Male chauvinistic violence – Action plan against gender violence.
3. Socio-political participation.
4. Works distribution and time use.
5. Co-education, training and cultural production.
6. Gender perspective in urban planning.
7. Health promotion.

Action plan against intimate partner violence axons

- *Citizens awareness:* To make the general population aware of the different types of violence promoting the knowledge of the existing resources.

- *Prevention of abusive relationships:* To facilitate integration as a transversal value in educative centers and as prioritary policy in gender violence prevention.

Victims information and attention: Home for Equality:

It is a center of information and resources for women. From 2009 it is part of the Women's Attention and Integral Recovering Network, addressed to women that suffer from male chauvinistic violence through SIAD (Women's Attention and Information Service). In 2011, 1.662 women have been attended in Vilafranca's Home for Equality.

Women's Attention and Information Service services are:

- *Personal Consulting Service:* Its goal is to inform and advise women on their rights and its exercising. Moreover, they are advised, oriented and it is made a first attention and treatment, as well as the follow-up to women that have suffered from male chauvinistic violence. It is performed by social educators that belong to the Equality Plan.

The attention consists of an *active listening* (to observe, to attend, to focus patiently on the other), in the receptioning and active accompanying to women that are asking for help. In other words, to put woman at the center of the problem. They follow-up with Red Cross women that have suffered intimate partner violence and have asked for mobile tele-assistance.

- *Legal Advice Service*: This service is carried out by female lawyers through the Jurist Women Association, in order to receive, support and assist consultations related to women rights. They attend to consultations related to family law, violence: familiar, domestic and male chauvinistic, rapes, conflicts related to properties, labour rights, criminal conflicts, harassment, maternity and status of foreigners.

- *Psicological Attention and Advice Service*: This service is conducted by a specialized psychologist who attends women who suffer or have suffered gender violence. It receives these women and orients them in their emotional and social recovery. It is an individualized treatment and women are treated every fortnight.

It is also offered the possibility to continue the personal work in a group called Personal Growing Up Workshop which is also conducted by a psychologist. This group's goal is to promote the "self reconstruction" in women that have suffered from gender violence, working in basic aspects like self-confidence, self-assurance, autonomy, limits establishment, and others.

- *Technical Commission against Gender Violence*

The Technical Commission against Gender Violence was constituted in December 1997 as a result of a training course of Tamaia Association where it was demonstrated that networking and coordinated work of services implied in this social blemish was a need. It was constituted a Work Technical Commission to optimize the resources and to give communitary answer to familiar violence that affected the women of Vilafranca and surrounding area.

At the beginning the Technical Commission was formed by: Local Police, Guardia Civil, Comarcal Hospital Emergencies Service, Woman Attention Programme of Health Catalan Institute, Primary Attention Social Services, Health Service, Vilafranca Courts, Woman's Home and it was coordinated by the Equality Plan responsible.

In the Commission meetings it was put in common the actings of the different services and a first attention circuit was designed with the following goals:

- To offer assistance to women that ask for it.
- To advise in procedures to follow in each situation.
- Derivation and accompanishment to the needed services.

From October, 2007 the Guardia Civil finished its collaboration and Mossos d'Esquadra was incorporated. At the same time, the Commission services were increased and its coordination was shared with the Alt Penedès Comarcal Council. The following members were incorporated into the Commission: Mossos d'Esquadra, Bar Association, Comarcal Social Services and Red Cross.

The functions of the Technical Commission against Gender Violence are:

- To stablish coordination channels between all the social agents that are related to this subject.

- To propose actions of awareness and prevention.
- To elaborate and carry out the following-up of an attention protocol.
- To guarantee the assistential resources for an adequate medical as well as psychological, social and legal response to the person suffering from gender violence.
 - To be a room of interchange and up-dating of information in the legal framework in which they are produced.

Key Ideas: coordination, networking, technical commissions, intervention protocols, interdisciplinary training, integral acting plans with gender focusing.

8.4. *Barcelona's Circuit to fight Violence against Women*

Training day:

– Public and private lex-operators: 11th January 2012.

Goal: To present the coordinated intervention in a big city on the intimate partner violence problem.

Trainer: Isabel Sánchez, Technical Officer from Barcelona's Town Hall Women's Direction, and Anna Ballesteros Technical Officer from the Health Consortium of Barcelona.

Summary: The way to understand a reality shapes the way to tackle it. Intimate partner violence, understood as a complex and multicausal reality, and with strong structural roots, it cannot be effectively tackled if it is not an integral intervention that includes the different manifestation forms and the different ways of this social blemish.

Further the good practices developed from different areas and after a long run, it is acknowledged that there is no effective answer if an integral and multidisciplinary tackle is not made. This is why interinstitutional cooperation is needed. From this conviction, in 2004 Barcelona's Circuit to fight Violence against Women is born, prompted by Barcelona's Town Hall and Barcelona's Health Consortium through Barcelona's Health Corporation. It will turn into a basic strategy of acting plan to tackle violence to women in Barcelona city.

An articulated system of networking was wished where each implied agent had specific functions but, at the same time, they were interconnected and complementary to other agents' actions, in order to achieve more efficiency and attention to women suffering from gender violence. This system starts with an integral circuit where different scope agents participate and it permits to identify the available resources, what is to be done in each case, wich competences each one has, which procedure or working protocol each service has and how they collaborate in the framework of a common system.

Barcelona's Circuit to fight Violence against Women has the following structure: A technical management, a following-up committee and a technical office, a coordination technical commission, territorial commission, a team of professionals that perform the function of "territorial referents" and, in each territory, a network of professionals.

Throughout the years new goals have been planned. They have collaborated in

the acknowledgment of institutional experiences in prevention and violence against women. There have been advances in the highlighting on reality to adapt the actions to the normative changes and to the new realities.

Barcelona's Circuit to fight Violence against Women is a basic strategy that was born in 2001 and has had a long run. This institutional and networking cooperation experience is necessary to achieve an integral tackling and it is fully consolidated but, it is necessary to be always prepared for new challenges.

Key Ideas: networking, integral attention, coordination mechanisms, interinstitutional cooperation, interdisciplinary collaboration.

8.5. *Consequences in professionals who intervene in intimate partner violence*

Training day:

– Public and private lex-operators: 18th January 2012.

Goal: To explain the consequences in the health of professionals that intervene in intimate partner violence.

Trainers: Adelina Abellanas, psychologist of the programme Special Space. INAD – Parc de Salut Mar; Luís Miguel Martín, psychiatrist of the programme Special Space. INAD – Parc de Salut Mar; José Ignacio Castro, psychiatrist of the programme Special Space. INAD – Parc de Salut Mar.

Summary: Professionals that work in processes where there are intense or long human worker-client interactions, and where the involvements of this intervention affect more than one person, they can suffer a constant stress and an extra burden labour. Moreover, these professionals can be defined as committed with their work and with high expectations on the proposed goals.

Professionals that work for intimate partner violence victims are the persons that participate in the social-familiar conflict solving, in women's, children's and adolescents' lives; those who have had their rights violated. This responsibility carries out an high level of exposure, which it is not always perceived or associated to the same activity, and there can be a physical harm or a personal questioning risk on the intervention validity and on the goals with the consequent harm to their professional identity.

In 1974 Herbert Freudenberger defined "*burnout*". He observed a deterioration in the development of the assistential activities of a group of young volunteers that worked with drug addicts. They suffered from a loss of energy, until exhaustion, anxiety and depression symptoms, work lack of motivation and aggressivity toward patients. This situation led him to define burnout as "*a feeling of loss and an exhausted or wasted existence that resulted from an extra burden of energy, personal resources or worker's spiritual strength requirements*".

Cristina Maslach and Susan Jackson (1981) consider the appearance of this syndrome in those professions characterized by an intense and long lasting attention to persons that are in need situation or dependence. They put "*burnout*" in professionals that work in help relations.

The principal symptomatology associated to "*burnout*", as a factor of professional

risk, it is a strong feeling of impotence, tiredness, anhedonia, continuous stress, depression, dissatisfaction... To these symptoms multiple bodily troubles, insomnia, headache, instability, muscular pains are added.

Cristina Maslach defined “*burnout*” characteristics as:

Tiredness and emotional exhaustion, lack of physical and physical energy.

Lack of personalization in the relationship with others (patients, mates) with attitudes of irritation, aggressivity, impatience, cynicism, suspicion, intolerance.

Lack of feeling of competence and professional idoneity, lack of motivation, labour self-confidence, desertion and work abandonment.

The causes of appearance of “*burnout*” in professionals are placed into three levels: organizational variables (group dynamics, work mental burden...) social variables (not directly related with the labour context but with other fields that originate important troubles (family, friends, life styles...) and particularly personal troubles (own individual variables that make reference to his personality, feelings, emotions, attitudes...).

There are different scales to measure “*burnout*”. It can be signaled MBI (Maslach Burnout Inventory) developed in the eighties and CESQT (Questionnaire for the Evaluation of Burnout Syndrome) developed by Gil-Monte (University of Valencia, 2008).

Prevention in this field has been focused in the three affected levels, so in the individual level enrichment or more effective strategies acquisition are searched in front of burnout, social skills training... In the social level, social positive relations within the organization are potentiated as well as the protection of the significative persons. In the organizational level, it would be directed towards an enhancement of the human resources as well as the work on assistential extra burden.

Key Ideas: professional exhaustion, help professions or relations, burnout syndrome, professional risk factors.

9. Multidisciplinary workshops

9.1. Analysis of the judicial procedure working on practical cases

Training day:

– Public and private law-operators: 20th January 2012.

Goal: To explain the judicial task and the difficulties that judges face when acting in front of gender violence cases.

Trainer: José Maria Gómez Villora, magistrate judge of the Valencia Violence against Women Court number 1.

Summary: The lecturer organizes the presentation in three parts: the instruction phase, protection measures and proof phase.

Problems arisen from instruction

In the criminal order, violence against women courts know about:

- The processes instruction to request criminal responsibility for crimes in-

cluded in titles of the Criminal Code related to murder, abortion, injuries, fetus injuries, crimes against freedom, crimes against moral integrity, against freedom and sexual indemnity or whatever crime committed with violence if they are committed against his wife or ex-wife or woman that is or has been linked to the perpetrator for an affection relationship, even if there is no cohabitation. The same for the crimes committed to the descendents, his own or his wife or partner, or to the minors or disabled that live with him or are under his paternal authority, guardianship or fostering of his wife or partner in the case that a gender violence has been produced.

- The processes instruction to request criminal responsibility for whatever crime against familial rights and duties when the victim is any of the persons mentioned in the previous paragraph.

- The adoption of protection orders to the victims without detriment of the competences attributed to the duty court.

- Offences judgement, in the case that the victim is one of the persons pointed before.

Instruction courts substitute the violence to women courts when these are out of their scheduled timetable. Instruction courts have two essential tasks:

- Regularization of the personal situation of arrested persons.
- Resolution of protection orders and other preventive measures.

In the instruction phase the procedure is initiated through:

- Assistance medical report.
- Victim's complaint: to the police or court.
- Police report.

- Regarding legal advice, there is an acting protocol and coordination of estate's security forces and lawyers in front of gender violence. It was approved 3rd July 2007 by the Technical Committee of the Judicial Police Coordination's National Commission:

- The reserved interview of the lawyer with the woman before she presents the complaint takes on a singular importance.

- The lawyer will have to assist to her declarations.
- The lawyer will inform the victim about the possibility of demanding a protection order.

Regarding to article 416 of the Criminal Procedure Law, the Supreme Court has stated in different ways:

- Supreme Court 375/07, 10th May sentence: "in order to renounce to a right, it is needed to inform that one is entitled to it. Nobody can renounce to anything one does not know about".

- Supreme Court 294/09, 28th January sentence: "Because of its own "raison d'être" and norm foundation, when a person goes to the police office voluntarily to put a complaint against her relative, since the denouncer is a victim, seeking law protection and help, it is unnecessary to express that she has not obligation to do it: it is useless and it has no function regarding someone who has already opted to defend her rights in front of his relative's. In other words, she does not need to be informed that she can grant an

exemption which she has already decided not to use, in the cases she has purposely and voluntarily gone to denounce her relative”.

- Regarding territorial competence, the state Prosecution Office understands the concept of residence in order to determine the competence as the one where the victim of gender violence act daily develops her life, that of her habitual residence, thus applying the concept included in the Civil Code. In the case that a change of residence is made, different statements by the Supreme Court consider that as a victim's residence it has to be understood that where the criminal acts were committed.

- The interpretative criteria that have to be taken into account to consider that there is a relation between victim and aggressor are:

- Time passed.
- Common contract granted of hiring or acquisition of housing, other types of common business, residence changes, shared banking accounts.
- As a reinforcing element it is important to make reference to the fame or publicity. Public registrations of unmarried couples.
- Cohabitation in the same residence.

Is essential the victim's declaration that is done with the corresponding extension. Moreover, it is analyzed that the victim's testimony may offer more data or details in her declaration to the judge or plenary than in the first policial declaration. In these cases, it cannot be talked about contradictions, since they are differences which are not important regarding the valuation of proof veracity: “the fact that few hours later the facts details are poorer is comprehensible because it is not a simple fact that has been seen or suffered, of easy narration and remembrance, but a succession of facts that can mix in the immediate memory and there are even lack of details when the ones more vividly perceived are emphasized.

The peripheral corroborations are those objectivable data that may be brought to the cause:

- *Assistance report*: The medical assistance report cannot be considered in itself enough to exclude the presumption of innocence right, because it can proof the physical damage of the injury, but it does not proof if the accused person is the one to who did it. In other words, injuries report it is not suitable to proof the injuries authorship.

- *Woman psychiatric expert assessment*: Victim psychiatric examination is always a proof that may exceptionally be admitted. However, if it has not been required during summary instruction and there are no other elements from which a personality disorder can be inferred, nor even in the proof requirement it is explained, it cannot be admitted.

- *Credibility evaluation*: the psychological evaluation cannot have as a goal to determine the credibility or its lack of a witness, because this is a function of the court.

Preventive measures in the Courts of Violence against Woman

Preventive measures established in the Organic Law 1/2004 are: Protection orders (art. 62), data protection and publicity limitation (art. 63), aggressor's leaving of the

residence, distancing, communications suspension (art. 64), paternal authority or minors custody suspension (art. 65), visits suspension (art. 66) and weapons handling and its usage suspension (art. 67).

Regarding policial arrest, it arises the problem when the police has to arrest the perpetrator of gender violence crime's author. When the complaint is submitted to the court, it may be the judge who decides the arrest. Thus it is necessary to revise policial acting protocols regarding gender violence, in respect of arrest preventive measure or, in any case, to ask for the most strict observance.

Prison cases are:

1. If in the case there is one or more acts that are crimes punished with a sentence equal or superior to two years of prison whenever the defendant has not criminal records.
2. If it appears in the case enough reasons to believe as criminally responsible the person who has been sent to prison.
3. If through preventive prison it is pursued one of the following results:
 - a. To assure the presence of the detained in the process when risk of escaping may rationally be deducted.
 - b. To avoid hiding, altering or destruction of proof sources.
 - c. To avoid that the detained may act against victim's legal properties.

Relating to distancing measure²⁰, cases are:

- investigation of the crimes included in article 57 Criminal Code: murdering, abortion, injuries, crimes against freedom, torture crimes, crimes against moral integrity, crimes against sexual freedom and indemnity, crimes against intimacy, right to the own image and residence inviolability, crimes against honour and patrimony and socioeconomic order.

- If it is strictly necessary the victim's protection.

The measures included as to distancing are: prohibition of residing in a determined place, prohibition to go to these places, prohibition of approaching or communicating, with the necessary gradation to determined persons. In order to adopt these measures it will be taken into account the following: the economic situation of the defendant, health requirements, familiar situation and labour activity.

The penal measures regarding distancing (Law LECr article 544, ter. 6) may consist of whichever of the foreseen in the criminal procedural legislation. They have to be adopted taking into account victim's integral protection need. Civil measures (Law LECr 544 ter. 7) may be: usage attribution of the familiar housing, custody regime, visits, children communication and stay, food benefit regime, measures from article 158 Civil Code. However, Courts of Violence against Women have the following possibilities:

- Do not fix a visits régime in favour of the alleged agressor condemned by sentence.
- Suppression of the previous visit regime.

²⁰ Law of Criminal Procedure, article 544 *bis*.

- Establishment of a visit restricted regime.
- Ordinary visits regime.

The determinant criteria for these civil measures will be: minor's superior interest and relationship right with the progenitor that does not have him in custody. Because of this fact, visits' right do not have to be restrictively interpreted – according to Supreme Court diverse sentences –, and thus, it has to be a right that acts in order to enable the relationship between parents and children, avoiding definitive or lasting in time breakings. This right will only be omitted in case of a true and specific danger to minor's physical, psychological or moral health.

Measures of article 544 *bis* can only be taken in case of crimes, however, those of protection orders can be taken in case of crimes or offences. Moreover, civil measures can only be taken through the protection order. Protection order gives to the victim an integral protection status.

Judicial protection in the case of article 544 *bis* as well as in protection order it directly depends on *risk assessment*. Assessment by the judge may include other passive subjects different from the woman. Tools to assess risk are: victim's declaration, defendant's declaration, police report with VPR report, medical assistance reports, risk forensic assessment, attention to women victims of crime offices (OAVD) report, Woman Center reports, familiar encounter point report and kite centre reports.

Regarding the “*tolerated*” sentence breakments, it is important to consider that the victim's consent does who commits a criminal act that can be prosecuted *ex officio* not exonerates from criminal responsibility.

In reference to the restarting of cohabitation, the Supreme Court establishes that psychological effects associated to mistreated women's victimization which are visible from the Mistreated Woman Syndrome, make the separation a process with an emotional, social and psychological charge in such a way that it is often renounced or the measures established by the judge are not applied. It is undoubtable that woman can exercise her right to reestablish cohabitation. For this reason, in the exercise of this faculty that it is only her own, she will have to voluntarily appear in front of a competent court and ask to the judge a resolution that can remove the obstacles to start again the cohabitation once the circumstances be assessed.

The European Union Justice Court, through 15th September 2011 sentence, states: articles 2, 3 and 8 of the Council's 2001/220/JAI Framework Decision, related to the victim's status in a criminal process, it has to be interpreted in the sense to do not oppose to the imposition of a distancing measure with a minimum duration, as an accessory penalty of the Criminal Law of a member state, to violence perpetrators in the familiar context, even in the case that victims oppose to the application of this measure.

Proof problems

Organic Law 1/2004 establishes that, from the judicial point of view, this phenomenon is a complex one and it is necessary to intervene from different legal perspectives that have to cover from process norms to the dispositions related to victim's attention. This is only possible throughout a specific legislation. So that, procedural

measures should permit rapid and summary processes but, moreover, they should combine with women and their children protection measures and preventive measures to be urgently executed in the penal and civil scopes. In that sense, if there are causes for celebrating an express trial, this should be the process to be done.

Regarding the exemption to declare established in Law of Criminal Procedure article 416, in these cases it has to be taken into account that if the victim takes her right to do not declare, in any procedure phase, the public prosecutor can ask about the reasons because she does not want to declare in order to discard that it is due to spurious reasons, taking care that everything is reflected in the records. Thus, the criminal law application is not under the victim's control.

In case that a declaration rectification is made while the oral trial instruction, it is not a genuine case of anticipated proof. Thus, questions and answers given in the oral trial may make reference to the summary declarations focusing into the contradictions in order to enable the required explanations.

Regarding reference to witnesses, it is important to signal that witness' appeal should be limited to those situations of true impossibility to obtain direct or principal witness declaration. In cases where there is this real impossibility declared, are those in which witness' whereabouts are unknown. In other words, in those cases where it is impossible to summon the direct witness, although cases where witness' summon it is really difficult are also included.

Key ideas: prison cases, sentence breaking, Criminal Code articles, law advice, Law of Criminal Procedure, article 416, territorial competence, preventive measures, psychiatric expert proof, credibility assessment.

10. Training evaluation

Date: 20th January 2012

At the end of the last training session, participants assessed the LEXOP training experience. They were delivered an evaluation questionnaire with nine open questions so that they could make their own contributions and professional assessment.

The questions proposed were:

1. Highlight 3 innovative aspects of this training.
2. In which way does this training match your professional needs?
3. Highlight 3 questions to include or that could have been dealt with in a deeper way.
4. Which perspectives/approaches to the attention of the women victims, beyond your professional field, has the training got for you?
5. Did the training help you improve your knowledge and possible way of participating on the network to attend victims?
6. In which field has this training been more useful: legal-procedure, assistance, medico legal, social-network?

7. Does this training help to improve the integration into the network of attention to victims?

8. How could reconciliation between this training timetable and your professional activity be improved?

9. If you would like to add any additional comment, please use the space below.

There was a general consensus as to a positive evaluation of the training. As innovative aspects of the training, they highly appreciated the different professional profile of trainers, the multidisciplinarity of the training and the diversity of attendants, above all public lex-operators, which allowed them to get to know with other operators involved in the network to attend women victims of intimate partner violence.

As to the most helpful contents for their professional activity, they emphasised the learning of network sources and coordination tools among the involved operators, the action protocols of the different operators and the analysis of the judicial process through the study of practical cases. As to the questions that could have been deeper worked with, they suggested a dialog among public and private lex-operators to show the difficulties and the lack of understanding, as well as to prompt collaboration. They would have liked to get more time to learn the consequences of intimate partner violence on women victims' health as well as to medial aspects and protocols. They would have also liked to have longer time to devote to the case law.

They emphasised the multidisciplinary professional perspectives of the course and the psychological approach in particular. They would have had more practical sessions as well as more time for other subjects, but all of them agreed that the training helped them to better know the assistance to women victims' network resources.

The project has allowed to organize training from the Generalitat of Catalonia – Ministry of Home Affairs strengthening contacts with other institutions: the Judicial School, that has given support for training aspects and the Center of Legal Studies, that has given its physic space to conduct the training sessions.

The purpose and objectives of the LEXOP project are innovative, as for the target population which it was designed for and for creating joint workspaces of training for different professionals. Violence against women is a complex issue, which involves professionals from many different fields (legal operators: police, prosecutors, judges, doctors and forensic experts and lawyers) to create workspaces or network training which minimize the victimization of women, and are good working practices that we should continue. The multidisciplinary nature of the training contents, the selection of the specialized trainers who are part of care professional circuits for women, specialized trainers for violence against women, associations with extensive experience. The methodology of the sessions has also been selected to be theoretical, but essentially practical.

In short, there was a general consensus among the student assessments. They point that it has been a really positive training, highlighting issues such as professional profile of trainers, multi-disciplinary training and the diversity of the participants, especially of the public operators, who favorably evaluate a joint training.

The creation of common spaces allowed to share opinions, practices of the operators involved in day to day tasks of violence against women.

The useful contents for the audience activity have been to put a lot of emphasis on learning about care network and instruments of coordination between different levels and / or operators involved (protocols, map resources etc.) and analysis of the judicial process through the study of practical cases.

Regarding proposals for improving training, they suggest areas of common training, dialogue between the public and private sectors, as a way to continue working on improving the protection of women and to reduce the difficulties and lack of understanding, enhance collaboration. They would have liked to have deeply time to learn a longer about the effects of male violence on the health of women victims. They would have liked more time to discuss about the study cases.

Public Operators

Need for specialized and required training for staff in the justice administration (judiciary personnel, prosecutors, forensic experts and doctors, psychologists, agents and judicial officers) and for all the operators involved.

It is necessary to continue working on awareness of the population and professionals network, as there is a patriarchal and invisible imprint. The law should be followed for being effective, as for people who interpret it and for people who run it who must know the rights they have and / or which rights are violated it. (There is high number of dismissals of causes of violence, cross-complaints, lack of resources to enforce punishment for the perpetrators. These skills cause certain social impunity.

The supposed objectivity, neutrality, universality of judicial decisions in many cases leads to doubt the credibility of the women when they report their violence. The imagination of the patriarchal society should be changed in general, but especially in the legal field, both because this is where the violence is settled and also a symbolic place for social recognition of being a victim of a social evil. Sometimes the credibility of the victim is questioned by the system, searching traditional stereotypes of victimized women (those that response to the victim pattern of the social imaginary: resigned women, without defense capability, which will arouse compassion) when the woman not meets these parameters increases the guilt and therefore the questions of her witness.

The Spanish legal system over the past decade has made a notable progress, but remains to develop an implementation of legislation to prevent the fragmentation of the different causes that are posed a violence against women resolution still has to be developed. The reality shows that when there is violence, the level of conflict is high, and civil and criminal matters are very rough, even though Spanish law provides otherwise.

Difficulty in managing the Integral Law 1/2004 because it hasn't been a good development. Specialized violence against women courts exist only in provincial capitals, in the other parts there are mixed judicial courts that must assume civil and criminal issues, and this causes an overload of work. There are difficulties with civil

resistance due to the large amount of work involved. There are difficulties in the territorial jurisdiction of the court which has to bring the case. Quick judgments are giving a lot of problems because they deny the possibility of testing accreditation. There are deficiencies in the procedures of the judicial process because there are no means of execution the judgments. It is very difficult to prove or condemn the day to day violence (Article 153), the reported complaints are the punctual attacks.

Reflection on protection orders: they are being managed with difficulty, because the courts deny many of them; the information management of judgments to the police is not being correct for victims protections.

Lack of resources budget to implement the law and remove the social and cultural structures that perpetuate violence, to establish comprehensive measures of prevention, detection, care, protection, recovery and repair integrated and recognize the women rights who suffer from it.

Difficulties or lack of coordination among involved agents. Should improve, maintain and provide coordination channels of agencies involved.

Invisibility of the phenomenon, it is estimated that is reported only 20% of violence. One on four women living in Catalonia has undergone serious male attacks throughout her life but only the 17.7% of women use to report it. The perpetrators who are in prison for this offense are occupying the third place of the total of admissions in prisons, behind the robberies and drug trafficking. Many difficulties in collecting and analyzing data, make is difficult to have a precise knowledge of the phenomenon so it is really difficult the exit of these women in these processes of intimate destruction.

Psychological violence is very difficult to visualize, which causes not only physical train, but also deep and intolerable psychological effects. Instruments to assess such violence must evolve because the judicial system could determine much more efficiently this kind of violence.

The phenomenon of violence is a complex issue in which many factors are involved. It is essential that interventions are supported by more knowledge and research on the subject or by integrated strategies and actions in the short, medium and long term. It is important to take this theme as a major and state issue without involving the vagaries of political changes.

Private Operators

The legal representation of women is a key figure in the judicial process. Women who have suffered or are suffering violence feel a significant effects on health, nowadays it is very important to have a legal counsel which has specialized training for not being victimized, and have the tools, skills and knowledge to deal with women who have sequels of violence: battered woman syndrome: depressive symptoms, increased insecurity, inability to take decisions, etc. At this important moment, where the women decide essential elements of their lives and often of the lives of their children the legal representative must have integrity, training, and representation of the judicial and police process, etc.

The specialized office's turn has a lack of training, as a public service it must meet quality criteria, and nowadays lawyers representing the victims or perpetrators receive the same training. Training should be different, specialized office turn training for violence. Governments and services should support the victims, training legal representatives in that field and phenomenon. The training should contain technical concepts but also attention concepts: to know the effects and consequences on the physical health, psychological violence, on care and support that legal representatives need to know to get practice with their customers. Moreover it should implement the professional role of listening, validation and make intervention proposals (what to do and how to do it), so that women can sustain the process in which they find. We know that they are and should be the main character of their lives.

The role of professionals in the making of relationships, to have legal representation means that women put trust in you to represent, defend, report, etc. The relationship between legal representation and the woman should be empathetic, close, neutral, understandable and comprehensive. So, this is to get close to the victims without being against men. She has placed trust and her legal representative has to take to do something: to protect their rights, provide good information, and provide strategies to facilitate information recoveries and the suffered damages.

The specialized legal advice from the beginning before the complaint is filed is a good practice to defend women, the law provides legal assistance to women, but many of them filed the complaint without such advice and that is harmful for her defense.

Now there is not developed network with lawyers: public operators have some resistance because they represent the customers, but it is important to work to include in circuits of coordination the legal representatives. So far, women will be better defended.

The implementation and realization of a high level training for legal professionals (Alba Alfageme).

The fact of making a huge diffusion about the formation allowed us to have a very broad and diverse audience and it obviously enriches the discussions that have been arose in training areas. This training area has been very useful and highly complex because everybody who took part in these groups had been working in this field.

LEXOP has allowed us to take part in a project of this nature. It allowed us: to bring order to various initiatives and collect data on violence against women in our country, rethinking formations that were taking place (consider some contents which in some cases were unrelated) and, for the professionals, evaluating alternatives to improve the training and the knowledge in this field. The possibility of carrying out a complete and comprehensive training with the option of combining the public and private operators with a multidisciplinary training, was a new experience in our context, and therefore was a challenge for us, but also a commitment to release the results of it and could be a starting point for other initiatives.

To summarize, after completing a join review (with the associated and collaborators in the project) about the training sessions which have been carried out in the dif-

ferent training areas, we can discern a number of elements that should be included in the training sessions considering the importance and the need to deepen the themes and other ideas that were collected as well as the lack of trainings in our society.

The structure of proposed training with structured content in generic way is composed as follows.

Here we can see the contents and profiles of the training teachers. Note that the training was conducted in the high recognized training centre in the legal field, Center for legal studies of Catalonia – Centre d'Estudi Jurídics de Catalunya –, which has been responsible of it.

In this sense, a training not only with professionals from different disciplines and different working environment but also, and this is what we highlight about the project, the possibility of merging, in the same classroom, diverse professionals from many different fields and with various problems (common ones and some other very different), with shared needs and other specific, but many points in contact. This has facilitated the rapprochement between different realities, and the sharing of varied experiences and practices. It has also led to the creation of positive synergies work beyond the course itself, and profitable by working with women, and work dynamics that so far tended to be limited to very specific professional environments.

The training ends up becoming the natural space to open bridges of dialogue between professionals of different fields, who rarely share training areas, and this has allowed a transverse approach, a rich vision that design the complexity of the work from different perspectives and sometimes facilitated a critical vision, discerning the weakness in the system itself and encouraging debate on the problems arising day to day.

The interaction that occurred in the areas of training and focus internal contents, materials and with a balance work between theoretical and practical contents facilitated the discussion in all sessions. Although in some cases this system can become a referent model, the training allowed us to put on the table the deficiencies and critical visions.

The creation of the discussion area facilitates the construction of alternatives proposals and the emergence of different aspects that could be a starting point for further works.

There was a general consensus among students to evaluate positively the training, highlighting some aspects like: professional profile of the trainers, the multidisciplinary training, the diversity of the assistants – specially public operators who assessed positively making a training together –, the creation of common areas that allowed sharing opinions and the practicum of the operators who are involved in the day to day with situations of violence against women.

The training was developed in two blocks. One in which public and private operators were in separately groups and then, in the second part, there was the integration of the two groups which led the creation of joint working spaces. The distribution of the training, which was developed under the guidelines of the project, resulted in different discussions and reflections. The integration of the two groups reassured issues that has arisen in both groups and noted other contributions previously focused in each group.

So with regard to conclusions or prominent generic aspects they focus on the need for specialized and required training for the staff of justice administration, as well as other operators involved. It refers to the realization of a basic training and another with a range of expertise, to provide tools and skills, improving the direct contact to the victim. The administrations and the services should support the victims forming the legal representatives with quality training, so that women can sustain the process in which they are. In this way they suggest an increase in trainings to response to a complex reality that requires a comprehensive and holistic approach. The aim is to facilitate the implementation of the existing system because sometimes the routes to be followed by women who are in a violent situation are multiplied.

As a general conclusion, the training has shown that there is a need to continue working on issues of awareness due to the social and cultural roots of violence against women. In this way, the principal aim is that the law should answer to the extremely complex reality with high levels of invisibility. (According to data from victimization surveys it's only reported 20% of violence against women cases.)

Another conclusion that appeared in the evaluations was the need for more knowledge about the psychological effects of violence against women because many professionals had never been trained on the subject and didn't know the complexity of the psychological imprint. The lack of strategies and tools to evidence and visualize the psychological violence was something that worried the audience. In this regard it was noted that it would have been appropriate for future editions to expand the number of hours devoted to the consequences of violence on women's health, as well as the difficulty to visualize the psychological violence which causes effects that are more permanent and intolerable than physics. Instruments to assess such violence must evolve because the judicial system could determine with much more effectiveness this type of violence.

The analysis of litigation from case studies was something that was requested for the audience. It would have been very positive for them to deepen in the cases raised.

It was also highlighted the suitability of the training task that took place on coordination and operators knowledge of the network. It was shown a lack of knowledge regarding referral services. In a discussion the audience suggested the need for coordinated protocols because it was showed the ignorance of many professionals which just triggers a lack of use of existing resources. In this sense, it was highlighted the opportunity to know in more detail the network itself, as well as coordination procedures. For the majority it represents a door for future collaborations.

The final ratings for the training were very positive. Everybody pointed to the suitability of repeating this training. Some of them exposed the need for an increase of hours in some subjects, as mentioned above.

One of the main problems we found in our experience was the difficulty to combine the timetable and the day to day of private operators.

So as, to note some macro aspects we can say that LEXOP project consists of reality and practicality as there is a clear and direct impact on the treatment given to

the women and there is also an evidence to repeat it. The contents and also the areas of relationships and discussions allowed the professionals to be in contact with other professionals and to weave complicity networks

The capacity of the LEXOP project to generate dynamics beyond the project itself is one of the key elements to emphasize.

So, it has been shown that more space should consolidate in training professionals from different fields and areas. This poses a new challenge, as the classroom management and content varies because the discussions are in the different spaces, the more common practise. This implies the need for an excellent choice of staff, and those critical or innovative contents that represent new challenges. The training should be a reception area of knowledge and also a space where the knowledge is generated and where there is an effective return to practise. It also should be a high level training, the need to build bridges with the direct reality and should become an instrument that manages knowledge. It is necessary to share experiences and also anxieties and difficulties. So it should be a training where real knowledge is generated and applied.

This is one of the strengths of the LEXOP project. So the need to work together, a sharing space which improves the interactions between the professionals from different fields will provide higher quality and will evolve the systems and the procedures which finally will impact directly to the victims. In this respect, internal and external assessments have been very positive. So LEXOP project has been a really interesting experience.

Training activity evaluation form

Partner Generalitat of Catalonia - Ministry of Home Affairs. General Direction of Security Administration.

Date 3 October 2012.

Total amount of hours: 65.

Started on 16 November 2011 ended on 20 January 2012.

Reason for any change of the initial schedule: no change.

Subdivision of the training hours

Nº 25 hours for public operators: nº 8 Meetings each one of nº 3, 1 (average) hours.

Nº 25 hours for private operators: nº 7 Meetings each one of nº 3, 6 (average) hours.

Nº 15 hours for both public and private operators: nº 5 meetings each one of nº 3 (average) hours.

Reason for any change of the initial schedule: no change.

Description of the target groups

Number of participants: 76.

Magistrates nº

(Specifying the different office in which they work)

- Prosecutors nº 1.
- Judges nº 26.
- Judicial Secretaries nº 5.
- Experts nº 2.
- Lay magistrate nº 1.
- Other magistrate nº

Law Enforcement agents/Police nº

(Specifying the different office in which they work)

- State Police nº 5.
- Local Police nº 5.
- Forensic pathologists nº 3.
- Lawyers nº 28.
- *Other notes.*

Target of the teachers

Number of the teacher nº 34.

- Lawyers nº 3.
- Magistrates nº 3.
- Academic teachers nº 2.
- Associations nº 1.
- Gynaecologists nº 0.
- Prosecutor nº 1.
- Forensic pathologists nº 1.
- Psychologists nº 4.
- Criminologists nº 0.
- Social workers nº 5.
- Law Enforcement agents nº 5.
- Others nº 0.
- Doctors nº 1.
- Psychiatrists nº 4.

Number of paid teachers: 18.

Number of unpaid teachers: 16.

Teaching techniques

- lesson YES.
- discussion YES.
- slides and power point YES.
- role playing YES.
- analysis of practical cases YES.
- working groups YES.
- information videos YES.
- other techniques...

Recording of the meetings	YES	NO
Transcription of the meetings recordings	YES	NO

Visiting members of the local network

Associations (listing which ones) ...

- TAMAIA, live without violence.

Local authorities (listing which ones)...

- Minister of Home Affairs of the Generalitat.
- Ministry of Social Welfare and Family: Secretary of Family and Catalan Institute of - Women.
- Ministry of Justice of the Generalitat: Office of Attention in the Victim of the Crime.
- Department of Health. Clinic Hospital of Barcelona.
- Town council of Barcelona.
- Town council of Vilafranca del Penedes.

Other institutions:

Judiciary:

- Provincial Audience of Tarragona.
- Provincial Audience of Girona. Member of the General Council of the Judicial Power.
- Prosecutor Coordinator of Violence and family of the Prosecutor Office of Barcelona Province.

Professional bodies:

- Catalan Institute of Advocacy (ICAB).
- Institut of forensic medicine of Catalunya.

Law enforcement agent:

- General Direction of the Police of the Generalitat – Mossos d'Esquadra.
- Local policemen.

Prefecture...

Other visiting members.

Indicators for the monitoring and the quality evaluation

Refused requests of participation and/or application n° 3.

Participation of at least 30 operators for each target: 48 public lex-opertors and 28 private lex-operators.

Continuity of the participation percentage (on the basis of the number of the hours)

Participants who have attended at least 80% of the hours of the training course n° 35.

Participants who have attended at least 60% of the hours of the training course n° 11.

Participants who have attended at least 40% of the hours of the training course n° 11.

Other notes 19 participants have not overcome the established percentages.

Continuity of the participation percentage (on the basis of the number of the meetings)

Participants who have attended at least 80% of the lessons of the training course nº 41.

Participants who have attended at least 60% of the lessons of the training course nº 11.

Participants who have attended at least 40% of the lessons of the training course nº 3.

Other notes 21 participants have not overcome the established percentages.

Evaluation and approval of the training activity

Percentage of participants who have positively evaluated the training course with regard to expectations: 80% nº 75.

3 persons think that more sessions or money to carry out what should be made to work more in network were missing.

Percentage of participants who have positively evaluated the training course with regard to its usefulness for their job: 85% no. 75.

Achievements of the goals

increase of awareness on the field of gender violence: 85%.

improvement of the reception and listening skills: 70%.

editing of vademecum: 75%.

creation of the conditions to elaborate an operative protocol: 75%.

creation of the conditions to elaborate an integrated network protocol: 70%.

sharing of experience and working method: 90%.

IV.1.3. BARCELONA. ALBA ALFAGEME

Reflect how the LEXOP project is developing in Catalonia, and especially the main ideas about the different activities which have been done in this way.

Initially, I would like to thank on behalf of the Interior Department of la Generalitat de Catalunya the possibility of being part of a very interesting experience as being the LEXOP project. This project gives a value to the professionals who work in the field of violence against women and is encouraging the dynamics to increase the intervention and direct attention task of this phenomenon.

The chance to meet other legal realities and the work and experience of these different countries that creates the universe of the project, offers the opportunity to improve our proposals and highlight new ones which will help to increase the work of this subject.

In this way, we start our participation in the project in March 2011. It involves the research and the collaboration between different fields which could attend two associates and four collaborators.

The implementation of this project allowed the possibility of linking services, departments, entities, associations, etc. and it also allowed building a common workspace where we could develop our project.

All this work allowed to discuss together and it led us some tasks of researching and gathering previous information in order to reflect on the situation in Catalonia and Spain in terms of violence against women, especially with the regard to legal framework and resources. The sum of all this work, has been also materialized in the implementation and realization of a high level training for professionals working in this field.

The fact of making a huge diffusion about the formation allowed us to have a very broad and diverse audience and it obviously enriches the discussions that have been arose in training areas. This training area has been very useful and highly complex because everybody who took part in these groups had been working in this field.

LEXOP has allowed us to take part in a project of this nature. It allowed us: to

bring order to various initiatives and collect data on violence against women in our country, rethink formations that were taking place (consider some contents which in some cases were unrelated) and, for the professionals, evaluate alternatives to improve the training and the knowledge in this field. The possibility of carrying out a complete and comprehensive training with the option of combining the public and private operators with a multidisciplinary training, was a new experience in our context, and therefore was a challenge for us, but also a commitment to release the results of it and could be a starting point for other initiatives.

To summarize, after completing a joint review (with the associated partners and collaborators in the project) about the training sessions which have been carried out in the different training areas, we can discern a number of elements that should be included in the training sessions considering the importance and the need to deepen the themes and other ideas that were collected as well as the lack of trainings in our society.

The proposed training has a generic structure composed as follows.

Here we can see the contents and profiles of the training teachers. Note that the training was conducted in the high recognized training centre in the legal field, Center for legal studies of Catalonia – Centre d'Estudi Jurídics de Catalunya –, which has been responsible of the training.

In this sense, a training not only with professionals from different disciplines and different working environment but also, and this is what we highlight about the project, the possibility of merging, in the same classroom, diverse professionals from many different fields and with various problems (common ones and some other very different), with shared needs and other specific, but many points in contact. This has facilitated the rapprochement between different realities, and the sharing of varied experiences and practices. It has also led to the creation of positive synergies work beyond the course itself, and profitable by working with women, and work dynamics that so far tended to be limited to very specific professional environments.

The training ends up becoming the natural space to open bridges of dialogue between professionals of different fields, who rarely share training areas, and this has allowed a transverse approach, a rich vision that design the complexity of the work from different perspectives and sometimes bring a critical vision, discerning the weakness in the system itself and encouraging debate on the problems arising day to day.

The interaction that occurred in the areas of training and focus internal contents, materials and with a balance work between theoretical and practical contents facilitated the discussion in all sessions. Although in some cases this system can become a referent model, the training allowed us to put on the table the deficiencies and critical visions.

The creation of the discussion area facilitates the construction of alternatives proposals and the emergence of different aspects that could be a starting point for further works.

There was a general consensus among students to evaluate positively the training, highlighting some aspects like: professional profile of the trainers, the multidisciplinary

nary training, the diversity of the assistants – specially public operators who assessed positively making a training together –, the creation of common areas that allowed sharing opinions and the practicum of the operators who are involved in the day to day with situations of violence against women.

The training was developed in two blocs. One in which public and private operators were in separately groups and then in the second part there was the integration of the two groups which led the creation of joint working spaces. The distribution of the training, which was developed under the guidelines of the project, resulted in different discussions and reflections. The integration of the two groups reassured issues that has arisen in both groups and noted other contributions previously focused in each group.

So with regard to conclusions or prominent generic aspects they focus on the need for specialized and required training for the staff of justice administration, as well as other operators involved. It refers to the realization of a basic training and another with a range of expertise, to provide tools and skills, improving the direct contact to the victim. The administrations and the services should support the victims forming the legal representatives with quality training, so that women can sustain the process in which they are. In this way they suggest an increase in trainings to response to a complex reality that requires a comprehensive and holistic approach. The aim is to facilitate the implementation of the existing system because sometimes the routes to be followed by women who are in a violent situation are multiplied.

As a general conclusion, the training has shown that there is a need to continue working on issues of awareness due to the social and cultural roots of violence against women. In this way, the principal aim is that the law should answer to the extreme complexity reality with high levels of invisibility. (According to data from victimization surveys it's only reported 20% of violence against women cases).

Another conclusion that appeared in the evaluations was the need for more knowledge about the psychological effects of violence against women because many professionals had never been trained on the subject and didn't know the complexity of the psychological imprint. The lack of strategies and tools to evidence and visualize the psychological violence was something that worried the audience. In this regard it was noted that it would have been appropriate for future editions to expand the number of hours devoted to the consequences of violence on women's health, as well as the difficulty to visualize the psychological violence which causes effects that are more permanents and intolerable than physics. Instruments to asses such violence must evolve because the judicial system could determine with much more effectiveness this type of violence.

The analysis of litigation from case studies was something that was requested for the audience. It would have been very positive for them to deepen in the cases raised.

It was also highlight the suitability of the training task that took place on coordination and operators knowledge of the network. It was shown a lack of knowledge regarding referral services. In a discussion the audience suggested the need for coordinated protocols because it was showed the ignorance of many professionals which

just triggers a lack of use of existing resources. In this sense, it was highlighted the opportunity to know in more detail the network itself, as well as coordination procedures. For the majority it represents a door for future collaborations.

The final ratings for the training were very positive. Everybody pointed to the suitability of repeating this training. Some of them exposed the need for an increase of hours in some subjects, as mentioned above.

One of the main problems we found in our experience was the difficulty to combine the timetable and the day to day of private operators.

So as, to note some macro aspects we can say that LEXOP project consists of reality and practicality as there is a clear and direct impact on the treatment given to the women and there is also an evidence to repeat it. The contents and also the areas of relationships and discussions allowed the professionals to be in contact with other professionals and to weave complicity networks

The capacity of the LEXOP project to generate dynamics beyond the project itself is one of the key elements to emphasize.

So, it has been shown that more space should be given to the training of professionals from different fields and areas. This poses a new challenge, as the classroom management and content varies because the discussions are in the different spaces, the more common practise. This implies the need for excellent choice of the staff and of those critical or innovate contents that represent new challenges. The training should be a reception area of knowledge and also a space where the knowledge is generated and where there is an effective return to practise. It also should be a high level training, and given the need to build bridges with the direct reality and it should become an instrument that manages knowledge. It is necessary to share experiences and also anxieties and difficulties. So it should be a training where real knowledge is generated and applied.

This is one of the strengths of the LEXOP project. So the need to work together, and sharing space which improves the interactions between the professionals from different fields will provide higher quality and it will evolve the systems and the procedures which finally will impact directly to the victims. In this respect, internal and external assessments have been very positive. So LEXOP project has been a really interesting experience.

So, without any other delay, I would like to thank again for the opportunity to be here today and I hope we all continue this task with the LEXOP project both for the people who are involved in it and for people who drive it, as it is happening so far.

Ultimately I would like to point out that the LEXOP project strengthens a work system in which Catalan people believe: together we will arrive far away. The more we are the higher goal we will reach.

IV.1.4.

BARCELONA. PLAN TO FIGHT DOMESTIC AND GENDER VIOLENCE

Introduction

Along the current office term,¹ the (Catalan) Ministry of Home Affairs has decided to deal with the serious issue of domestic and gender violence, by adopting a more comprehensive perspective and with the purpose of improving protection of domestic and gender violence victims, as regarding the efficiency and the effectiveness of its intervention in protecting victims.

This implies the improvement of its intervention mechanisms as in the police role through the Victim Attention Groups (VAG)², as in the research of a deeper knowledge on victims background, in order to achieve a preventive approach and avoid the abuses of the first level of victimization, which usually lead to further and continuous abuse, and so threatens both the physical and psychological health of any citizen.

Furthermore, the Ministry of Home Affairs is strongly committed to applying the law 5/2008 on Women's Right to Eradicate Chauvinistic Violence, and carrying out a joint intervention along with other Ministries of the Government, in order to improve and coordinate its action also together with the persons directly involved. In addition, this action is meant to include two other groups of individuals, which, according to police data, suffer from a high level of victimization as regarding domestic abuse: elder people and children.

Thus, during this latter office term, the Ministry of Home Affairs tackles the issue while facing a tough economic crisis, which is lasting over a long term, and which has brought to reorganizing the Government assets with the purpose to improve both the effectiveness and efficiency of its outcomes.

Consequently, the Plan to Fight Domestic and Gender Violence is created to offer a solution to this social scourge, and sets up the Support Unit for the Attention to Victims within the General Direction of Security Administration, in order to carry out the mentioned objectives (so replacing the previous Security Program against Chauvinistic Violence).

¹ 2010-2012.

² GAV, Grups d'Atenció a la Víctima.

1. Basic tenets of the Plan

Definition

The Plan to Fight Domestic and Gender Violence addresses the problem of abuse in different individuals with a high risk of vulnerability, such as women, children and elder people.

The Plan stems from a systematic model of public intervention based on strategic planning and which includes, among its functions, further specific programs, projects and protocols.

Its main functions are those of ensuring citizens' security and protecting them in any case of potential or actual abuse.

In this latter Plan, victims become the backbone sustaining public intervention, thanks to police activity, and in order to consolidate a network of protection for neutralizing both the risk of potential crime and actual crime itself.

This Plan is focused on the victims of *sexist violence*, which is mainly directed against women (including gender violence) and that nowadays corresponds to 80% of abuse crimes.

Furthermore, it encompasses the so-called *domestic violence*, which is carried out by an individual on one or more member of the family unit (from statistical data, two groups of people are remarkable for being victimized and, for their own nature, more likely to be vulnerable: children and elder people).

Scope

The scope of this Plan responds to a series of clearly defined objectives:

- The main objective of the Plan is to avoid that any individual might be guilty of abuse and still remain unpunished and that our country become as much as possible free from abuse.
- By the available means and assets, the Ministry of Home Affairs has to avoid that any systematic abuse of a woman, a child, or any aggression to an elder person might be carried out, as soon as this abuse is detected on a preliminary stage.
- Appropriate attention to and protection of victims is required.
- Ensuring and maintaining citizens' security is among the Government's objectives.
- In order to spend public money more efficiently, inversions have to be made for improving attention to and protection of victims, as well as for improving coordination among others Ministries.

Strategic Objectives

The Plan has three strategic objectives clearly specified:

- *Decrease notably the number of victims.* By having a better knowledge of the victim's environment, it is more feasible to create a network of protection, with the collaboration and participation of public administration, organizations, bodies, associations etc., and so empowering preventive action.
- *Ensure the security of the victim.* It is necessary to implement a police specific system of risk assessment, the effective monitoring of judiciary protection orders and their updating in police recordings.

– *Ensure and improve attention to victims.* In order to do that, proper coordination is needed among Victim Attention Groups and other bodies of the Ministries, with the objective of speeding up the procedure and avoiding the re-victimization produced in reporting the abuse to several institutions, that means defining new procedures as well as reviewing the existing ones to adapt them to the new Plan.

2. The need to coordinate action with other Ministries

Coordination with other Ministries of the Catalan Government is a key element in the fight against domestic and gender violence.

For this reason, the Plan includes bilateral working committees among four Ministries involved in the fight against domestic and gender violence and proposes a series of joint actions, as outlined below.

Area 1: Bilateral measures with the Ministry of Justice

– Action 1: share electronically the Central Register of Protection Orders between the Ministry of Home Affairs and all the courts of Catalonia, and by doing so facilitate the monitoring and implementation of proceedings against abuses whose victims are under protection orders.

– Action 2: convene the Technical Commission to monitor protection orders annually or any time it is considered appropriate, by initiative of either parties.

– Action 3: start the protocol of implementation which was signed on November 2010 and which contains proposals for improving coordination between both Ministries.

– Action 4: propose to issue a questionnaire on risk assessment for abusers of victims of domestic and gender violence, for those listed in the VIDO Rehabilitation Program 3.

Area 2: Bilateral Measures with the Ministry of Welfare and Family

– Action 1: create a protocol between the Ministry of Home Affairs and the Ministry of Welfare and Family to shelter the victims in temporary accommodation for any emergency situation, including outside Catalonia.

– Action 2: implement the electronic protocol to entry data from the Unified Register of Children Abuse (RUMI).⁴

– Action 3: conclude the protocol of implementation between the Secretary of Childhood and the Police General Direction, in order to ensure children and teenagers protection.

– Action 4: establish a protocol of contact between the Victim Attention Groups and the women's information and consultancy services (SIAD),⁵ in order to detect and prevent abuses.

– Action 5: continuous and coordinated work with the Women's Catalan Institute (ICD),⁶ by means of collaboration agreements and the creation of several working groups on issue related to sexist violence.

Area 3: Bilateral measures with the Ministry of Health

– Action 1: introduce the Victim Attention Groups to professionals of public health (doctors, nurses and social assistants), in order to compensate the lack of awareness on the topic and inform about the new police intervention model.

– Action 2: create a protocol of coordination between the Ministries of Home Affairs and Health to tackle any kind of abuse detected in primary assistance centers or hospitals.

Area 4: Bilateral measures with Ministry of Education

– Action 1: introduce the Victim Attention Groups to students in public secondary school so they can consider them as community police and address them in case they might need and ask for help.

3 VIDO, Violència Domèstica.

4 RUMI, Registre Unificat de Maltractament Infantil.

5 SIAD, Serveis d'Informació i Assessorament a la dona.

6 ICD, Institut Català de les Dones.

– Action 2: by means of Victim Attention Groups, provide talks to parents associations to teach them how to detect behaviors of verbal, economical, physical or psychological violence which might target their children, in order to help them in case they were victims of physical or psychological aggressions.

IV.2.1. ATHENS. RESEARCH REPORT

The policies to combat violence against women in Greece are relatively recent compared to the policies of other European countries. Nowadays, social cohesion is being threatened because of the euro zone economic crisis part of which is Greece. Therefore it is important to understand in depth how the existing support structures for women victims of violence and other institutional bodies work together, in order to find appropriate solutions both at institutional level and in the field of social solidarity and cohesion.

In the following text, the key policies to combat violence against women in Greece, as well as the country's commitments vis-à-vis the European and international institutions are being presented. Later we describe the current state of both the institutional level and the supporting structures, by presenting a brief analysis of the current legal framework. The organization's experience of implementing the training programme of LEX OPERATORS in Athens (March 2011) enriched our views on a framework of principles and a protocol of operation and collaboration between public and private lex-operators respectively. The key points of such a protocol are also presented along with our suggestions for the improvement of the quality of their operation and their effective intervention.

1. National policy for combating violence against women (2000-2013)

As it is known, gender equality policies in Greece, were the subject of a distinct public policy since 1981 with a considerable delay since the respective European policies, date back to the 1970s. This delay followed the specific policies to address violence against women.

The original country commitments derived from the Convention on the Elimination of Discrimination Against Women (CEDAW), which was signed in 1979 and has already been ratified by Greece in 1983 (law 1342/1983). Greece also ratified the Op-

tional Protocol in 2001 (law 2952/2001). However, the report of the UN Committee on the Elimination of Discrimination against Women evaluated the progress in Greece in this specific field in 2002, on the basis of the country report of 1996-2000, and recommended the rapid adoption of legislation on domestic violence, intimate partner violence and awareness-raising measures through media and school educational programs. In the same direction were the Recommendations by the UN Commission on Human Rights, on 31 March 2005, considering the course of implementation of the International Covenant on Civil and Political Rights. This Commission recommended the promotion of specific legislative provisions on domestic violence and intimate partner violence, including rape in marriage. Greece also signed the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (CAHVIO) in Istanbul in May 2011, which is yet to be ratified¹.

The adoption of law 3500/2006 on domestic violence, which will be analyzed in a following chapter, put an end, at least temporarily, to most of the consecutive recommendations.

In Greece there has been a renewal of intervention regarding violence against women. In summary we can talk about a two-pronged approach. On the one hand, we find institutional and official bodies (police, forensic services – nursing staff, prosecutors, judges, lawyers, social services of municipalities) and on the other, a partial but extremely important renewal and extension of the network of support structures under public scrutiny (Refuges/Counselling Centers). At the same time, the reform of Regional and Local Authorities (Kallikratis) made structures and services of a social nature available, under the concept of Gender mainstreaming. Many problems still exist, mainly because of their nation wide balanced distribution/location and lack of staff human resources, and public funds.

The issue of the development of civil society remains open, as few and narrowly focused NGOs or other voluntary organizations face serious problems in the financing of their activities, being dependent almost exclusively on State or European funding, are thus constrained to play an important role alongside public support structures and services.

In particular, the situation in Greece today, despite the enactment and application of the law 3064/2002 (combating trafficking in human beings, crimes against sexual freedom, child pornography and generally the economic exploitation of sexual life and assistance to the victims of those acts) and the law 3500/2006 (combating domestic violence and other provisions), has not changed in terms of the size and extent of trafficking of women for sexual exploitation and domestic violence. On the contrary, murders by partners, honor crimes, physical and psychological abuse of women have increased. For example: in 2009 (up to September) the counselling Centers in Athens and Piraeus of the GSGE received 1,419 calls and performed 657 appointments with women who requested and received psychosocial support and legal counselling for abuse issues.

¹ The Convention can be found in www.isotita.gr.

2. Actions of the national programme for combating violence

For the first time in Greece an Action Plan to combat gender-based violence is implemented (different to the Equality Programme, part of which it was until today) with full funding by the NSRF (National Strategic Reference Framework).

The basic sets of actions of the national programme refer to:

a. LAW-Improvement and strengthening of legislation

In the context of the revision of the Penal Code, the laws on domestic violence (law 3500/2006), the law on rape and trafficking in human beings – trafficking in women – are going to be revised. The ratification of the Council of Europe Convention on Action against trafficking in human beings is a priority.

b. STRUCTURES-Accommodation and Counselling Centres

- The General Secretariat for Gender Equality (G.S.G.E.) created twelve new Counselling Centres, one in each administrative region of the country, whereas two other centers already operating in Greece were upgraded, one in Athens and one in Piraeus. Centers are staffed with scientific personnel (psychologist, social worker, lawyer, and administrator).

- Local accommodation centers (refuges) for victims of gender violence were created at the capitals of 13 Regions, where the counseling centers are located, and the one Counselling center, already working, was upgraded. The refuges capacity is for 20 people, for women with their children, with specialized scientific personnel in violence issues.

- A nationwide SOS telephone line of the G.S.G.E is already operating for immediate counselling for women victims of violence in 24-hour basis and 365 days a year. The line operates in more languages in order to meet the needs of immigrant women.

c. SERVICES-Development of support services, legal assistance, electronic information

Support and assistance provided by the Counselling Centers of the GSGE and the Local Authority's accommodation centers offer:

- Updating and information by experts
- Psychosocial support of women victims and their children
- Legal Advise and information about their rights
- Referral and accompany of women to the police and prosecutors' offices, hospitals, and other services.

Consulting services for the social and economic integration of women victims are offered by other agencies (Manpower Employment Organisation, Ministry of health and welfare, and other non profit associations):

- Provision of legal assistance (legal aid) in collaboration with the bar associations.
- Electronic information and counselling with e-services through the portal of G.S.G.E.

d. PREVENTION-raising public awareness

Public awareness campaigns on gender-specific forms of violence (domestic violence, trafficking, rape etc.) addressed to:

Firstly, women: to encourage them to go to Counselling Centers and ask for assistance with slogans like “Break the silence”.

Secondly, men: to encourage them to be involved in a campaign for not being violent with slogans like “Zero Tolerance” i.e. White Ribbon campaign. Moreover in cooperation with the National Broadcasting Council, messages that promote the dignity of women and denounce acts of violence against women are disseminated.

*e. TRAINING-Training of personnel of public administration**Training of public officials*

Training of all public officials to whom the victims of violence are addressing (police, health and welfare professionals, prosecutors, judges, etc) but also of prison staff at women’s prisons, in order to deal with sensitisation of those involved in acts of violence against women. Educational programmes are being implemented in collaboration with the National Centre for Public Administration.

Training of executives of counselling and accommodation centers

Executives of counselling and accommodation centers (social workers, psychologists, etc.) will be trained in modern approaches of victims and perpetrators in cases of violence so that they can cope sufficiently with any issues that may appear.

f. Documentation-research

Conduct of a nationwide population survey to explore the parameters of gender-based violence and its effects on living and working conditions for women and men.

Sociological research on honor crimes, murders of women – partners and rape, in order to investigate the conditions that foster aggressive behaviors.

Development of monitoring tools (indicators, reports of ministries – police incidents, incidents of hospitals, medical protocols for abuse etc.).

g. Civil society

Women’s organizations and civil society organizations are expected to strengthen public policies to deal with the phenomena of violence and gender equality. Additional support has been given to NGOs which implement specific actions designed to address violence against women.

i. Legal framework of cooperation

Inter-ministerial cooperation with Ministries of citizen protection (cooperation in the fight against human trafficking and domestic violence) and the Ministry of Health and Social welfare (for assistance to victims) with a view to coordinate actions and gender mainstreaming in their policies.

Re-activation of the National Observatory for the fight of violence against wom-

en, which was established by the Secretariat for Gender Equality in 2003 with the participation of women's organizations active in this field.

The new institutional framework for the restructuring of the Regional Authority system of the country and the new possibilities to implement policies to combat violence against women in local-regional level.

A new system in the Local Authorities is introduced with the implementation of Law 3852/2010 "Reform of Local decentralized Administration – Kallikratis" and the forming of new wider regional self-government units. This system has qualitative and quantitative features that highlight its role as policy-making and policy implementation body in both local and supra-local level. Important possibilities for issues relating to gender equality, including combating violence against women, are created, to the extent that the refurbished municipal and regional services will undertake the development of local gender equality programmes with targeted actions.

National cooperation framework between G.S.G.E and Lawyers associations

G.S.G.E. has signed a cooperation protocol with the Lawyers associations of the country, to ensure as far as possible the legal support of women victims of violence who resort to accommodation and counselling centers and wish the judicial investigation of their abuse on the basis of the new law 3500/2006 and other related issues directly or indirectly (divorce, precautionary measures for children's custody, etc.). This requires specific training of the Lawyers members of the Association that wish to join a list of legal assistance in matters relating to gender equality and support victims of violence so that they can deal with the complex task of judicial support for the victims and the cooperation with specialized staff of the accommodation and counseling centers.

3. Legal framework for domestic violence

Domestic violence is mentioned in law 3500/06 "For combating domestic violence and other provisions" which comprises the following provisions:

a. Defines domestic violence, family or community and the victim. According to art. 1, domestic violence is considered the "committing a crime against a member of the family, in accordance with articles 6, 7, 8 and 9 of law 3500/06 and articles 301 and 311 of the Penal Code". Moreover family or community is: a) spouses or parents and first and second degree relatives by blood or by marriage and adopted children, b) relatives by blood or by marriage up to fourth degree and persons whose legal commissioner or foster parent is a family member, if they cohabit, and any minor person living in the household, and c) the permanent companion of man or woman and children, common or one of them, if they cohabit, and the former companions. The community is distinguished with the family in the strict sense of the term, where the relationship between spouses, parents and children, common or one of the spouses, justifies the rigorous treatment of these crimes, regardless of where they live, and in the family with the wider sense (quasi family), i.e. relatives up to fourth grade – the

fourth grade was chosen for the reason that until the fourth grade is the intestate succession. This setting also refers to permanent companions, common children, of one of them or adopted, if they cohabit. With the proximity provision all underage persons who cohabit with the family regardless of the relationship and the reason of proximity are also protected. Finally, victim of domestic violence is considered to be any person in the previous paragraph under articles 6, 7, 8 and 9. Victim is also a member, in whose family a crime was committed under articles 299 and 311 of the Penal Code, as well as the minor referred to in paragraph 2, in front of whom one of the crimes of this provision was committed. The concept of the victim and the cycle of the immediately injured and therefore entitled to a civil claim are broadened to third persons who have suffered damage reflective.

b. It prohibits the use of force declaring that “all forms of violence among family members are prohibited”. The legal conceptualization of violence by the law is made in the explanatory memorandum of law 3500/06. Violence is defined on the forms of the event, such as physical violence (absolute and psychological) violence against things, violence and illegal threat and lastly the psychological and physical torture of the victim. For even further conceptualization of violence (including rape, the criminalization of which was our country’s international commitment), the authors of the explanatory memorandum refer to the Declaration of the United Nations for the Elimination of violence against women.

c. It includes domestic violence in evidence of marriage breakdown by replacing the second paragraph of art. 1439 of the Civil Code.

d. It prohibits physical violence against minors by providing that “On the exercise of physical violence against a minor, as an instrument of reform, in the context of his upbringing, the article 1532 of the Civil Code is applied”.

The above statement has sparked many reservations as it excludes other potential cases of practice, for example for educational reasons.

e. It provides for indemnification of damages which may not be less than 1000 Euros, unless the victim asks for a smaller amount.

f. It provides for simple and continuous physical damage a one year imprisonment, for dangerous bodily injury an imprisonment of 2 years, for aggravated bodily injury an imprisonment up to 10 years, for intended aggravated bodily harm, incarceration, for the illegal violence, imprisonment of six months, for threatening imprisonment of at least 10 days and for opposing sexual dignity imprisonment up to 2 years.

g. It protects pregnant women and other vulnerable family members from domestic damage applied on them.

h. It criminalizes rape in marriage by amending the provisions of article 336, par. 1 and article 338 par.1 of the CC and by clearing the term “out of marriage”, so that rape and abuse are considered to be criminal even within marriage.

i. It enhances the protective framework aiming on the fast adjudication of crimes of domestic violence, the avoidance of “secondary” victimization of victims and their protection of social vilification, which rendered impossible the report of domestic violence incidents.

j. It provides for penal mediation (art. 11-14). The criminal mediation is a new institution in our country, despite the fact that it was used as a reforming means in the form of “conciliation between the minor and the offender and the victim for expression of apology and out-of-court settlement of the effects of the Act” in art. 122 paragraph, part E’ of the CC (art. 1 of Law 3189/2003). The mediation relates to domestic violence crimes that have misdemeanor character, aimed at the victim to feel secure to report the violent behaviour without the fear of the time consuming and stigmatizing criminal justice mechanism. This institution gives the victims the opportunity to engage in a process with an impartial third party, which aims to find ways to solve this behavior.

The process is triggered either by beginning preliminary examination after a complaint by the victim or third-party complaint or initiate proceedings automatically by the police. The possibility of mediation is investigated by the competent public prosecutor².

From the perspective of the alleged offender, in order to begin the process of mediation, he should declare unconditionally that he is a) willing to promise that he will not in the future commit any act of domestic violence and that in the case of cohabitation, he will accept to stay outside the family home for a reasonable period of time, if the victim suggests so. For this reason, a report is drawn under the article 148 of the Code of Criminal Procedure. He is willing b) to attend a specific counselling programme for the treatment of domestic violence in a public institution, in any place and for as long as a therapist defines appropriate. The Manager of the programme certifies the attendance by the offender. The certificate is attached to the file folder. The subject of this counselling programme and the number of sessions that he attended are mentioned. He is willing c) to erase or to rehabilitate, if possible, the consequences caused by the act and to pay reasonable remuneration to the victim.

If the victim of domestic violence is a minor, criminal mediation is done by the juvenile prosecutor and the acting guardian, provided this is not the same person as the alleged perpetrator of the crime. If there is no consensus, mediation is not possible. The minor who has reached the 14th year of age can, if he/she wishes to be part of the procedure.

If the process of criminal mediation is agreed, then it shall be recorded in the criminal record and kept for a period equal to the limitation time prescribed by law for the respective crime. If the person concerned complies with the terms of criminal mediation for a period of three years, then the procedure is completed

² Many reservations have been formulated for both the prosecutors and the police officers, who, despite their kind efforts; they carry additional burden and responsibilities due to their lack of expertise. Therefore, it is considered necessary to establish and strengthen the support structures and to establish a special body appropriately trained which victims can appeal directly to. Moreover proposals, such as the staffing of the police with specialized police officers or more women, moves in the direction of optimizing the service towards the more effective application of the law. See comments and suggestions of the Association for women’s rights in the draft law on domestic violence. “Ο Αγώνας της γυναίκας”, n. 81, p. 13.

and the State's prosecution for the crime is eliminated. If the Prosecutor discovers wrongful non-completion of the criminal mediation, he can interrupt the process and cause the retroactive removal of results. In this case the Prosecutor re-opens the case, and the criminal proceedings continue based on the relevant provisions of the Code of Criminal Procedure, without the possibility of submitting a request for criminal mediation. During the criminal mediation, the regarding act is pending. The criminal prosecution act, for an act for which the prosecution of the State was eliminated, due to completion of the criminal mediation process, is unacceptable. The limitation of action shall be suspended until the completion of the process of criminal mediation. The denial of one of the parties to accept the mediation or the failure of its completion, for any reason, does not induced any negative procedural or substantive consequence in the following criminal trial. Furthermore, the agreement of the parties for the initiation of criminal mediation applies as a compromise to pecuniary claims for the crime of domestic violence. If within three years of filing, the alleged offender does not comply with the terms of the agreement, then the agreement can be reversed with the victim's initiative (mainly concerns cases where not enough victim's claims were satisfied), and the amount paid due to the agreement can be revoked in accordance with the rules of unjust enrichment. After three years of filing, the compromise cannot be reversed for any reason, and also the amount of money cannot be revoked. The same apply for the dissolution of marriage within three years. Despite the fact that the purpose of the law is to protect the family, it is provided that the agreement of the spouses on criminal mediation does not hamper their right to request a divorce or to agree to divorce. However, it is entirely different if the agreement of the spouses in mediation is a reason for forgiveness and thus a reason of re-unification.

The criminal mediation is a new process, the success of which depends mainly on prosecutors who are called to apply it.

However, judging from the so far law implementation, the relevant services are not yet fully prepared. The main difficulties apply in the lack of counseling programs, appropriate staffing and inadequate education and training of professionals.

k. It includes a number of procedural provisions. These procedural provisions emphasize on the following: a) the measures ordered by the Court in cases of domestic violence, i.e. the removal of the defendant from the family house, the prohibition of approaching the place of residence and work etc., measures which are already successfully applied in other countries (USA, Austria, Sweden), and prevent relapse and re-victimization, b) they provide special protection for minors-victims of violence, who face difficulty in reporting the acts of violence against them, and therefore annihilates possible impunity of the perpetrators. Mainly due to the special relationship, it is provided that the limitation period for the related crimes begins from the day of their adulthood, that the suspension of limitation has no time limit (i.e. the adjudication of misdemeanors may be done after eight years from the time of the act), that they are not called as witnesses in court, unless the examination is deemed necessary, c) they provide that the prosecution of crimes of domestic violence is exercised ex

officio (including a 3-day mandatory detention of the accused in the case of postponing the meeting), by ensuring the swift administration of Justice and preventing any transaction attempt between the offender and the victim, d) they promote the cooperation between courts and welfare services in order to form a clear picture of what is happening in the family environment, e) they ensure confidentiality by the police authorities and ban, during the pre-trial investigation, the dissemination of any information about the offender and the victim and ensure, by any means, the avoidance of the family's and its members public humiliation.

l. It includes settings for the assistance of the victims. Victims of domestic violence can seek moral support and material assistance from public and private entities that work specifically on these issues under the supervision of the Ministry of Health and Social Solidarity and the social services of local authorities. Moreover, the police is called to assist in the support of domestic violence victims by informing the victims themselves along with the stakeholders. Material assistance for the victims, in order to assert their rights in court, is provided by the implementation of the right to aid (art. 196 of the CCP), specifically for the injunction proceedings and the regulation of temporary and emergency situation. The application of this provision requires the reinforcement of existing structures, e.g. specialized counseling centers for the violence against women, whether by their expansion mainly in cities where such structures do not exist, either by increasing their human resources, the training of other structures and the public sector which deals with issues of domestic violence and gender, the specialization of professionals in the specificity of the provision of services in domestic violence issues, cooperation between stakeholders in the creation of a network and a Permanent Committee of coordination and monitoring actions to tackle domestic violence against intimate partners, activation of local self-government, or public information level or at the level of the provision of services. Also in this direction and for the effective implementation of the above, we need to move our country in the elaboration of a national action plan to combat domestic violence and violence against partners as other countries have already done.

m. It encourages the participation of teachers in uncovering incidents of domestic violence. Art. 23 provide that the teacher of primary and secondary education who either witnesses or notes, in the context of the educational project, an abuse of a minor, he is obligated to inform the Director of the school. The Director of the school unit reports the offence to the competent prosecutor. This provision of the law has caused the justified concern of many, about whether education should work as a means of suppression.

The law on domestic violence in terms of gender is very important. Nevertheless, the law falls short in two main points concerning its structure and implementation. As for the criminal response, it would be best not to separate legal regulation of domestic violence (law 3500/06), but to incorporate and embed settings in the respective Codes, the Penal Code and the Code of Criminal Procedure. Reservations are important and should be viewed in the context of the gender dimension of the

crime of domestic violence which calls for the lifting of social reasons that cause the phenomenon of domestic violence.

Law 3500/06 “For combating of domestic violence and other provisions” constitutes an important step in addressing domestic violence, mainly because: a) defines violence, b) broadens the concept of the family by legally recognizing the social reality and the integration of other “family patterns” in the broadest sense of the term in context, c) prevents stigmatization, pillory and “secondary victimization” of the victims, d) ensures a victim-friendly justice, providing guarantees and security for instant activation, while eliminating concerns and insecurities, e) provides alternative institutions, offering variety and possibilities to the victims, f) introduces new institutions, such as penal mediation, therapeutic programs for perpetrators who guarantee the multifaceted dealing of domestic violence and acknowledge for the first time the very dimensions of the problem.

But despite the significant and innovative arrangements of law 3500/06 “For combating domestic violence and other provisions”, it could be improved in the direction provided by the Council of Europe Convention on the prevention and combating of violence against women and domestic violence.

IV.2.2. ATHENS. TRAINING PROGRAM

MONDAY 12th MARCH 2012 PRIVATE

Coordinator Greek Partners: Lex-Operators All together for women victims of intimate partner violence

INTERDISCIPLINARY TRAINING COURSE

Place: Novus city Hotel – 23 Karolou Str (Metaxourgio Metro Station)

Start: 09:30 - End: 14:30

Thematic: “*Violence against women: the need for a multifactorial approach*”

09:30 Opening – LEXOP project Presentation;

Maria Liapi - Sociologist/National expert for gender/equality issues – Centre for Research on Women's Issues “Diotima”

10:15 *Policies and measures to confronting violence against women*

– General Secretary of Gender Equality/Ministry of Interior - Maria Stratigaki

– General Secretary of Transparency and Human Rights/ Ministry of Justice - Ioannis Ioannidis

11:00 *Violence against Women – Actions by Greek Police to confront the phenomenon*

– Public Safety Department of Greek Police Headquarters - Evaggelia Vamvakaki/Member of Anti-trafficking Group of Analysis and Combating Crime Department

NEED FOR A MULTIFACTORIAL APPROACH TO CONFRONT VIOLENCE AGAINST WOMEN

12:00 *Coordinated actions of networking and cooperating agencies to combat violence against women: the role of Ombudsman*

– Matina Giannakourou - Greek Ombudsman

– Mairi Mantouvalou - Lawyer/Athens Lawyer Association

12:45 *Relief and Support Services - Networking – Integrated Intervention*

– Theodoros Moustarakis - Director of National Centre for Social Solidarity (EKKA)

13:15 *The contribution of civil society and NGOs*

– Anna Vougiouka - Social Anthropologist/Centre for Research on Women's Issues “Diotima”

14:00 *Discussion*

Coordination by:

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues “Diotima”

– Foteini Milioni - Lawyer/Scientific Collaborator of Athens University – Director of EPANODOS

MONDAY 12th MARCH 2012 - PUBLIC

Place: Novus city Hotel – 23 Karolou Str (Metaxourgio Metro Station)

Attendance: 15:30

1st THEMATIC - INTRODUCTION

Start: 15:45

PRESENTATION OF LEXOP TRAINING OBJECTIVES – METHODOLOGY

APPROACH – TOOLS AND TECHNIQUES – INTANGIBLE EDUCATIONAL CONTRACT

(2 hours)

– Maria Liapi - Sociologist/National expert for gender/equality issues – Centre for Research on Women's Issues "Diotima"

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

Break: 17:45

2nd THEMATIC

Start: 18:00

VIOLENCE AGAINST WOMEN: LEGISLATIVE FRAMEWORK – GENDER PERSPECTIVE – SYSTEMS' COMPARATIVE APPROACH AND EXPERIENCES OF THE APPLICATION

(2 hours)

«Building a common understanding for the phenomenon of intimate violence against women»

18:00-19:00 *«Intimate violence: myths and realities»*

– Foteini Milioni - Lawyer/Scientific Collaborator of Athens University - Director of EPANODOS

19:00-20:00 *«Intimate violence: Criminal Mediation»*

– Nestor Courakis - Professor of Criminology/School of Law - National and Kapodestrian University of Athens

TUESDAY 13th MARCH 2012 - PRIVATE

Coordinator Greek Partners: Lex-Operators All together for women victims of intimate partner violence

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

1st THEMATIC - INTRODUCTION

Start: 15:45

PRESENTATION OF LEXOP TRAINING OBJECTIVES – METHODOLOGY APPROACH – TOOLS AND TECHNIQUES – INTANGIBLE EDUCATIONAL CONTRACT

(2 hours)

– Maria Liapi - Sociologist/National expert for gender/equality issues - Centre for Research on Women's Issues "Diotima"

– Theodoris Zeis - Lawyer / Collaborator of Centre for Research on Women's Issues "Diotima"

2nd THEMATIC

Start: 18:00

VIOLENCE AGAINST WOMEN: LEGISLATIVE FRAMEWORK – GENDER PERSPECTIVE – SYSTEMS' COMPARATIVE APPROACH AND EXPERIENCES OF THE APPLICATION

(2 hours)

«Building a common understanding for the phenomenon of intimate violence against women»

18:00-19:00 *«Intimate violence: myths and realities»*

– Foteini Milioni - Lawyer/Scientific Collaborator of Athens University - Director of EPANODOS

19:00-20:00 «*Intimate violence: Criminal Mediation*»

– Nestor Courakis - Professor of Criminology/School of Law - National and Kapodestrian University of Athens

WEDNESDAY 14th MARCH 2012 – PUBLIC

Lex-Operators All together for women victims of intimate partner violence

Coordinator Greek Partners:

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

2nd THEMATIC:

Start: 15:45

VIOLENCE AGAINST WOMEN: LEGISLATIVE FRAMEWORK – GENDER PERSPECTIVE – SYSTEMS' COMPARATIVE APPROACH AND EXPERIENCES OF THE APPLICATION

(2 hours)

15:45-16:45 «*The lived experience of a judge of domestic violence*»

– Nikolaos Ornerakis - Attorney of domestic violence

16:45-17:45 «*Comparative presentation – Legislative Frameworks – the example of Spain*»

– Anna Kontothanasi - Lawyer /Member of the National Legislative Committee on Violence against Women

Break: 17:45-18:00

3rd THEMATIC:

INTIMATE VIOLENCE: TOWARDS A MULTI-SCIENTIFIC APPROACH TO UNDERSTANDING THE VICTIM'S VIEW AND TO AVOID THE SECONDARY VICTIMIZATION

(2 hours)

18:00-19:00 «*The psycho-social consequences of violence between intimate partners – spouses – parents*»

– Vlassis Tomaras - Professor of Psychiatry

19:00-20:00 «*The consequences of violence in a family with children*»

– Georgos Nikolaidis - Psychiatrist / Director of Institute of Child Health

THURSDAY 15th MARCH 2012 - PRIVATE

Lex-Operators All together for women victims of intimate partner violence

Coordinator Greek Partners:

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

2nd THEMATIC:

Start: 15:45

VIOLENCE AGAINST WOMEN: LEGISLATIVE FRAMEWORK – GENDER PERSPECTIVE – SYSTEMS' COMPARATIVE APPROACH AND EXPERIENCES OF THE APPLICATION

(2 hours)

15:45-16:45 «*The lived experience of a lawyer expert in domestic violence*»

– Alexandra Kremiza - Lawyer

16:45-17:45 «*Comparative presentation – Legislative Frameworks – the example of Spain*»

Anna Kontothanasi - Lawyer /Member of the National Legislative Committee on Violence against Women

Break: 17:45-18:00

3rd THEMATIC

INTIMATE VIOLENCE: TOWARDS A MULTI-SCIENTIFIC APPROACH TO UNDERSTANDING THE VICTIM'S VIEW AND TO AVOID THE SECONDARY VICTIMIZATION

(2 hours)

18:00-19:00 «*The psycho-social consequences of violence between intimate partners – spouses – parents*»

– Vlassis Tomaras - Professor of Psychiatry

19:00-20:00 «*The consequences of violence in a family with children*»

– Georgos Nikolaidis - Psychiatrist/Director of Institute of Child Health

FRIDAY 16th MARCH 2012

INTERDISCIPLINARY TRAINING COURSE

Place: Novus city Hotel – 23 Karolou Str (Metaxourgio Metro Station)

Attendance: 15:30

Start: 15:45 - End: 20:00

«*Testimonies of victims of intimate violence and of professionals of supporting centres: to effective support and prevent of secondary victimisation*»

(5 hours)

– Open forum for professionals and victims of intimate violence

Introduction-Coordination:

– Evi Foka - Social Worker in Centre of Child Psycho Health (E.O.Π.Υ.Υ)/Psychotherapist - Member of Hellenic Company of Functional Therapy

– Zoe Kokkalou- Social Worker - expert for supporting victims of violence

MONDAY 19th MARCH 2012 - PUBLIC

Lex-Operators All together for women victims of intimate partner violence

Coordinator Greek Partners:

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

3rd THEMATIC

Start: 15:45

INTIMATE VIOLENCE: TOWARDS A MULTI-SCIENTIFIC APPROACH TO UNDERSTANDING THE VICTIM'S VIEW AND TO AVOID THE SECONDARY VICTIMIZATION

(4 hours)

15:45-17:45 «*Development of communicative skills: active listening*»

– Andreas Almpanis - PhD Criminologist/Collaborator of DIMITRA Institute of Training and Development

Break: 17:45-18:00

18:00-20:00 «*Focusing on importance and impact of adoption of gender stereotypical perspective by professionals-officers*»

- Experiential workshop
- Coordinators-facilitators:
- Lena Aslanidou - Social Worker/Certified process Worker
 - Alexandra Vassileiou - PhD Social Psychologist

TUESDAY 20th MARCH 2012 - PRIVATE

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

3rd THEMATIC

Start: 15:45

INTIMATE VIOLENCE: TOWARDS A MULTI-SCIENTIFIC APPROACH TO UNDERSTANDING THE VICTIM'S VIEW AND TO AVOID THE SECONDARY VICTIMIZATION

(4 hours)

15:45-17:45 «*Development of communicative skills: active listening*»

- Andreas Almpanis - PhD Criminologist/Collaborator of DIMITRA Institute of Training and Development

Break: 17:45-18:00

18:00-20:00 «*Focusing on importance and impact of adoption of gender stereotypical perspective by professionals-officers*»

- Experiential workshop
- Coordinators-facilitators:
- Lena Aslanidou - Social Worker/Certified process Worker
 - Alexandra Vassileiou - PhD Social Psychologist

WEDNESDAY 21st MARCH 2012 - PUBLIC

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

4th THEMATIC

Start: 15:45

TERMS AND CONDITIONS TO BUILD A COMMON LANGUAGE AMONG PUBLIC OFFICERS WHO HANDLE WITH INTIMATE-DOMESTIC VIOLENCE ISSUES – FIRST PART (3 hours)

15:45- 19:00 «*Case Studies Workshop – Presentation and discussion*»

Content

In the framework of this section are presented case studies related to intimate-domestic violence. Participants will discuss the proper ways to tackle these incidents and especially ways to improve managing of moral, psychological and practical issues (risk assessment tools and approaches, decision making, understanding of the victim's view etc).

This workshop will be implemented through small groups, and their conclusion and suggestions will be presented by note takers and will be discussed in an open forum.

Coordinators-Facilitators (interactive-mutual learning methodology):

- Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"
- Zoe Kokkalou - Social Worker – expert for supporting victims of violence

THURSDAY 22nd MARCH 2012 - PRIVATE

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

4th THEMATIC

Start: 15:45

TERMS AND CONDITIONS TO BUILD A COMMON LANGUAGE AMONG PUBLIC OFFICERS WHO HANDLE WITH INTIMATE-DOMESTIC VIOLENCE ISSUES – FIRST PART (3 hours)

15:45- 19:00 «*Case Studies Workshop – Presentation and discussion*»

Content

In the framework of this section are presented case studies related to intimate-domestic violence. Participants will discuss the proper ways to tackle these incidents and especially ways to improve managing of moral, psychological and practical issues (risk assessment tools and approaches, decision making, understanding of the victim's view etc.).

This workshop will be implemented through small groups, and their conclusion and suggestions will be presented by note takers and will be discussed in an open forum.

Coordinators-Facilitators (interactive-mutual learning methodology):

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

– Zoe Kokkalou - Social Worker - expert for supporting victims of violence

MONDAY 26th MARCH 2012 - PUBLIC

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

4th THEMATIC

Start: 15:45

TERMS AND CONDITIONS TO BUILD A COMMON LANGUAGE AMONG PUBLIC OFFICERS WHO HANDLE WITH INTIMATE-DOMESTIC VIOLENCE ISSUES – SECOND PART (3 hours)

15:45- 19:00 «*Case Studies Workshop – Presentation and discussion*»

Content

In the framework of this section are presented case studies related to intimate-domestic violence. Participants will discuss the proper ways to tackle these incidents and especially ways to improve managing of moral, psychological and practical issues (risk assessment tools and approaches, decision making, understanding of the victim's view etc.).

This workshop will be implemented through small groups, and their conclusion and suggestions will be presented by note takers and will be discussed in an open forum.

Coordinators-Facilitators (interactive-mutual learning methodology):

– Theodoris Zeis - Lawyer / Collaborator of Centre for Research on Women's Issues "Diotima"

– Zoe Kokkalou - Social Worker - expert for supporting victims of violence

TUESDAY 27th MARCH 2012 - PRIVATE

Lex-Operators All together for women victims of intimate partner violence

Coordinator Greek Partners:

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

4th THEMATIC

Start: 15:45

TERMS AND CONDITIONS TO BUILD A COMMON LANGUAGE AMONG PUBLIC OFFICERS WHO HANDLE WITH INTIMATE-DOMESTIC VIOLENCE ISSUES – SECOND PART (3 hours)

15:45- 19:00 «*Case Studies Workshop – Presentation and discussion*»

Content

In the framework of this section are presented case studies related to intimate-domestic violence. Participants will discuss the proper ways to tackle these incidents and especially ways to improve managing of moral, psychological and practical issues (risk assessment tools and approaches, decision making, understanding of the victim's view etc.).

This workshop will be implemented through small groups, and their conclusion and suggestions will be presented by note takers and will be discussed in an open forum.

Coordinators-Facilitators (interactive-mutual learning methodology):

- Theodoris Zeis - Lawyer / Collaborator of Centre for Research on Women's Issues "Diotima"
- Zoe Kokkalou - Social Worker - expert for supporting victims of violence

WEDNESDAY 28th MARCH 2012 - PUBLIC

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

5th THEMATIC: PROPOSALS AND METHODS FOR IMPROVING OF COLLABORATIONS-NETWORKING-PROTOCOLS (5 hours)

Start: 15:45

«Reporting and monitoring systems-methods-tools for intimate-domestic violence incidents, in the framework of collaborating of different services: police, judicial system, social services»

A. Case Study

The objective is, through the presentation and discussion of existing institutional tools (circulars, guidelines-recommendations, specifications, etc.), to emerged the gaps and weaknesses within each separate service, the good practices and to be understood their importance both for victims and professionals-officers for facilitating their work

Training methodology/ technique: Experiential – dynamic approach in order to developed a procedure and "space" for reflective perspective for managing the professional load and tension/conflicts.

Coordinator-Facilitator:

- Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

Break: 17:45-18:00

B. Theoretical reframe

– Communicative and collaborative issues in the complex context of Public Administration

– Elements of effective crises management. The role of culture

– Common understanding and "meaning" according to organizational theory

– Theoretical lecture:

– Ioanna Tsivakou: Professor of Organizational and Administrative Theory in Commu-

nication, Media and Culture Department of Panteion University of Social and Political Sciences.

«Synergy and networking: Presentation of good practices derived from international experience»

Content

Presentation of collaborating methods (protocols). Alternative models regarding the organized collaboration among services. Difficulties, conflicts, limitations. Development of new solutions and self-evaluation procedures. Presentation of specialized tools (i.e. risk assessment).

Lecture-discussion-exercises:

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

THURSDAY 29th MARCH 2012 - PRIVATE

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

5th THEMATIC: PROPOSALS AND METHODS FOR IMPROVING OF COLLABORATIONS-NETWORKING-PROTOCOLS (5 hours)

Start: 15:45

«Reporting and monitoring systems-methods-tools for intimate-domestic violence incidents, in the framework of collaborating of different services: police, judicial system, social services»

C. Case Study

The objective is, through the presentation and discussion of existing institutional tools (circulars, guidelines-recommendations, specifications, etc), to emerged the gaps and weaknesses within each separate service, the good practices and to be understood their importance both for victims and professionals-officers for facilitating their work.

Training methodology/technique: Experiential – dynamic approach in order to develop a procedure and "space" for reflective perspective for managing the professional load and tension/conflicts.

Coordinator-Facilitator:

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

Break: 17:45-18:00

MONDAY 2nd APRIL 2012 - PUBLIC

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

6th THEMATIC – CONCLUSIONS AND SUGGESTIONS FOR DEVELOPMENT OF NETWORKING AND COLLABORATIONS (2 hours)

Start: 15:45-End: 18:00

Coordinators-Facilitators:

– Theodoris Zeis – Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

– Foteini Milioni - Lawyer/Scientific Collaborator of Athens University - Director of EPANODOS

TUESDAY 3rd APRIL 2012 - PRIVATE

Place: DIMITRA ITD (16 Feron Str)

Attendance: 15:30

6th THEMATIC – CONCLUSIONS AND SUGGESTIONS FOR DEVELOPMENT OF NETWORKING AND COLLABORATIONS

(2 hours)

Start: 15:45-End: 18:00

Coordinators-Facilitators:

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima" Φωτεινή

– Foteini Milioni - Lawyer/Scientific Collaborator of Athens University - Director of EPANODOS

FRIDAY 6th APRIL

INTERDISCIPLINARY TRAINING COURSE

Place: Novus city Hotel – 23 Karolou Str (Metaxourgio Metro Station)

Attendance: 15:30

Start: 15:45 – End: 21:00

Evaluation - Close (5 hours)

Thematic-Content

Screening of films about intimate-domestic violence – Open forum – Evaluation of LEXOP training

Coordinators-Facilitators:

– Maria Liapi - Sociologist/National expert for gender/equality issues – Centre for Research on Women's Issues "Diotima"

– Theodoris Zeis - Lawyer/Collaborator of Centre for Research on Women's Issues "Diotima"

– Andreas Almpanis - PhD Criminologist/Collaborator of DIMITRA Institute of Training and Development

TRAINING ACTIVITY EVALUATION FORM

Target	Target	
	Public	Private
Magistrates	57	
States police	20	
Forensic Pathologists	3	
Lawyers		34
Total	80	

The reason for changing the initial training was the unexpected inability of some of the trainers to attend the sessions as scheduled. Therefore the days and hours of some of the sessions changed, without however affecting the expected results.

Formulation of proposals and amendments

- Most of the participants evaluated positively the interactional approach of the lectures. The interactional approach should be the benchmark of LEXOP training.
- It should be avoided by the lecturers all the personal judgments on sensitive issues, such as the intimate partner violence. The case studies should help the participants to create a clear view on the topic, without ambiguous connotations and personal projections.
- Many participants wanted to hear the experience of a real victim of intimate violence. In the phase of planning the training, it has been suggested a visit to a hostel for victims of domestic violence. But we finally decided to avoid this practice because of the disturbing of the victims and because of the ethics on personal data. Finally, instead of the visiting we selected the screening of related movies at the last common session.
- Some participants stated that they needed practical implementation of what they learned, in order to know how to close properly a case of intimate violence.
- Some participant expressed their desire to learn more about the psychological-psychiatric condition of the victim and the suggested ways of dealing with her.
- Some participants expressed the desire to learn more about the impact of violence to children and the other members of the family.
- Some participants expressed the desire to learn more about the communication skills needed for the proper dealing with the victim.
- Some participants expressed the wish to have this project continuity in the near future.

IV.2.3.

ATHENS. PROTOCOL FOR NETWORKING IN GREECE

Context for networking of lex-operators and the support services

Policies within the institutionalized system of lex-operators (policemen, prosecutors, judges, forensics, lawyers), that deal with the law enforcement and that their internal functioning and cooperation is bound by law, articulate a second network, of public nature but with purely supportive role (counselling and accommodation centers, municipal services). A third networking involves the civil society (NGOS, voluntary organizations, Lawyers associations etc.) for which there are potential roles and resources for social intervention.

The above schematically described three levels operate in different speeds rendering the quality of communication and collaboration between them rather low, resulting to provision of inefficient services to victims of violence.

In particular, with regard to the first level, i.e. primarily the police and the justice system, despite the binding framework that dictates their action and communication, serious deficiencies are identified relating to the lack of relevant education and awareness among executives, shortcomings and gaps in the system of collection of evidence and court documents, incapability of keeping time (delayed protection of victims, collection of evidence, provisions and decisions adopted, etc.). The above is associated with a lack of objectivity of specific executives, especially medical staff (nurses and forensics), as they often act as investigative authorities covering the gaps of evidence with their own findings. There is also a low level of cooperation between other social support institutions.

Respectively, in the second level, i.e. the support structures network, despite its innovative character, the main problem is its vulnerable operating framework, on the one hand because of its limited material resources from EU funding, and on the other hand because of the flexible forms of employment of those employed due to the limited time horizon of the whole co-financing project. Problems are also detected in the training of the staff which are hired under criteria in accordance with the legal

procedures of transparency (ASEP), since immediate hiring cannot cover the lack of social and professional experience required for such a sensitive issue.

Furthermore, the new structure of the Decentralised Regional /Local Government system (Kallikratis) has serious problems, both at the level of specialization of functions in order to avoid duplication, as well as in staffing level, as due to economic crisis, there are no related funding resources.

Also in the third level, that of the civil society, serious dysfunctions appear, since in order for this kind of collective action to be able to offer, they should have a vital space of intervention and the appropriate material support so that they can continue to exist. The support provided to these organizations by the State comes mainly from European funds within the framework of specialized programmes. At the same time the intervention space provided is fairly limited, both for the utilization of their expertise at the level of planning policies as well as for the provision of specialized services. In addition, all forms of NGOS, voluntary organizations etc, do not have a commonly accepted framework for communication and cooperation among them and consequently with the first level (police, judiciary, etc.) and the second level (accommodation and counselling centers, municipalities etc).

In total, we should also highlight the lack of an information network between all the levels of the above framework, which would contribute in the consolidation of a “service continuum” in dealing with gender violence.

Action tips for public sector services¹

Several actors of public authority or agency are involved in the cases of domestic violence (onwards d/v). In the cases disclosed usually by the victim, or ex officio (rarely), the need for multi-stakeholder action arises. This action, either common or parallel, must be coordinated in order first, not to waste a much important amount of time, secondly to ensure the rights of the victim and thirdly for the victim of domestic violence to be protected.

Police

In Greece the first authority actor that comes into contact with the victims of d/v is the police. In most of the cases the victims resort in nearby police stations. The staff of these departments consists of mainly new personnel, both men and women. From my five year experience in criminal charges and a two year involvement with d/v cases, I noticed that male officers are more reluctant to report a d/v case than their female colleagues. Usually they advice the victim to resort to the Prosecutor’s Office,

¹ This part of the text is based on the expertise paper presented in the Turin Meeting by Mr. Ornerakis domestic violence prosecutor (Greek member of the projects scientific Board).

which is inefficient and false, as the Prosecution works certain days and hours and has limited technical possibilities. Furthermore, it has been observed that the staff of the police stations is not trained in handling such cases i.e. in Spain there is a special police body for d/v issues, while in Greece all police officers can be appointed.

The role of the police is so very important for the progress of the case. If the offender is caught red-handed, the police officer should take the deposition of the victim and all the eye witnesses arrest the offender and refer the victim to a coroner for direct examination in order to ascertain the size and intensity of the attack, particularly in crimes of bodily harm. Moreover it should be pointed out that outside the coroner's working hours, the reference is made through a written order, which the victim themselves brings to the coroner. However, this risks the possibility of the victim to complete the procedure for various reasons (personal, psychological and even financial), resulting in making the investigation of the crime even more complicated.

It has also been observed that the depositions received by the police officers are often incomplete and fragmentary resulting in weakening their probative value. It is proposed for the investigators to undertake seminars, with the guidance of prosecuting officials. Similar seminars are already operating in police academies, however domestic violence cases are not thoroughly taught.

Other duty of the police is to confiscate the means of crime and to submit them for consideration to the relevant laboratories of Greek police. Moreover they should consult with the relevant institutions or organizations that work on the accommodation of the victims. They should also take care of the victim's legal coverage by providing a lawyer, a procedure that is not so far working, since the provision of free legal protection by the legal system is rather limited.

Forensic-Medical staff

As mentioned above, the coroners are usually called several hours after the incident, as there is no direct channel of communication with the police especially during nonworking hours. However for practical purposes in the case of d/v, the coroner does not visit the police station or the victim's house, but the victim has to go to their medical office, upon written request of the police station which is brought by the victims themselves for practical and time consuming reasons. The coroner must thoroughly examine the victim and draw a clear, non-questionable or ambiguous interpretation.

Things seem to vary if the victim is hospitalized, as in this case the examination is immediate and the wound recording thorough and analytical. However in this case as well there is no communication with experts, such as psychologists or social workers.

Prosecutors-judges

The judges play a very important and prominent role in the process. However, there is the disadvantage that no intervention or any recommendation in their work can be done, that is why in order for any written document to bind them, it should be institutionalized and not contrary to the principle of personal and functional independence.

Nevertheless we believe that the collaboration of stakeholders with the administrative services of the courts and the prosecutors' offices is essential.

The rights, provided to the victims of d/v under Law 3500/2006, are performed at the request of the victim, either through the court or the prosecutor. In practice, these measures are the removal of the offender from the family home, or the injunction against him, but are rarely applied, either due to ignorance about their existence and the procedure, or due to an unwillingness of judicial and prosecutorial officials to grant them. What is needed is constant communication and updating between other officials and the judicial authorities.

Proposals for a protocol of operation of public lex-operators

The basic principles of a protocol of operation and cooperation between lex-operators but also among the other two levels of intervention in the field, must aim: a) in improving quality of care and support services for the victims, b) in effective guidance on the collection of evidence and court documents, c) to develop a training tool addressed to specialists in order to raise the level of their knowledge and their awareness level.

Later we describe the general suggestions by the participants in the training programme.

In summary, the proposed framework should include the following principles:

Basic principles of operation of public lex-operators

a. Rules of operation – job description/responsibilities of each service-spot within the institutionalised or informal intervention network. The establishment of this procedure is proposed to be initiated by the most flexible service-spot i.e. the NGOS etc, at a second phase/stage with the accommodation and counseling centers, and at a third stage to be communicated with the «hard» core of the intervention network i.e. police, judiciary, public prosecutor's office, forensic services, lawyers.

b. Information network with interactive design that can restore a common language of communication between all three levels and service-spots of intervention, using the same method as above. The information network will be based and will monitor all levels of the organization and the route of the intervention steps, encoding relevant information, so that there is common monitoring of incidents and direct possibility of synergy. For the Privacy ethical Issues it can be applied the existing rules

for NGOs operation of medical services at asylum and immigration services. There should be special forms of compulsory registration and detailed report for police stations, forensic services and nursing services, in order to avoid subjective and off-time considerations that undermine the judicial investigation of the incident.

c. Certification System of executives.

d. Regular and specialised education of staff in the above procedures to ensure adequate knowledge.

e. Utilisation of the new services based at Local Authorities as basic coordination mechanism and entrance-point for the victims to the whole support system/network. These services should be employed with specialists in supporting victims of violence.

f. Provision for the institutionalisation of properly trained attendant, who will accompany the victims during each «stop» through the required procedures.

g. Establishment of risk assessment tools (see for example appendix), in order to take account of relevant parameters primarily by the police officers.

h. The investigation of the needs of the victims through a questionnaire available in all Refuges.

i. The operation of mobile intervention Units with reference to the basic municipal coordinating service, in order to win the bet of early intervention. Also operation of Mobile Units delivering forensic services is proposed to cover distant regions outside the Judicial Peripheries.

g. Evaluation System of the services provided by each institution in the network.

k. Experimental implementation of the above in a smaller version of the wider network (NGO, associations, centers) and dissemination of the results to put pressure on the State.

IV.2.4. ATHENS. ANDREAS ALMPANIS

In the following brief speech I will try to transfer you, the trainers' experience of the LEXOP training program in Greece, and some important suggestions provided by them as well.

Since LEXOP training has the character of a pilot activity to arise findings that will help the finalization of the training material that will be produced by LEXOP project, procedures related to the gathering of information on the side of learners had crucial significance.

For this reason we planned and implemented two methodologies:

1. Summative evaluation
2. Formative evaluation

If we would focus on the main difference between the two approaches then we should say that the summative evaluation characterized most as static and the formative evaluation as dynamic. The summative evaluation captures the trainees' view in a certain moment while the formative presents the trainees' view during a dynamic process.

The summative evaluation was conducted through two questionnaires, the initial and the final. Both questionnaires were based on a qualitative approach and contained open-ended questions where participants could develop their opinions and their thoughts on specific topics, but in a certain moment.

The initial questionnaire was designed to capture the trainees' knowledge and expectations by the training, before the training implementation. Besides open-ended questions about intimate partner violence and ways to encounter it, it included a case study on the subject of intimate partner violence in order to assess their cooperative skills. The responses we received in this case study covered a huge range of possible ways to tackle this case without any sense of homogeneity and concrete method. By this fact we got the conclusion that lex-operators have to improvise in similar cases. However, in real life, this improvisation can have unpleasant effects on the lives and legal rights of victims.

The final questionnaire was designed to capture the changes relating to knowledge, skills and attitudes of the trainees, after the training program. Questions about the coverage of their initial expectations were included as well. Participants were asked to judge the completeness of the program in relation to the thematic, the trainers, educational methodology, facilities and organizational issues. There was also a point where participants could suggest other topics or possible improvements of the curriculum.

The above two questionnaires covered the needs of the summative evaluation approach and captured the trainees' views at the beginning and the ending of the training program.

The second evaluation approach, the formative, was based on the notes that have been taken during the training procedure by the collaborator of Centre for Research on Women's Issues - DIOTIMA. These notes include some interesting trainees' proposals that were arisen at the time of the interactive educational process.

The general conclusions arising from the two assessment methodologies can be summarized in the following recommendations:

- The interactional approach of the training sessions proved extremely successful regarding the objectives of LEXOP project. Participants were not just taking informations by playing the role of a passive receiver, but played an important role in the interactive exchange of such informations. The fact that in some sessions (for example relating the handling of the stereotypes and the development of communication skills) the interactive process went a step further and approached the experiential methodology, attracted the participants' interest and increased their attention in a higher qualitative level. We know that people learn better when experience the new knowledge instead of just receiving passively information. We strongly believe that interactive or/and experiential training methodology should be the benchmark of LEXOP project.

- Participants evaluated extremely positively and they strongly involved in training sessions that were related to psychology, social psychology and psychiatry. They expressed their desire to learn more about psychological adaptation, social representations, emotional state of the victim, behavioral motivation, empowerment of the victim's self-esteem etc, and some suggested ways to dealing with her. Moreover, they were interested about the impact of intimate partner violence to children and other members of the family, and they believe that these people – the *significant others* of the victim – could play an important role to victim's decision to follow the penal pathway.

- Many participants expressed their willing to hear the experience of a real victim of intimate partner violence. It should be mentioned that in the phase of planning the training, it has been suggested a visit to a hostel for victims of domestic violence. But we finally decided to avoid this practice because of the disturbing the victims and because of the ethics on personal data. Finally, instead of the visiting we selected the screening of related movies at the last common session. But...

- ...the above participants' frustrated expectation could be satisfied if we follow

one additional recommendation by them. Many participants stated that they would like if the training program included a practical implementation project's stage which would piloted both the created network and the developed methodology. They want to know how to handle properly – in real world – a case of intimate partner violence. Moreover they wish to have this project continuity in the near future, because they want to be specialized further. By composing of these two proposals we could imagine the real need for a second LEXOP project in the near future.

IV.2.5. ATHENS. FOTEINI MILIONI*

It is the first time that a project with such targets takes place in Greece. Two years ago ΕΚΔΔΑ (ΙΝΕΠ) attempted to implement a training project relative with the violence against women, which however aimed at different target: to cover the gaps of knowledge, skills and awareness that executives of public services and judiciaries who were involved in the confrontation of violence had (executives of Greek Police, nursing and medical personnel of hospitals, judges and executives of social services).

The holistic approach to the increase of level of synergy and networking among the lex-operators, aiming at the more effective confrontation of violence, was an issue that occupied us already from the planning of thematic units. Specifically, in a field where such lex-operators have from low to problematic level of communication and synergy because of bureaucratic difficulties and prevalence of stereotypes, the attendance of all these in a common training project is from the beginning a complex problem. For this reason the first that we did was to contact with the relevant ministries seeking the awareness and involvement of relevant personnel with a series of meetings (Ministry of Interior-General Secretariat for Gender Equality, Ministry of Public Order, Ministry of Justice), and also to reach out to a wider circle of stakeholders that their intervention is connected with the problem of violence either directly or indirectly (The Greek Ombudsman, NGOs, social services of municipalities, syndicates, lawyer's associations). These meetings were critical to the "legalisation" of pilot implementation of such program and its institutional support, as the ministries executives were involved in its organization and were present both at the beginning and at the end of the project.

We advanced, in the planning of thematic, units taking into consideration of course the governing directives of LEXOP program but mainly the particularities

* F. Milioni, Lawyer, Sp. Sc. Law School, University of Athens; based on a text written by Mr Th. Zeis, Lawyer, Expert in Domestic Violence Issues.

of Greek reality. The duration of the program (12/3 – 6/4), on the one hand, gave us the chance of working for a long period together so as to build confidence and perfect collaboration that is necessary for a future exploitation, on the other hand; however, it underlined practically problems in the active presence primarily of the official executives and judges. A matter of time was also the basic reason which judges and public prosecutors aroused as an excuse for not attending the program as trainees, beyond the introversion and complacency that characterizes, especially Greeks officers of justice, fact that prompts them in a peculiar isolation keeping them away from any kind of association and relationships (a distinctive example of the judges and public prosecutors abstinence of time consuming programs is their almost non-existent presence in the program of EKDA which mentioned before that had much smaller duration (2-3 days).

We considered, therefore, that the attention this time should not have been paid in the coverage of specialized knowledge as regard the legislative aspect of the subject - moreover it had preceded the relative program of EKDA – but in the effort of construction of spirit of mutual understanding of the principal “we work together” for the support of victims of violent crimes. So, it was therefore essential to work over our different experiences, in few words, the significance of “people’s diversity” taking advantage of the reserve of participants’ knowledge and experiences and for that reason we selected the method of analysis of concrete examples – real cases from the case law, with experience project. This approach is also indicated by the basic principles of Education of Adults.

In general lines the structure followed a specific pattern; meetings in plenary sessions (an exclusive set of interdisciplinary seminars) with introductory units round the policies are exerted in Greece and the need for multi-scientific approach of phenomenon of violence (see education’s timetable program), interchangeable with separate sessions for the judges, police officers and lawyers (public – private) (program’s presentation and presentation of the methodological tools, comparative presentation of legislative frame, experiences of experts from their work field (see the education’s timetable program). Progressively was approached the problematic of synergy and networking with examples of good practices of synergy and networking by the international experience, by trying together to devise “solutions” in our own problems among services, while we discussed extensively evaluation’s “tools” that are used already and proposed by other countries (risk assessment tools).

Building up the project we progressed according to the rhythm of integration of trainees in the essential fields of our perspectives, leaving much time and space for everyone, trainees as well as selected trainers, to express their particular experiences in the application of legislation and the use of relative services. In due course of the project, we experimented in understanding the victim’s aspect, in working on “otherness”, in exploiting the special experience offered by two women collaborators on “Processwork”, an innovative approach of conflicts and their resolution which has given considerable fruits. Consequently, particular space was given to conflict between policemen and lawyers, forensic experts and lawyers, judges and lawyers etc.

All unities contained a rather limited theoretical part, which, although introductory, definitely followed the direction of our central problematic, and which was enriched by a series of specially designed experiential exercises.

At this point a special note should be made of the Project's Design Group, constituted on the criteria [base] of special aptitudes and experience concerning not only the above field but also the design and realization of educational programs for adults. Furthermore, we exploited the special 25 year experience of the Centre for Research on women issues "Diotima", the special training experience of our partner (Professional Training Centre "Dimitra") as well as the special experience of our women and men collaborators in active support of women victims of violence and in theoretical development of the notion of *networking*. Similar criteria were applied in the selection of men and women trainers.

It is possible that the question raised by all participants without exception, on the absence of judges and public prosecutors, was not handled in the best possible way, as it is difficult to compensate the silence of an essential "voice" with a particularly decisive role in the field. Nevertheless, the valuable experience gained remains to be exploited in the future.

All lex-operators put forward the idea of adopting a collaboration protocol in order to restore an effective "service continuum", as well as the idea of laying down particular protocols for each service, and mainly for the collection of proof material and documents. Results of trainees' collective elaboration of the above propositions have been presented in the vademecum.

The effort of reframing communication questions in view of the complexity of Public Administration was considerably supported by Professor Mrs Tsivakos, specialist on "Theory of Organization and Administration", who concentrated on the role of Culture. (Mrs Tsivakos studied the problem raised by trainees especially for the occasion, and delivered a first written approach and a first theoretical solution).

In conclusion of this short presentation, we would like to add that in the end of the project trainees took the initiative to create an informal group-network, in the aim of realizing regular future meetings, in order to discuss and elaborate on problems recurring in their work, to exchange information and support on theoretical questions. They even created a discussion group on Facebook which will enable them to stay in closer contact. The above group has already realized two enquiry meetings – in one of which they assisted the projection of a relative film and participated in the discussion – and is planning to organize a range of activities and actions for the coming future.

**IV.3. Italy. Italia -
Torino, Milano, Bologna**

**IV.3.1.
THE ITALIAN NATIONAL FRAMEWORK**

A. In synthesis

The legal framework and the national policies for preventing and fighting violence against women are characterized by gaps and lack of coherence.

In Italy there are no national organic laws on violence against women, so if we want to identify the national legal framework we have to refer mainly to codes.

At the same time, there is no national plan for government intervention. In 2008 an initiative was put in place by Minister Pollastrini, who promoted the “Action plan against harassment and gender violence, also due to reasons of sexual orientation, of different abilities, races and religions”, this plan was supposed to be supported by the Federal Budget of 2008, with a fund of 20 million euros. It was only during the following legislature that Minister Carfagna approved the first “National Plan against gender violence and stalking”, with the Ministerial Decree of 11.11.2010. But they were only occasional plans, not standard plans.

In this chaotic national situation, regions played a substitute role, since 2005 many regions have applied regional regulations on this matter.

At a local level, on the other hand, there are many initiatives, that are mainly managed by private women’s associations which organized women’s refuges, anti-violence centers and services aimed at women victims of violence. In many cases, local authorities were willing to finance or to contribute to the financing of these initiatives, through special agreements/conventions. However, the local situation is not homogenous and is highly differentiated, with differences between center, North and South, among regions and among cities.

For now at a national level there is not a complete and documented report of the many different initiatives and activities (which however, are not homogenous). There is not a National Observatory which collects data, statistics, laws, research projects, and experiences at a local and regional level.

B. The legal and regulatory framework

Due to the lack of a national organic law¹, we have to make reference to the codes, which include the main laws. The Criminal Code and the Code of Criminal procedure date back to 1930, the Code of Criminal Procedure entered into force in 1938 and the Civil Code in 1942.

The Italian Constitution of 1948 (proclaimed the same year as the Universal Declaration of Human Rights, New York, December 10, 1948) highlighted the need to the review the codes, both through the intervention of the Constitutional Court (by the judges) and through the intervention of the Parliament, through its legislative power.

Two milestones were Law no. 75 of February 20, 1958, Abolition of the regulation of prostitution and fight against the exploitation of prostitution of others (the so-called Merlin Law) and the Reform of the family law (Law no. 151 of May 19, 1975).

Other important steps were the following:

1978 - Law of 22 May 1978 no. 194, Regulations for the social protection of maternity and on the voluntary interruption of pregnancy;

1981 - Law of 5 August 1981 no. 442, Abrogation of the criminal relevance of the cause of honor;

1996 - Law of 15 February 1996 no. 66, Regulations against sexual violence;

1996 - Prime Ministerial Decree of 12 July 1996, Delegation of the President of the Council of Ministers to the Minister for Equal Opportunities;

1997 - Prime Ministerial Decree of 7 March 1997, Actions for the empowerment of women and aimed at giving responsibilities to women, and at recognizing and guaranteeing the freedom of choice and social quality to men and women (the so-called Prodi-Finocchiaro directive).

2001 - Law of 4 April 2001 no. 154, Measures against violence in family relations.

They are the so-called Protection Orders and are applied “when the conduct of the spouse or cohabitee is highly harmful to the physical or moral integrity, in other words to the freedom of the other spouse or cohabitee”.

Before that the only possibility that the law recognized to someone who suffered violence within the family was to leave home and, if anything, to start the separation process. Now, as has long been the case in other countries, it is the aggressor (spouse, cohabitee or another member of the family) who has to leave

¹ In the thirteenth legislature the draft law Serafini no. 853/1999/C was presented, Establishment of women's refuges for abused women, and later reference was made to it by the draft law Serafini no. 7281/2000/C, Establishment of the co-financing fund for women's refuges and centers. The same subject was considered in the 15th legislature, Art. 7 (Register of Anti-violence centers) of the intergovernmental bill no. 2169/2007/C, Measures aimed at prevention, raising people's awareness, and repression of crimes against the individual and within the family, for sexual orientation, gender identity and any other cause of discrimination. An important bill was bill no. 2903/2007/Chamber of Deputies, on the initiative of Bimbi and others “Provisions for the prevention of violence and the support of victims of violence and amendment of Art. 165 of the Criminal Code on suspended sentences”.

home (even though he is the exclusive owner of the house) and who has to undergo coercive measures, such as the injunction not to come close to working places, the domicile, education institutes and places where the abused person normally goes to, and the injunction to pay periodic alimony to those who remain without adequate resources.

For this reason the shift of the legislative initiative from the topic of sexual violence (which, for many years, had been at the center of public attention and of public discussions) to the broader subject of violence on women is a sign of change, and at the same time it reflects the stronger influence of those political practices of women who had long been placing that subject at the center of their actions, in an autonomous way.

2002 - Law of 30 July 2002 no. 189, Amendment of the regulations on immigration and asylum (the so-called Bossi Fini Law, which changes the Single Text no. 286/1998, the so-called Turco Napolitano Law);

2003 - Constitutional Law of 30 May 2003 no. 1, Amendment of Art. 51 of the Constitution (gender equality; access to public offices and to elective offices);

2003 - Law of 11 August 2003 no. 228, Measures against trafficking in persons;

2004 - Law of 19 February 2004 no. 40, Regulations on medically assisted procreation;

2006 - Law of 9 January 2006 no. 7, Regulations on the prevention and the prohibition of female genital mutilation practices;

2006 - Law of 6 February 2006 no. 38, Regulations on the fight against the sexual exploitation of children and child pornography, also on the Internet;

2006 - Law of 8 February 2006 no. 54, Regulations on the separation of parents and the joint custody of children.

We have to wait for the 16th legislature (which has been under way since 29/4/2008) to see some laws on this matter. “Security”, and to be more precise “public security”, becomes the main political issue:

2008 - Law of 24 July 2008 no. 125. Conversion into law with amendments of the decree law of 23 May 2008, no. 92, introducing urgent measures on public security (it changes the powers of the Mayor).

2008 - Law of 28 November 2008, no. 186. Conversion into law with amendments of the decree law of 2 October 2008, no. 151, introducing urgent measures on the prevention of crimes and investigations on crimes, to fight organized crime and illegal immigration.

2009 - Law of 23 April 2009, no. 38, Conversion into law with amendments of the decree law of 23 February 2009, no. 11, introducing urgent measures on public security, against sexual violence and on stalking.

2009 - Law of 15 July 2009, no. 94, Public security regulations.

2010 - Law of 17 December 2010, no. 217. Conversion into law with amendments of the decree law of 12 November 2010 no. 187, introducing urgent measures on security.

The texts themselves are clear: the latest laws (which are almost exclusively pro-

posed by the government) that amend existing laws or introduce new regulations on male violence against women clearly make reference to “public” security, mainly as discipline for migrants (and restrictions concerning them).

The individual and subjective dimension of protected legal assets (which almost seemed to be as a definitive achievement) loses its value. The idea of “individuals” as legal assets, a concept that was no longer linked to public morality, after many difficulties, is now considered in a super-individual dimension, linked to the collective and public asset of “public security”.

Crime penalties are considered again as the main type of regulation against violence: new crimes are defined and the already severe penalties become harsher (with a punitive approach and a mainly symbolic use of criminal law).

Male violence against women (except for the recent emphasis placed on stalking, which is often confused with the crime of mistreatment and considered as a synonym of that) starts again to be considered mainly as sexual violence. Great emphasis is placed on sexual assault by strangers in a public space. Mass media give everyday a high visibility to some types of sexual violence crimes. Rapes on the street emerge and become an emergency, a kind of violence (sexual violence which does not take place within relations based on trust) that according to statistics represents a minority of cases in the framework of all the cases of violence.

2011 - Law of 21 April 2011 no. 62, amendments to the Code of Criminal Procedure and to Law no. 354 of 26 July 1975 and other regulations to support the relationship between mothers in prison and children under age.

2011 - Law of 12 July 2011, no. 120, “Amendments to the single text of regulations on financial intermediation, as referred to in the legislative decree no. 58 of 24 February 1998, about equality of access to administration and control bodies of companies listed on regulated markets”.

2011 - Law of 12 July 2011, no. 112, “Creation of the National Authority for children and adolescents”.

2012 - Law of 1 October 2012, no. 172, “Ratification and execution of the Council of Europe Convention on the protection of children against sexual exploitation and sexual abuse, signed in Lanzarote on October 25, 2007 and adaptation of the internal set of rules”.

It modifies the criminal laws on child prostitution, pedophilia, and child pornography and some cases of sexual violence against minors. It modifies the crime of mistreatment (Art. 572 criminal code), now against family members and cohabitants, earlier in the family and against children, with harsher penalties.

A recent significant achievement in a case was based on the lack of laws on this matter. The Court of Appeal of Turin, with sentence of the 3rd Civil section of 23.1.2012, no. 106, confirmed the important decision of the Court of Turin (sentence no. 3145/2010) on the right of crime victims to obtain compensation, expressly based on the non-compliance of Italy with community regulations, namely with the non-fulfillment of the Directive 2004/80/EC. The Italian State (Presidency of the Council of Ministers) was sentenced to pay 50,000 Euros as compensation to a woman, a

Rumanian citizen, who was kidnapped and raped by two men, who had disappeared and were, for this reason, insolvent. The judgment regards sexual violence but it can be applied to all violent crimes, and so it is extremely important at a general level.

C. Regional initiatives and local practices

We have to refer to regional legislation and local practices if we want to see some steps forward, and some concrete responses to women's needs and expectations.

The regional legislative power was involved in many different initiatives, having to do with politics, culture and financing, however with different orientations and fragmented, according to the different competences and powers, in security policies, in social matters, in equal opportunities or in culture.

In some cases regional policies established laws, defining in this way the type of obligations to be undertaken. Some of the most recent and specific laws on gender violence are the following: the Regional Law of the Campania region of July 21, 2012, no. 22, Rules for the network integration of territorial services for the support of women victims of gender violence and changes to the regional law of 27 January 2012 no. 1; the Regional Law of Lombardy of 26 June 2012, no. 47, Interventions aimed at violence prevention and fight against violence, and for the support of women victims of violence; the Regional Law of Sicily of 3 January 2012 no. 3, Rules for gender violence prevention and for the fight against gender violence.

Other regions have decided to take action on the matter by setting up solidarity funds. That was the case with Piedmont, which intervened with the Regional Law no. 11 of 17 March 2008, Establishment of a solidarity fund for the legal aid of women victims of violence and maltreatment (financed with the regional financial law no. 9/ 2007, and integrated by the Regional Plan of 8 July 2008 for the prevention of violence against women and for the support of victims).

But we have to refer to local policies and experiences if we want to see the most significant changes. Their variety is certainly a sign of the local differences and peculiarities, that led to different relationships among institutions, associations and women's movements (interaction, networking). Each reality is the result of different stories and relations, which in some cases led to formal documents: conventions, tenders for the provision of services, protocols that regulate the relationships between local authorities and institutions, and between such authorities and institutions and women's associations, agreements, conventions and arrangements to create meeting places and institutionalized opportunities for interaction (working tables, networks, coordination points, etc. for further information go the LEXOP site, and click on "Networks"). In other territories those relationships exist from an operational point of view, but they have not been formalized yet. A big boost to the formalization process was given by the creation of D.I.R.E - Women's network against violence, the first Italian nationwide association of 60 anti-violence non-institutional centers, managed by women's associations, dealing with the subject of male violence against

women based on a gender difference approach. It aims at leading to national political action and at giving visibility to anti-violence centers and associations of women's refuges on the national territory.

More and more offices for gender violence ("pools for vulnerable groups") are set up at the Public Prosecutor's Office, and now they can be found in all the most important cities. They are organizations that are not provided for by law, made up of a group of prosecutors who have the competences to deal with the dossiers that were opened for those crimes. The guiding principle is to have a specialized judge. In addition to dealing with violence against women, they also carry out investigations for violence against minors and older people, whose dossiers are assigned to them by the office manager.

D. Observatories and databases

There is no complete and documented national study yet, which proves the diffusion of these organizations and the different activities performed by them, since there is no national observatory for data collection, which collects data, statistics, judgments, research projects and experiences and which concludes the actions started with the two national projects URBAN and ARIANNA.

The pilot project "Anti-violence network of the cities of URBAN Italia" was started in 1998, and was planned and coordinated by the Department for Equal Opportunities, with funds from the Minister of Infrastructures for disadvantaged urban areas (at first eight cities, which later became 26). See the numerous publications that were produced on www.retepariopportunita.it. In particular, the first action consisted in the production of an intervention handbook: *Libertà femminile e violenza sulle donne, Strumenti di lavoro per interventi con orientamento di genere [Women's freedom and violence against women, Work tools for interventions based on gender issues]*, Milano, FrancoAngeli, 2000 (the text was translated into French and English).

The ARIANNA national network, an acronym which stands for "Attivazione Rete nazionale antiviolenza" (activation of a national network against violence), includes 27 territorial areas and runs the public utility number 1522 and the Web site www.antiviolenzadonna.it.

A real step forward was made by ISTAT, the Italian National Statistics Institute, which in 2006 carried out the first survey that dealt entirely with violence against women and was financed by the Ministry for Rights and Equal Opportunities.

The first results came out in 2007 ("Violence against women and women abuse within and outside the family"); then in 2008 the final volume "La violenza contro le donne" [Violence against women]² was published. It is a work that is still

² 25.000 women between 16 and 70 years of age were interviewed on the phone on the physical, sexual and psychological violence that they experienced in their life. Previously, since 1999, many surveys had been carried out on victimization in general (see LEXOP site).

considered unique³, and it will hopefully be updated, thanks to a financing project for 2013.

For a long time, the only data available were those collected by women's associations. In particular, those associations collected data on the women who turned to them. As time went by, those surveys became more thorough and sometimes had a coordinated approach, also thanks to research projects and the support and contribution of institutions⁴.

The indication that was given is clear "to guarantee the specialization of police forces, legal and non-legal operators", "strengthening network mechanisms, encouraging the creation of specific hospital facilities that provide support to the victim, at the same time ensuring the collection of the useful traces and evidence that can only be found immediately after the violence has taken place".

Finally, reference should be made to an important resolution of the Supreme Council of the Judiciary, of 30/7/2010 "*Verifying that family violence crimes are dealt with in courts in an adequate and prompt way*", that was adopted after the resolution of July 8, 2009 "*Initiatives aimed at improving the response of the legal system to family violence*".

The national self-governing body of the judiciary acknowledged "a complex and unsatisfactory general situation: not enough attention is paid to family violence crimes, both in criminal and civil procedures". It analyzed some indications given by the female lawyers of the non-profit association Di.Re, Women's network against violence, and invites all the directors of the investigating and adjudicating offices to adopt organizational models that respect the specialization principle, so that the procedures "are carried out in a prompt and efficient way".

E. Recent national developments

The lack of official statistical data was compensated by the unofficial monitoring work carried out by women's associations and anti-violence centers.

The most innovative and original project was the research on femicides, started in 2005 by Casa delle donne per non subire violenza [Women's refuge against violence], from Bologna, which analyzed the data collected by the press, in this way

³ In the context of this work, we should consider an excellent action of the Emilia-Romagna region, which applied that national survey at a regional level, analyzing the data on gender violence in emotional and personal relationships. The title of the volume is *Violenza di genere e sicurezza delle donne in Emilia-Romagna* [Gender violence and women security in Emilia-Romagna], by the Service for security policies and the local police, Emilia-Romagna Region, in which the data of Istat are analyzed and considered in a regional context and also compared to those of the Ministry of the Interior, with important results.

⁴ The research on Anti-violence centers in Emilia-Romagna has become common practice in the past few years. For the latest analysis on that subject, see the publication of November 2012, *La rete dei centri antiviolenza rafforza le buone prassi e contrasta la violenza sulle donne*, [The network of anti-violence centers consolidates good practices and fights violence against women], by the Coordination Point of the Anti-violence centers of the Emilia-Romagna region. The situation is the same in Tuscany and in the province of Rome.

monitoring the killings of women based on gender violence in Italy (the latest report of November 2012 is “*Femicidio. Corredo Culturale. Dati e riflessioni intorno ai delitti per violenza di genere. Anno 2011*” [Femicide. A cultural matter. Data and comments concerning homicides due to gender violence. Year: 2011] and can be also found on the LEXOP site “External resources”. The data collected from the press highlighted the fact that most of the homicides whose victims are women are committed by known people, and in particular within intimate relationships.

These data caused a lot of comments on the urgent need for politics and institutions to no longer tackle the problem of male violence against women as an emergency, but as a structural problem, deeply rooted in a culture that is still a highly patriarchal culture and in gender discrimination, which characterizes the life of women under many respects, from representation to work.

An important initiative was started in October 2012 by some women’s associations dealing with the problem of violence against women (Udi, Casa internazionale delle donne, Giulia, D.I.RE, CEDAW Platform), which drew up and shared a common national document in order to invite institutions to take responsibility in order to achieve some goals that should be considered a priority in the political agenda.

The document, which bears the title “*Convenzione No More contro la violenza sulle donne-femminicidio*” [Convention No More against violence on women-femicide] (on the LEXOP site “Networks”) was also subscribed by many politicians of different political parties, and was adopted by many local authorities, which undertook to put into practice what is suggested by the document, within their field of competence.

Of all the requests, the most pressing one was Italy’s ratification of the “Council of Europe Convention on preventing and combating violence against women and domestic violence”, adopted in Istanbul on 11 May 2011. Now, on 21 December 2012, Italy has ratified the Convention, but it still has to legislate for all the necessary and subsequent changes for an internal adaptation.

In this respect, on November 2012 the text of the bill no. 3390 was presented to the Senate, *Ratification and implementation of the Council of Europe Convention on preventing and combating violence against women and domestic violence, approved in Istanbul on 11 May 2011, and rules for the support of women and the fight against femicides* (on the LEXOP site). This bill (Serafini and others) is aimed at proposing an “organic” regulation, which takes action at “different levels, at a cultural, training and legislative level”, based on “an integral and multidisciplinary approach” and complying with the most recent international conventions and the observations and recommendations of the CEDAW Committee to Italy.

The most recent developments include the Concluding observations of the Committee on the Elimination of Discrimination against Women CEDAW/C/ITA/CO/6 (49th session – 10/19 July 2011), which, at point 26, urges the State party to:

a. put emphasis on comprehensive measures to address violence against women in the family and in society, including through addressing the specific needs of women made vulnerable by particular circumstances, such as Roma and Sinti, migrant and older women and women with disabilities;

b. ensure that female victims of violence have immediate protection, including expulsion of perpetrator from the home, guarantee that they can stay in secure and well funded shelters, in all parts of the country, and that they have access to free legal aid, psycho-social counselling and adequate redress, including compensation;

c. ensure that public officials, especially law enforcement officials and professionals in the judiciary, health-care, social work and education are systematically and fully sensitized to all forms of violence against women and girls;

d. enhance the system of appropriate data collection on all forms of violence against women, including domestic violence, protection measures, prosecutions and sentences imposed on perpetrators and conduct appropriate surveys to assess the prevalence of violence experienced by women belonging to disadvantaged groups, such as Roma and Sinti, migrant and older women and women with disabilities;

e. further pursue, in collaboration with a broad range of stakeholders, including women's and other civil society organizations, awareness-raising campaigns through the media and public education programmes to make violence against women socially unacceptable and disseminate information on available measures to prevent acts of violence against women among the general public;

f. ratify the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence, in a timely manner.

Finally, thanks to the protagonist role of the civil society and, in particular, of women's associations, there were demands, urging for an official visit to Italy of the Special Rapporteur of the UN on violence against women (15-16 January 2012). In her Report of 15 June 2012 on her Mission in Italy (A/HRC/20/Attachment 2), Rashida Manjoo gave many recommendations to Italy, among which the following, on law and policy reforms ⁹⁴. The Government should:

a. Put in place a single dedicated governmental structure to deal exclusively with the issue of substantive gender equality broadly and violence against women in particular, to overcome duplication and lack of coordination;

b. Expedite the creation of an independent national human rights institution with a section dedicated to women's rights;

c. Adopt a specific law on violence against women to address the current fragmentation which is occurring in practice due to the interpretation and implementation of the civil, criminal and procedures codes;

d. Address the legal gap in the areas of child custody and include relevant provisions relating to protection of women who are the victims of domestic violence;

e. Provide education and training to strengthen the skills of judges to effectively address cases of violence against women;

f. Ensure the provision of quality, State-sponsored legal aid to women victims of violence as envisaged in the constitution and Law No. 154/200 on measures against violence in family relations;

g. Promote existing alternative forms of detention, including house arrest and

low-security establishments for women with children, having due regard to the largely non-violent nature of the crimes for which they are incarcerated and the best interest of children;

h. Adopt a long-term, gender-sensitive and sustainable policy for social inclusion and empowerment of marginalized communities, with a particular focus on women's health, education, labour and security;

i. Ensure the involvement of representatives of these communities, particularly women, in the design, development and implementation of policies which impact them;

j. Ensure continued provision of quality education for all, including through a flexible application of the 30 per cent ceiling of non-Italian pupils per classroom, to allow for inclusive schools particularly in places where the population of non-Italians is high.

k. Amend the "Security Package" laws generally, and the crime of irregular migration in particular, to ensure access of migrant women in irregular situations to the judiciary and law enforcement agencies, without fear of detention and deportation;

l. Address the existing gender disparities in the public and private sectors by effectively implementing the measures provided by the Constitution and other legislation and policies to increase the number of women, including from marginalized groups, in the political, economic, social, cultural and judicial spheres;

m. Continue to remove legal hurdles affecting the employment of women, which is exacerbated through the practice of signing blank resignations, and the lower positions and salary scale for women. Strengthen the social welfare system by removing impediments to the integration of women into the labour market;

n. Ratify and implement the Convention on jurisdiction, applicable law, recognition, enforcement and cooperation in respect of parental responsibility and measures for the protection of children; the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, International Labour Organization Convention No. 189 (2011) concerning decent work for domestic workers; the European Convention on the Compensation of Victims of Violent Crimes and the Council of Europe Convention on preventing and combating violence against women and domestic violence.

F. National training activities

As for public and private law-operators, the training activity was mainly aimed at law enforcement agencies, with experimental local initiatives, financed with resources of the ministries or of the European Commission.

It was only recently that gender violence issues were included in the agenda of the training courses for magistrates, promoted by the Supreme Council of the Judiciary, which is the national self-governing body of the judiciary.

Finally, a national course for lawyers (“Lawyers who defend women”) was organized by the Department for Equal Opportunities, together with the Italian Bar Foundation (Equal Opportunities Commission). It was held in Rome in May 2012, but the same course will be held again somewhere else.

IV.3.2. IL QUADRO NAZIONALE ITALIANO

A. Sintesi

Vuoti e disorganicità caratterizzano sia il quadro normativo sia le politiche nazionali in materia di prevenzione e contrasto alla violenza sulle donne.

In Italia infatti non esistono leggi nazionali organiche sulla violenza contro le donne; quindi per ricostruire il quadro normativo nazionale dobbiamo fare riferimento – principalmente – ai codici.

Né esiste un Piano nazionale di intervento governativo. Possiamo ricordare nel 2008 l'iniziativa della Ministra Pollastrini, promotrice del “Piano d'azione contro molestie e violenze di genere, motivate anche da ragioni di orientamento sessuale, di differenti abilità, di razza, religione”, che avrebbe dovuto essere sostenuto nella Finanziaria 2008 con un fondo di 20 milioni di euro. Solo nella seguente legislatura la Ministra Carfagna con decreto ministeriale 11.11.2010 ha approvato il primo “Piano Nazionale contro la violenza di genere e lo stalking”. Ma trattasi di piani episodici, non “a regime”.

In questo magmatico quadro nazionale, un ruolo di “supplenza” è stato svolto dalle Regioni. Infatti dal 2005 ad oggi molte regioni hanno esercitato la loro potestà normativa sul tema.

A livello locale invece la situazione è molto ricca di iniziative, quasi esclusivamente gestite da associazioni private di donne che hanno organizzato case rifugio, centri antiviolenza e servizi rivolti specificamente alle donne vittime di violenza. Tutti questi hanno spesso trovato la disponibilità degli enti locali a finanziare e/o a contribuire ai finanziamenti, in forza di appositi Accordi/Convenzioni. Tuttavia il panorama territoriale è assai disomogeneo e differenziato, tra centro nord e sud, tra le Regioni, e tra le città.

Manca tuttora una rassegna completa e documentata a livello nazionale di questa presenza diffusa (anche se non omogenea) e di tale ricchezza di attività. Manca infatti un Osservatorio Nazionale, che rilevi e raccolga dati, statistiche, giurisprudenza, ricerche, esperienze maturate a livello locale e regionale.

B. Il quadro giuridico-normativo

In mancanza di una legge nazionale organica¹, dobbiamo fare riferimento ai codici, che contengono le norme principali. Il codice penale e il codice di procedura penale risalgono al 1930, il codice di procedura civile è entrato in vigore nel 1938 ed il codice civile nel 1942.

La Costituzione italiana del 1948 (proclamata lo stesso anno della Dichiarazione universale dei diritti dell'uomo, New York, 10 dicembre 1948) portò con sé l'esigenza di rivedere i codici, attraverso l'intervento sia della Corte Costituzionale (per iniziativa dei giudici) sia del Parlamento nell'esercizio del potere legislativo.

Due pietre miliari furono la Legge 20 febbraio 1958 n. 75, Abolizione della regolamentazione della prostituzione e lotta contro lo sfruttamento della prostituzione altrui (c.d. Legge Merlin) e la Riforma del diritto di famiglia (Legge 19 maggio 1975 n. 151).

Altre tappe importanti sono:

1978 - Legge 22 maggio 1978 n. 194, Norme per la tutela sociale della maternità e sull'interruzione volontaria della gravidanza;

1981 - Legge 5 agosto 1981 n. 442, Abrogazione della rilevanza penale della causa d'onore;

1996 - Legge 15 febbraio 1996 n. 66, Norme contro la violenza sessuale;

1996 - D.P.C.M. 12 luglio 1996, Delega del Presidente del Consiglio dei Ministri al Ministro per le pari opportunità;

1997 - D.P.C.M. 7 marzo 1997, Azioni volte a promuovere l'attribuzione di poteri e responsabilità alle donne, a riconoscere e garantire libertà di scelte e qualità sociale a donne e uomini (cd. direttiva Prodi - Finocchiaro);

2001 - Legge 4 aprile 2001 n. 154, Misure contro la violenza nelle relazioni familiari.

Sono i c.d. Protection Orders e intervengono «quando la condotta del coniuge o di altro convivente è causa di grave pregiudizio all'integrità fisica o morale ovvero alla libertà dell'altro coniuge o convivente».

Prima, l'unica possibilità che la legge riconosceva a chi subiva violenza in ambito familiare era quella di andarsene di casa e, semmai, iniziare la separazione. Ora, come era già da tempo in altri paesi, è il maltrattatore (coniuge, convivente o altro componente del nucleo familiare) a doversi allontanare da casa (anche se ne è esclu-

¹ Nella XIII legislatura fu presentata la proposta di legge Serafini n. 853/1999/C, Istituzione delle case delle donne maltrattate, poi ripresa dalla proposta Serafini n. 7281/2000/C, Istituzione del fondo di cofinanziamento per le case e i centri delle donne. Il tema è stato ripreso nella XV legislatura all'art. 7 (Registro dei Centri anti-violenza) del disegno di legge intergovernativo n. 2169/2007/C, Misure di sensibilizzazione e prevenzione, nonché repressione dei delitti contro la persona e nell'ambito della famiglia, per l'orientamento sessuale, l'identità di genere ed ogni altra causa di discriminazione. Di rilievo è la proposta di legge n. 2903/2007/Camera, di iniziativa Bimbi e altri, "Disposizioni per la prevenzione della violenza e il sostegno delle persone che la subiscono, nonché modifica dell'articolo 165 del codice penale in materia di sospensione condizionale della pena".

sivo proprietario) e a dover subire una serie di provvedimenti coercitivi, quali la prescrizione di non avvicinarsi a luoghi di lavoro, domicilio, istruzione o abitualmente frequentati dall'abusato, nonché a dover versare un assegno periodico a favore di chi resti privo di mezzi adeguati.

Per questo il passaggio dell'iniziativa legislativa dal tema della violenza sessuale (che per anni aveva esaurito l'attenzione e il discorso pubblico) al tema più ampio della violenza contro le donne è segno di cambiamento e al tempo stesso rispecchia la crescita di influenza di quelle pratiche politiche delle donne che da tempo autonomamente avevano posto tale nodo al centro del loro agire.

2002 - Legge 30 luglio 2002 n. 189, Modifica alla normativa in materia di immigrazione e asilo (è la c.d. Legge Bossi Fini che modifica il Testo Unico n. 286/1998, c.d. Legge Turco Napolitano);

2003 - Legge Costituzionale 30 maggio 2003 n. 1, Modifica all'art. 51 della Costituzione (parità tra i sessi; accesso ai pubblici uffici e alle cariche elettive);

2003 - Legge 11 agosto 2003 n. 228, Misure contro la tratta di persone;

2004 - Legge 19 febbraio 2004 n. 40, Norme in materia di procreazione medicalmente assistita;

2006 - Legge 9 gennaio 2006 n. 7, Disposizioni concernenti la prevenzione e il divieto delle pratiche di mutilazione genitale femminili;

2006 - Legge 6 febbraio 2006 n. 38, Disposizioni in materia di lotta contro lo sfruttamento sessuale di bambini e la pedopornografia anche a mezzo Internet;

2006 - Legge 8 febbraio 2006 n. 54, Disposizioni in materia di separazione dei genitori e affidamento condiviso dei figli.

Occorre arrivare alla XVI legislatura (in corso dal 29/4/2008) per ritrovare interventi legislativi in materia. Il tema politico nodale diventa quello della "sicurezza", anzi della "sicurezza pubblica":

2008 - Legge 24 luglio 2008 n. 125, Conversione in legge con modificazioni, del decreto legge 23 maggio 2008, n. 92, recante misure urgenti in materia di sicurezza pubblica (modifica i poteri del Sindaco).

2008 - Legge 28 novembre 2008, n. 186, Conversione in legge, con modificazioni, del decreto-legge 2 ottobre 2008, n. 151, recante misure urgenti in materia di prevenzione e accertamento di reati, di contrasto alla criminalità organizzata e all'immigrazione clandestina.

2009 - Legge 23 aprile 2009, n. 38, Conversione in legge, con modificazioni, del decreto-legge 23 febbraio 2009, n. 11, recante misure urgenti in materia di sicurezza pubblica e di contrasto alla violenza sessuale, nonché in tema di atti persecutori.

2009 - Legge 15 luglio 2009, n. 94, Disposizioni in materia di sicurezza pubblica.

2010 - Legge 17 dicembre 2010, n. 217, Conversione in legge, con modificazioni, del decreto legge 12 novembre 2010 n. 187 recante misure urgenti in materia di sicurezza.

Le intitolazioni stesse dei testi parlano chiaro: le ultime novità legislative (di iniziativa ormai esclusivamente governativa), che sopraggiungono a modificare le

leggi esistenti o a introdurre istituti nuovi in materia di violenza maschile sulle donne, fanno espresso riferimento nel loro titolo alla sicurezza “pubblica”, declinata prevalentemente come disciplina dei migranti (e relative restrizioni nei loro confronti).

Subisce un arretramento la dimensione individuale e soggettiva dei beni giuridici protetti (ormai poteva sembrare una conquista definitiva!). Il bene giuridico “persona” – che faticosamente era stato sottratto alla moralità pubblica e al buon costume – viene nuovamente immerso in una dimensione superindividuale, quella del bene collettivo e pubblico della “sicurezza pubblica”.

Lo strumento penalistico torna ad essere riproposto come la forma privilegiata della attrezzatura giuridica di contrasto della violenza: si creano nuove figure di delitti e si aggravano le severe pene già previste (si ricorre cioè al punitivismo e all’uso preminentemente simbolico del diritto penale).

La violenza maschile contro donne (tolta una recente accentuazione sullo stalking, troppo spesso confuso con il delitto di maltrattamenti e ad esso sovrapposto) torna a essere prevalentemente violenza sessuale. In primo piano viene collocata la aggressione sessuale nello spazio pubblico da parte di sconosciuti. Infatti è ad alcuni tipi di delitti di violenza sessuale che i mezzi di comunicazione dedicano ogni giorno la massima visibilità. Emerge – e diventa “emergenza” – lo stupro di strada, che è violenza (sessuale e agita fuori delle relazioni di fiducia), ma statisticamente minoritaria nell’ambito della violenza contro le donne.

2011 - Legge 21 aprile 2011 n. 62, Modifiche al Codice di procedura penale e alla legge 26 luglio 1975 n. 354 e altre disposizioni a tutela del rapporto tra detenute madri e figli minori;

2011 - Legge 12 luglio 2011, n. 120, Modifiche al testo unico delle disposizioni in materia di intermediazione finanziaria, di cui al decreto legislativo 24 febbraio 1998, n. 58, concernenti la parità di accesso agli organi di amministrazione e di controllo delle società quotate in mercati regolamentati;

2011 - Legge 12 luglio 2011, n. 112, Istituzione dell’Autorità garante per l’infanzia e l’adolescenza;

2012 - Legge 1 ottobre 2012, n. 172, Ratifica ed esecuzione della Convenzione del Consiglio d’Europa per la protezione dei minori contro lo sfruttamento e l’abuso sessuale, fatta a Lanzarote il 25 ottobre 2007, nonché norme di adeguamento dell’ordinamento interno.

Modifica le norme penali sulla prostituzione minorile, pedofilia e pedopornografia, nonché alcune ipotesi di violenza sessuale nei confronti di minori. Modifica anche il reato di maltrattamenti (art. 572 cod. pen.), ora contro familiari e conviventi, prima in famiglia o verso fanciulli, con aumento delle pene.

Proprio sulla carenza legislativa si basa un recente significativo sviluppo giurisprudenziale. La Corte d’Appello di Torino con sentenza Sez. III Civile, 23.1.2012 n. 106 ha confermato la importante decisione del Tribunale di Torino (sentenza n. 3145/2010) in tema del diritto delle vittime di reato a ottenere il risarcimento del danno, fondata espressamente sull’inadempimento da parte dell’Italia alla normativa

comunitaria della Direttiva 2004/80 CE. Lo Stato italiano (Presidenza del Consiglio dei Ministri) è stato condannato a corrispondere € 50.000 di indennizzo nei confronti di una cittadina romena sequestrata e violentata da due uomini, resisi irreperibili e quindi insolubili. La sentenza è in materia di violenza sessuale, ma – questa la sua importanza sul piano generale – è estendibile a tutti i reati violenti.

C. Le iniziative regionali e le pratiche locali

È invece alle legislazioni regionali e alle pratiche locali che dobbiamo indirizzarci per poter apprezzare alcuni passi in avanti, anche sul piano delle risposte concrete a bisogni e aspettative delle donne.

Il potere legislativo regionale è stato coinvolto in iniziative di vario ordine, politico, culturale e di finanziamento, sia pur diversamente orientate e frammentate nelle varie competenze e deleghe, chi nelle politiche per la sicurezza, chi nel sociale o nelle pari opportunità o nella cultura.

In alcuni casi la politica regionale ha fissato in leggi regionali i termini dell'impegno. Fra le più recenti e specifiche sulla violenza di genere citiamo la L.R. Campania 21 luglio 2012 n. 22, Norme per l'integrazione della rete dei servizi territoriali per l'accoglienza e l'assistenza alle vittime di violenza di genere e modifiche alla legge regionale 27 gennaio 2012, n. 1, la L.R. Lombardia 26 giugno 2012 n. 47, Interventi di prevenzione, contrasto e sostegno a favore di donne vittime di violenza, la L.R. Sicilia 3 gennaio 2012 n. 3, Norme per il contrasto e la prevenzione della violenza di genere.

Altre regioni hanno operato la scelta di intervenire sul tema attraverso la istituzione di fondi di solidarietà. Così è per il Piemonte, intervenuto con L.R. 17 marzo 2008 n. 11, Istituzione di un fondo di solidarietà per il patrocinio legale alle donne vittime di violenza e maltrattamenti (finanziato con L.R. Finanziaria n. 9/2007 e corredato dal Piano Regionale 8 luglio 2008 per la prevenzione della violenza contro le donne e per il sostegno alle vittime).

Ma è nelle politiche e nelle esperienze locali che registriamo i più rilevanti cambiamenti. La loro varietà è sicuramente indice delle differenze e specificità territoriali, che hanno visto diversamente rapportarsi (incontrarsi, intrecciarsi, o meno) istituzioni, associazioni e movimenti delle donne. Ogni realtà è frutto di storie e relazioni diverse, che in taluni casi sono approdate a documenti formalizzati: convenzioni, appalti per il conferimento di servizi, protocolli disciplinanti le relazioni tra enti e istituzioni locali, tra questi e le associazioni di donne, accordi, convenzioni e intese per la creazione di luoghi e momenti istituzionalizzati di incontro (tavoli, reti, coordinamenti, ecc.; sono tutte consultabili nel sito LEXOP, cliccando "Reti"). In altri territori le relazioni esistono operativamente, ma non è stato ancora conseguito l'obiettivo di una loro formalizzazione. Un forte impulso a tale fermento ha fatto seguito alla costituzione di D.I.RE - Donne in rete contro la violenza, la prima associazione italiana a carattere nazionale di 60 centri antiviolenza non istituzionali e gestiti da associazioni di donne che affronta il tema della violenza maschile contro le

donne secondo l'ottica della differenza di genere. Mira a costruire una azione politica nazionale e intende dare visibilità ai centri antiviolenza e alle associazioni delle case delle donne presenti sul territorio nazionale.

Si consolida progressivamente la creazione presso la Procura della Repubblica di uffici dedicati alla violenza di genere ("Pool fasce deboli"). È presente ormai in tutte le più importanti città. Si tratta di strutture organizzative, non previsti dalla legge, composte da un gruppo di procuratori che sono competenti ad essere assegnatari dei fascicoli aperti per tali crimini, i cui fascicoli vengono loro assegnati per ordine del capo dell'ufficio. Il principio ispiratore è quello del giudice specializzato. Oltre che della violenza sulle donne, si occupano delle indagini per violenze su minori e anziani.

D. Osservatori e banche dati

Manca tuttora una panoramica completa e documentata a livello nazionale di questa diffusa presenza e di tale ricchezza di attività. Manca infatti un Osservatorio Nazionale di raccolta dati, che rilevi e raccolga dati, statistiche, giurisprudenza, ricerche, esperienze e che porti a compimento le azioni iniziate con i due progetti nazionali URBAN e ARIANNA.

Il progetto pilota "Rete Antiviolenza tra le città URBAN Italia", è nato nel 1998, ideato e coordinato dal Dipartimento per le Pari Opportunità con fondi di titolarità del Ministero per le Infrastrutture per le aree urbane disagiate (otto città inizialmente, poi diventate 26. Vedi le numerose pubblicazioni prodotte in www.retepariopportunita.it). In particolare la prima delle azioni è consistita nel produrre un manuale di intervento, *Libertà femminile e violenza sulle donne, Strumenti di lavoro per interventi con orientamento di genere*, Milano, FrancoAngeli, 2000 (con testo tradotto in francese e inglese).

La rete nazionale ARIANNA, Attivazione Rete nazionale Antiviolenza, comprende 27 ambiti territoriali, gestisce il numero di pubblica utilità 1522 e il sito www.antiviolenzadonna.it.

Il vero salto di qualità è stato segnato dall'Istat che nel 2006 ha effettuato la prima indagine interamente dedicata alla violenza contro le donne e finanziata dal Ministero per i Diritti e le Pari Opportunità.

I primi risultati furono resi noti nel 2007 ("La violenza e i maltrattamenti contro le donne dentro e fuori la famiglia"); poi nel 2008 fu edito il volume definitivo "La violenza contro le donne"². Trattasi di un lavoro tuttora unico,³ di cui

² Furono intervistate con tecnica telefonica 25.000 donne tra i 16 e 70 anni, sulla violenza fisica, sessuale e psicologica subita durante la loro vita. Precedentemente erano state condotte varie indagini sulla vittimizzazione in generale già dal 1999 (vedi sito LEXOP).

³ A questo lavoro va ricollegata una pregevolissima azione della Regione Emilia-Romagna, che ha svolto un approfondimento regionale di tale statistica nazionale, in merito ai dati sulla violenza di genere nelle relazioni affettive e personali. Il volume è intitolato *Violenza di genere e sicurezza delle donne in Emilia-Romagna*, a cura del Servizio Politiche per la sicurezza e la polizia locale, Regione Emilia-Romagna. I dati Istat sono qui approfonditi nella loro dimensione regionale e, con risultati di rilievo,

fortemente si auspica una attualizzazione che è stata finanziata per l'anno 2013 ed è ora in corso.

Per lungo tempo, i soli dati disponibili erano stati quelli raccolti dalle associazioni delle donne. In particolare le associazioni hanno raccolto i dati sulle donne che si sono loro rivolte. Col tempo queste indagini sono venute affinandosi e, talora coordinandosi, anche in forza della impostazione di progetti di ricerca con appoggi e contributi istituzionali⁴.

L'indicazione tratta è chiara: «garantire la specializzazione di forze di polizia e operatori giudiziari e non», «potenziare i meccanismi di rete, in particolare favorendo la creazione di specifici presidi ospedalieri che accolgono la vittima e al contempo garantiscono la raccolta di quelle tracce e prove utili che possono rinvenirsi unicamente nell'immediatezza dei fatti».

Infine non possiamo non riferirci a una importante delibera 30/7/2010 del Consiglio Superiore della Magistratura *“Verifica di una adeguata e tempestiva trattazione dei reati in materia di violenza familiare presso gli uffici giudiziari”*, che fa seguito alla delibera 8/7/2009 *“Iniziative per migliorare la risposta della giustizia nell'ambito della violenza familiare”*. L'organo nazionale di autogoverno della magistratura, nel prendere atto di “un quadro variegato e non soddisfacente circa la sussistenza di una giusta attenzione alla trattazione dei procedimenti sia penali sia civili in materia di violenza familiare” e nel raccogliere alcune indicazioni formulate dalle avvocate della associazione D.i.Re, Donne in rete contro la violenza Onlus, invita tutti i dirigenti degli uffici requirenti e giudicanti a adottare modelli organizzativi rispettosi del principio della specializzazione, affinché la trattazione dei procedimenti “sia assicurata con tempestività ed efficacia”.

E. Sviluppi nazionali recenti

All'assenza di dati statistici ufficiali ha supplito il lavoro di monitoraggio ufficioso svolto dalle associazioni femminili e dai centri anti violenza.

La più innovativa e originale è la ricerca sui femicidi posta in essere dal 2005 ad oggi dalla Casa delle donne per non subire violenza di Bologna, che, a partire dai dati raccolti dalla stampa, ha monitorato le uccisioni di donne basate sul genere in Italia (l'ultimo Report del novembre 2012 *“Femicidio. Corredo Culturale. Dati e riflessioni intorno ai delitti per violenza di genere. Anno 2011”* è consultabile anche nel sito LEXOP “Risorse esterne”). La raccolta dei dati risultanti dalla stampa ha messo in luce come la maggior parte degli omicidi che hanno per vittime le donne avvenga per mano di persone conosciute, ed in particolare nell'ambito delle relazioni di intimità.

vengono anche incrociati con quelli del Ministero dell'Interno.

⁴ È ormai da alcuni anni standardizzata la ricerca sui Centri antiviolenza in Emilia-Romagna. Per l'ultima elaborazione e riflessione vedi la pubblicazione del novembre 2012, *La rete dei centri antiviolenza rafforza le buone prassi e contrasta la violenza sulle donne*, a cura del Coordinamento dei centri antiviolenza della Regione Emilia-Romagna. Lo stesso avviene in Toscana e Provincia di Roma.

A partire da questi dati, si sono levate numerose voci a favore dell'urgenza – da parte della politica e delle istituzioni – di affrontare il tema della violenza maschile contro le donne non più in termini emergenzialistici, ma come un problema strutturale che affonda le sue radici in una cultura ancora profondamente patriarcale e nella diffusa discriminazione di genere che caratterizza la vita delle donne in molti ambiti, da quello della rappresentanza a quello lavorativo.

Assai rilevante è anche l'iniziativa assunta nell'ottobre 2012 da alcune associazioni di donne impegnate sul tema della violenza contro le donne (Udi, Casa internazionale delle donne, Giulia, D.I.RE, Piattaforma CEDAW), che hanno elaborato e condiviso un documento nazionale comune per chiedere alle istituzioni una assunzione di responsabilità ai fini della realizzazione di taluni obiettivi da ritenersi prioritari nell'agenda politica.

Il documento, intitolato “*Convenzione No More contro la violenza sulle donne-femminicidio*” (nel sito LEXOP “Reti”) ha avuto numerosissime adesioni anche da parte di esponenti politici di vari schieramenti ed è stata adottata da numerosi enti locali, che si sono impegnati ad attuarne i contenuti per quanto di loro competenza.

Tra le richieste quella più pressante e incisiva era la ratifica da parte dell'Italia della “Convenzione del Consiglio d'Europa sulla prevenzione e la lotta contro la violenza nei confronti delle donne e la violenza domestica”, adottata a Istanbul il 5 maggio 2011. Ora, il 21 dicembre 2012, l'Italia ha disposto ratifica della Convenzione, ma deve ancora legiferare per tutte le necessarie e conseguenti modifiche di adeguamento interno.

In tal senso, nel novembre 2012, è stato predisposto il testo di disegno di legge al Senato n. 3390, *Ratifica ed esecuzione della convenzione del Consiglio d'Europa sulla prevenzione e la lotta contro la violenza nei confronti delle donne e la violenza domestica, fatta a Istanbul l'11 maggio 2011 e norme per la promozione della soggettività femminile e per il contrasto al femminicidio* (nel sito LEXOP). Tale disegno di legge (Serafini e altri) intende proporre una disciplina “organica”, volta ad agire sui “vari piani, culturale, formativo, legislativo”, fondata su “un approccio integrale e multidisciplinare” e rispettosa delle più recenti convenzioni internazionali, nonché delle osservazioni e esortazioni del Comitato CEDAW all'Italia.

Completano infatti il quadro degli sviluppi più recenti le Osservazioni conclusive del Comitato per l'eliminazione della discriminazione contro le donne CEDAW/C/ITA/CO/6 (49a sessione – 10/29 luglio 2011) che – punto 26 – ha esortato a:

a. sottolineare l'importanza di misure omnicomprensive per affrontare la violenza contro le donne nella famiglia e nella società, anche affrontando gli specifici bisogni delle donne rese vulnerabili da particolari circostanze, quali le donne Rom e Sinte, migranti, anziane e con disabilità;

b. assicurare che le donne, vittime di violenza, abbiano immediata protezione, compreso l'allontanamento dell'aggressore da casa, e la garanzia di poter stare in case rifugio sicure e ben finanziate, su tutto il territorio nazionale; di poter avere accesso al gratuito patrocinio, alla consulenza psico-sociale ed ad adeguata riparazione, incluso il risarcimento;

c. assicurare che i pubblici ufficiali, specialmente i funzionari delle forze dell'or-

dine ed i professionisti del settore giudiziario, medico, sociale e scolastico siano sensibilizzati pienamente ed in modo sistematico su tutte le forme di violenza contro le donne e le ragazze;

d. migliorare il sistema per una appropriata raccolta dei dati relativi a tutte le forme di violenza contro le donne, compresa la violenza domestica, le misure di protezione, le indagini penali e le sentenze di condanna, oltre a condurre ricerche appropriate per valutare la prevalenza della violenza subita dalle donne appartenenti a categorie svantaggiate, quali le donne Rom e Sinte, le migranti, le anziane e le disabili;

e. proseguire ulteriormente, in collaborazione con un'ampia gamma di parti interessate, comprese le organizzazioni di donne e le altre organizzazioni della società civile, nelle campagne di sensibilizzazione attraverso i media e dei programmi di educazione pubblica, affinché la violenza contro le donne sia ritenuta socialmente inaccettabile, oltre a diffondere nell'opinione pubblica informazioni sulle misure disponibili per prevenire gli atti di violenza contro le donne;

f. ratificare quanto prima la Convenzione del Consiglio d'Europa sulla Prevenzione e la Lotta alla Violenza contro le Donne e la Violenza Domestica.

Infine, grazie al protagonismo della società civile, ed in particolare dell'associazionismo femminile, è stata sollecitata la visita ufficiale in Italia della Special Rapporteur dell'ONU contro la violenza sulle donne (15-26 gennaio 2012). Rashida Manjoo nel suo Rapporto 15 giugno 2012 sulla Missione in Italia (A/HRC/20/All.2) ha rivolto all'Italia varie raccomandazioni, tra cui le seguenti in materia di Riforme legislative e politiche (punto 94).

Il Governo italiano dovrebbe:

a. istituire una struttura governativa unica appositamente che si occupi esclusivamente del problema della uguaglianza sostanziale di genere in senso lato e della violenza contro le donne in particolare, per superare duplicazione e mancanza di coordinamento;

b. accelerare la creazione di una istituzione nazionale indipendente per i diritti umani con una sezione dedicata ai diritti delle donne;

c. adottare una legge specifica per la violenza contro le donne per superare l'attuale frammentazione che si verifica pratica a causa della interpretazione e attuazione dei codici civili, penali e di procedura;

d. affrontare il vuoto giuridico nel campo della custodia del minore e includere pertinenti disposizioni in materia di protezione delle donne che sono vittime di violenza domestica;

e. fornire istruzione e formazione per rafforzare le competenze dei giudici per affrontare in maniera efficace i casi di violenza contro le donne;

f. assicurare una assistenza di qualità attraverso il gratuito patrocinio da parte dello Stato alle donne vittime di violenza come previsto nella Costituzione e dalla Legge n.154/200 sulle misure contro la violenza nelle relazioni familiari;

g. implementare le esistenti misure alternative alla detenzione, inclusi gli arresti domiciliari e in strutture a bassa sicurezza per le donne con bambini, con una at-

tenzione particolare alla natura largamente non violenta dei crimini per i quali sono state incarcerate e all'interesse migliore del minore;

h. adottare politiche a lungo termine, sensibili al genere e sostenibili per l'inclusione sociale e l'empowerment delle comunità marginalizzate con particolare attenzione alla salute, alla istruzione, al lavoro e alla sicurezza delle donne;

i. assicurare il coinvolgimento dei rappresentanti di queste comunità, in particolare delle donne, nel progettare, sviluppare e implementare politiche che avranno impatto su di loro;

j. garantire una continua offerta di istruzione di qualità a tutti, anche attraverso una applicazione flessibile del tetto del 30 per cento per gli studenti non italiani per classe, per fare sì che le scuole siano inclusive in modo particolare nei luoghi in cui la popolazione non italiana è elevata;

k. modificare i provvedimenti del "Pacchetto sicurezza" in generale e il crimine di migrazione irregolare in particolare per garantire accesso alle donne migranti in situazione irregolare alla magistratura e alle forze dell'ordine, senza il timore per la detenzione e la espulsione;

l. affrontare le attuali disparità di genere nei settori pubblici e privati per implementare efficacemente le misure fornite dalla Costituzione e da altra legislazione e politiche per aumentare il numero delle donne, incluse le donne dei gruppi marginali, nei settori politici, economici, sociali, culturali e giudiziari;

m. continuare a rimuovere gli impedimenti giuridici che incidono sull'occupazione delle donne, che sono aggravati attraverso la pratica di far firmare lettere di dimissioni in bianco, e le posizioni e salari inferiori per le donne. Rafforzare il sistema del welfare sociale rimuovendo gli impedimenti alla integrazione delle donne nel mercato del lavoro;

n. Ratificare e implementare la Convenzione sulla competenza, la legge applicabile, il riconoscimento, l'esecuzione e la cooperazione in materia di responsabilità genitoriale e di misure di protezione dei minori; la Convenzione internazionale per la protezione dei diritti di tutti i lavoratori migranti e dei membri delle loro famiglie, Convenzione ILO n. 189 (2011) sul lavoro dignitoso per le lavoratrici e i lavoratori domestici; la Convenzione Europea sulla Compensazione alle vittime di crimini violenti e la Convenzione del Consiglio d'Europa sulla prevenzione e la lotta alla violenza contro le donne e la violenza domestica.

F. Attività formative nazionali

Per quanto concerne gli operatori della legge sia pubblici sia privati la attività formativa è stata preminentemente rivolta alle forze dell'ordine, con iniziative locali sperimentali, finanziate con risorse ministeriali o della Commissione Europea.

Solo più recentemente i temi della violenza di genere sono entrati nella agenda degli incontri di formazione dedicati ai magistrati, promossi dal CSM-Consiglio Superiore della Magistratura, che è l'organo nazionale di autogoverno della magistratura.

Da ultimo un corso specifico nazionale per avvocati (“Avvocati che difendono le donne”) è stato organizzato dal Dipartimento Pari Opportunità assieme alla Fondazione Avvocatura Italiana (Commissione Pari Opportunità). Si è svolto a Roma nel maggio 2012, ma sarà replicato altrove.

IV.3.3.

TORINO. RESEARCH REPORT

The current network – Brief outline (June, 2011)

The city network today is represented by the *Coordinamento Cittadino e Provinciale Contro la Violenza alle Donne C.C.C.V.D.* (City and Provincial Coordination Against Violence to Women) whose agreement protocol was renewed in 2010 with Resolution of the Regional Council November 19, 2007, No. 2010-03877/130.

The participants of the CCCVD are: the Sector for Equal Opportunities, Gender Policies and Policies of Times of the City of Turin; the Province of Turin; the Region of Piedmont; the Sant'Anna Hospital (*SVS*) and the Molinette Hospital (*Centro Demetra*) of Turin; many local associations (including *Donne & Futuro* and *Cerchio degli Uomini*), as well as cultural associations, the University of Turin (Equal Opportunities Committee); the familial counselling centres of the Local Health Units; *Spazio Donna* (project of various districts); the social assistance services of the City of Turin; the Municipal Police of the City of Turin; the Prefecture of Turin; the Public Prosecutor- section socially vulnerable groups; the Police Headquarter of Turin; the local union organizations *C.G.I.L.*, *C.I.S.L.* and *U.I.L.*

1. Regulatory framework at regional level

1.2. Regulations for the Piedmont region

1.2.1. The Regional Law 9/2007 defines the establishment of the regional fund of solidarity in aid of female victims of sexual crimes and violence against the person.

1.2.2. The Regional Law 11/2008 promotes concrete initiatives of solidarity through the creation of a solidarity fund for legal aid to female victims of violence and abuse, in order to give support with trials and the prodromal phase of their outset.

1. The requirements of the Regional Law 11/08 to gain access to the solidarity fund are as follows:

- being female victims of violence and abuse being aged over 18 years having main residence in Piedmont;
- planning to initiate legal action for an attempted or committed crime (in Piedmont since April 4, 2008);
- having an income of no more than three times of what the free legal aid schedules – or better to say not more than three times € 10.628,16 (€ 31.884,48). This calculation considers only the woman's income and not the one of her family.

For people whose ability to act is limited or impaired, the request for access to the fund may be made by who holds the legal protection or carries out administrative support.

2. The crimes for which it is allowed to get the fund are: sexual violence - physical and psychological abuse - stalking - abuse and threats - sexual harassment and blackmailing within the social environment.

The Regional Fund covers both, the costs of legal assistance and extrajudicial costs not linked to the trial).

1.2.3. The Regional Law 16/2009 (Establishment of Anti-Violence Centres with shelter accommodation) promotes the establishment and operation, on its territory, of anti-violence centres with shelters that besides the hospitality assure paths of autonomy and of overcoming the discomfort. In each province at least one anti-violence centre connected to shelter accommodation is foreseen. These centres are to be funded by the Region. The law is the result of a popular initiative that collected over 12,000 signatures.

2. The local Network

The considered area includes the City of Turin and the Province of Turin as there are several projects, significant among these: the *A.C.T.I.O.N.* project (Coordinated transversal interorganizational actions- No to gender-based violence).

The Province of Turin is composed of 315 municipalities with an overall population of 2,297,598 units¹, broken up as follows:

1. 909,538 people in the City of Turin (40%).
2. 794,564 people in 22 Municipalities of the metropolitan area (34%).
3. 593,496 people in 292 other Municipalities in the Province (26%).

There are 3 Public Prosecutor's Offices in Turin and its province:

- The Public Prosecutor's Office at the Court of Turin, responsible for the City of Turin and other 144 Municipalities in the Province (73% of population);

¹ Source: Istat (National Institute of Statistics, Italy) 2008.

- The Public Prosecutor's Office at the Court of Pinerolo, responsible for the City of Pinerolo and 57 other municipalities;
- The Public Prosecutor's Office at the Court of Ivrea, responsible for the City of Ivrea and 107 other municipalities.

The network of social welfare consists of the social services of the City of Turin, 17 social welfare associations and three provincial mountain communities. Health services are divided into Local Health Units (2 in Turin and 3 in the Province).

On the territory there are several hospitals. The most significant ones are represented by two university hospitals: San Giovanni Battista Hospital in Turin and San Luigi Hospital in Orbassano.

In addition to that, there's a first aid emergency department at the Sant' Anna Hospital to receive women victims of sexual violence.

The *Centro Demetra* at the Molinette (part of the San Giovanni Battista Hospital of Torino) instead specialises in receiving women who are victims of violence.

2.1. Networks in the territory of Turin

2.1.1. The City of Turin

In the preparatory phase to the establishment of the *Coordinamento Cittadino Contro la Violenza alle Donne C.C.C.V.D.* (City Coordination Against Violence to Women) a round table was created involving a considerable number of institutional bodies, associations and organizations, including, besides the City of Turin: the Prefecture, the police headquarter, the prosecutor's office, the Health Management of Local Health Units and hospitals, the Province of Turin, the Regional Command of the Carabinieri, the Association *Donne contro la violenza* (Women Against Violence), *Telefono Rosa*, *Gruppo Abele*, the association *Alma Mater*, the Committee *Madre Bambino* (Mother and Child), and many others.

In 2000, by resolution of the City Council, the *Coordinamento Cittadino Contro la Violenza alle Donne* (City Coordination Against Violence to Women) was established and approved the protocol of intents that scheduled the operational details and the reciprocal commitments in order to achieve common goals.

Following an amendment to the Protocol of Intent the *Coordinamento Cittadino Contro la Violenza alle Donne*, from 2010 on, also operates at provincial level.

The support given by the City of Turin is of an administrative nature (secretariat functions, planning of meetings and minutes of meetings).

Besides the Assembly and the Joint committee (intermediate body, representative of the associations), there are four working groups that structure the civil coordination:

- The Social Observatory.
- The Communication and Awareness.
- The Training.
- The First Aid Receiving.

The centre for Family Relations is established under Article 42 of the Regional Law 1 / 2004 and is open to all citizens in residence in Turin.

2.1.2. *Centro Demetra* (Support and counselling centre for victims of violence at the Molinette hospital in Turin).

The centre is charged with the implementation of the Regional Plan to prevent and combat violence against women through the creation and consolidation of a regional network, the drafting of guidelines and health protocols for the detection, reporting and assumption of cases of abuse and maltreatment.

The Centre was established in 2002 as an observatory on victims of violence. In that time there was an evident lack of sensitivity of the operators in detecting and taking care of domestic violence. The first objective of the centre therefore was to instruct healthcare assistants.

The centre provides 24-hour health care as well as receiving and counselling services to victims of domestic violence and/or sexual abuse that accede to the first aid emergency department from the Molinette Hospital, to the end that they reflect on what has happened and re-activate their personal resources. In case it should be necessary it is possible to organize sheltered accommodation.

The centre offers, by appointment, consultancy, legal advice, guidance for the complaint and activation of local resources for the complete elimination of violence, step-by-step.

The centre performs the training program for the medical staff of the Hospital (approximately 1700 workers over the years) and for the health and social welfare staff of the Piedmont Region (850 operators in the biennium 2008-2009).

The highly qualified and adequately trained staff in issues related to counselling, receiving and gender-based violence that works with the centre consists of: a medical director, two lawyers and a law graduate, three graduate counsellors still part of an ongoing education program, and a nurse. The group supervises monthly.

With the Resolution of the Regional Council September 21, 2009, No. 14-12159 the Piedmont Region has recognized as “Integrated Hospital for assistance to victims of domestic and sexual violence” what was formed by the integration with the structures *Centro SVS-Bambi* of the *OIRM* – Sant’Anna Hospital of Turin, which respectively deal with maltreatment and sexual violence on minors (female only).

The *OIRM* – Sant’Anna Hospital has within its services two important ones:

- The *Centro S.V.S.* (centre for Sexual Violence Assistance): this is an outpatients’ department dedicated to women victims of sexual violence and/or mistreated during pregnancy (from 14 years onwards), with gynecologists available 24/7, with a follow-up service on sexually transmitted diseases for the six months after the attack and the possibility of psychological support for up to 10 individual interviews. If necessary the network of local services gets activated. The centre is at the Sant’Anna Hospital, and is operating since 2003.

- *Ambulatorio Bambi*: this is an outpatients’ department dedicated to child protection and it is aimed at the diagnosis of abuse and/or maltreatment in order to an

early care and treatment of minors (under 14 years). A pediatrician and a nurse are available 24/7. If necessary the network of local services gets activated. The surgery is at Regina Margherita Children's Hospital, and is operating since 2002.

2.1.3. *Cerchio degli Uomini*

Interventions that prevent violence against women should also be considered from the point of view of who abuses and maltreats. The non-profit association *Cerchio degli Uomini* works with this issue on a provincial level.

The association manages a telephone line for men which is dedicated to listen to men's discomfort. This Telephone information came into being with the experiences of *Cerchio degli Uomini* in the field of violence prevention for women and is an initiative carried out on behalf of the Province of Turin. It is designed to bring out relational distress of males and to prevent male violence against women and children within the family and in the various social environments.

2.1.4. *Donne & Futuro onlus* (non-profit organization)

The activities of *Donne & Futuro* aim to know, prevent and combat the phenomenon of gender-based violence against women and adolescents in intra-/extra-familial relationships, in whatever form it is expressed: physical, psychological, sexual, economic, stalking, trafficking, witnessed violence (children who witness violence).

The focus is on women because it is believed that their psycho-physical recovery hinges on the sharing of a specific path built through a significant relationship of respect and trust with the woman. During the planning of initiatives the methodological guidance takes into account a network concept, where the term "social network" refers both to the particular configuration of bonds that surround each woman, and to all the relations among the members of a group. The approach considers therefore the involvement of all the resources at women's or teenagers' disposal in order to act on all the various needs (legal, psychological, emotional, social, health, professional, etc.).

1. Ongoing actions that provide practical help to women victims of violence:

- *Help - un percorso per ricominciare* (a journey for a new beginning) provides a dedicated listening-counselling centre which is open 30 hours a week, with availability and intervention in case of emergency 24/7 throughout the whole year. The project aims to address this issue in an articulated way and from different point of views (prevention, reception, shared path for elimination of violence, personal recovery, social and professional reintegration, etc.). In short, it offers a 360° aid to woman. The listening centre collects the needs that are represented by native and foreign women, mainly domiciled or resident in Turin and the Province. Specialized and well trained staff (currently 10 people) is responsible for the initial receiving and the follow-up care. From 2006 to present, over 400 women have benefited from the services of the Counselling centre.

- *Help House, un posto per te* (a place for you) – provides living spaces (2 one-room flats, 2 two-room flats and 2 three-room flats) for the receiving of single women (in-

cluding elderly as long as they are self-sufficient) or woman with children (teenagers, children, infants, regardless of gender) who are victims of violence.

- *Accogliere le donne* (Receiving women). In this project of the Municipality of Turin, *Donne & Futuro* manages a shelter accommodation for 7 adult single women (native and foreign, if in possession of a residence permit) victims of violence/ abuse/ maltreatment, who live in the City of Turin or in the Province of Turin. There are no restrictions on age, in terms of education levels.

- *Pari & Dispari* (Odd & Even) – active since 2008, for women of some Municipalities of the Province of Turin (Municipalities of Nichelino, Candiolo and Vinovo). This facility works in the network with all the services of the city. In this context, of particular importance is the space given to women victims of violence/ abuse/ maltreatment; the services offered by experts of the association: first reception, listening, legal and psychological counselling.

2. The training activities of *Donne & Futuro* are directed to different types of operators involved in fighting violence: Police Force (Project A.C.T.I.O.N), healthcare workers, social workers.

In addition, *Donne & Futuro* carries out activities of prevention and coping/controlling of violence to teenagers in schools.

2.2. Existing networks in the province

With the implementation of the LEXOP project, the participating partners intend to create a multidisciplinary network of professionals, involved at various levels in the fight against violence between partners, in order to provide a coordinated response to combat violence in intimate relationships, protect victims and prosecute the guilty.

2.2.1. The Municipality of Pinerolo

The experience of the territory of Pinerolo is very interesting, since there was a meeting in October 13, 2009 an agreement protocol has been proposed to local realities. Have expressed a willingness to work on the network:

- 51 Municipalities with their Municipal Police (the Prosecutor has jurisdiction over 58 Municipalities).

- 3 Commands of the Corps of Carabineers (Moncalieri, Pinerolo and Susa).

- Local Health Unit *Asl To 3*, including the San Luigi University Hospital of Orbassano.

- 4 social assistance consortia (Pinerolo, Orbassano, Carmagnola and Nichelino) that together carry out their activities on 32 Municipalities and 2 mountain communities (Val Pellice, Valli Chisone and Germanasca) that together carry out their activities on 25 Municipalities. Therefore, as of social welfare activity, all municipalities of the territory are represented.

- 7 women's associations and local organizations involved in fighting violence against women, in particular the Association *Svolta Donna*.

- The *Gruppo Uomini in Cammino* committed to assisting men's discomfort, the main cause of violence against women.

The aforementioned agreement is to:

1. activate synergies and collaboration between all public and private subjects, competent and interested in working actively on this issue and involved in various ways.

2. Pay attention during evidence acquisition. In this perspective arises: the activities of the Judicial Police and the Prosecutor's Office, there has been created a special section which takes cases of crimes characterized by violence, threats, etc. Furthermore, besides the magistrate in charge for the group that is specialized in crimes of violence, a magistrate on duty is available for urgent proceedings, which are periodically sent to the Police and are then shared with those who are involved.

The local governments:

a. was formalized the commitment to promote awareness among all local government officials and employees

b. have been identified a number of tools, the municipalities can take us of for victims of violence, such as:

- the promotion of awareness for citizens;
- the adoption of a Municipal Resolution condemning all forms of violence, with the possibility of a civil action in processes where the citizen is a resident;
- the election of a representative among local administrators (Mayor, City Council or Municipal Council) to provide a local point of reference that can synergistically activate the network of services promoted by the Public Prosecutor;
- the involvement of voluntary organizations to support the promotion of prevention and elimination of violence;
- the involvement of the Municipal Police Forces in operational activities, aimed at the surfacing and repression of violence related crimes.

3. The managing bodies of social care institutions have put to disposal the professionalism of operators, social workers, educators, for a network – handling with complex stories and situations of extreme suffering. Every assignment will be followed by a program of individualized support (reception, projects of job-support and autonomy, etc.).

The activities of private-social organizations are highlighted with the contributions of:

- a. the association *Svolta Donna* which has provided:
- a telephone counselling centre;
 - the operators for activities in training, information and awareness on issues of gender-based violence;
 - the opportunity to develop research and study projects of the phenomenon;
 - the skills concerning the design and dissemination of intervention methods and models to enable special network services.

b. The *Gruppo Uomini in cammino* promotes information and awareness initiatives on issues of male sexuality, the patriarchal and chauvinist culture to prevent violence in intimate relationships.

2.2.2. The Municipality of Ivrea

Since October 2005, the group *Donne oltre*, multidisciplinary team against harassment and sexual violence against women, is present in the territory of Ivrea.

The team includes, ever since, representatives of hospitals and Local Health Services, representatives of social assistance consortia, of the association *Casa delle Donne*, and the Public Prosecutor of Ivrea (section socially vulnerable groups).

The team meets regularly and consistently with the objective of coordinating various services in the individual situation and to offer a global care.

Each representative takes on the task of educating colleagues in the workplace, regarding both, the culture of the phenomenon and the procedures to be followed when assisting and reporting. Each representative is responsible for filling out a form to collect data for every followed case. The form will be used for team meetings and data will be compared and collected for the statistics.

The above mentioned team has identified “The guidelines for the integrated intervention to protect women victims of violence” which includes:

general information on violence (epidemiological data, age at risk, etc.), on forms and consequences of violence both immediate and future, the damage on reproductive health, fetal and maternal risk factors during pregnancy;

legislative references (European, national and regional) including the list of crimes automatically subject to prosecution;

indicators of abuse and violence and how to use them;

the health protocol that governs the various stages of acceptance, investigation in the first-aid ER, the assumption (also with a social recovery) or the resignation, including eventual safeguarding of women and children, if any, by methods of social networking.

A special section describes explicitly the role of each operator that is part of the network (nurses, obstetrician, gynecologists, emergency room doctor and nurse, social worker of the hospital, medical examiner, psychologist, social worker of the local social services).

3. The experience of the project A.C.T.I.O.N.

The Project A.C.T.I.O.N. *Azioni Coordinate Trasversali Inter-Organizzative – No alla violenza di genere* (Coordinated transversal interorganizational actions – No to violence against women), financed by a proclamation issued in 2007 by the Department for Equal Opportunities at the Presidency of the Council of Ministers, aimed at strengthening local networks and building an interregional network through the following actions.

The actions taken in the City of Turin and the partner municipalities were as follows:

- Mapping of public and private social services (199 structures).
- Training of police forces by the Association *Donne & Futuro onlus*.

- Feasibility study for the adoption of a unified form to detect the phenomenon of violence against women by the *Associazione Donne & Futuro onlus*.
- Training for female and male healthcare professionals by *Gruppo Abele*, in collaboration with *Donne & Futuro onlus*.
- Training for trainers to promote awareness to the dynamics of gender-based violent relationships and to provide more capacity to interpret violent relationships, by *Centro Studi Pensiero Femminile*.

The training was divided into several stages which have taken in account:

- basic training (113 operators and a specialist) aimed at the creation of a specialized inter-service core: the Task force.

In particular, thanks to the collaboration ensured by the Prefecture of Turin, the round table that has been formed within the *A.C.T.I.O.N.* project will be re-established, composed of representatives of all the Police Forces (Corps of carabinieri, State Police and Municipal Police) and the tutelary network of the City of Turin (Civil Court, Public Prosecutor of the Criminal Court, Public Prosecutor's Office of Minors, Juvenile Court).

Considered the territorial jurisdiction of the Prefecture of Turin, it would be desirable to involve, in a parallel way, the Prosecutors of Pinerolo and Ivrea, in order to value and share determined and integrated initiatives, which allow an affective and constant monitoring of the violence against women in all the Province's territory.

IV.3.4. TORINO. RAPPORTO DI RICERCA

La rete oggi – Scheda di sintesi (elaborata a giugno 2011)

La rete cittadina oggi è costituita dal Coordinamento Cittadino e Provinciale Contro la Violenza alle Donne (C.C.C.V.D.) il cui protocollo di intesa è stato rinnovato nel 2010 con deliberazione della Giunta Comunale del 29/06/2010 n. mecc. 2010-03877/130.

Del CCCVD fanno parte: il Settore Pari Opportunità, Politiche di Genere e dei Tempi della Città di Torino, la Provincia di Torino, la Regione Piemonte, gli Ospedali Sant'Anna (SVS) e Molinette (Centro Demetra) di Torino, molte Associazioni del territorio (tra cui Donne & Futuro e il Cerchio degli Uomini), associazioni anche di tipo culturale e non solo strettamente operanti in ambito sociale, l'Università di Torino (Comitato Pari Opportunità), i consultori familiari delle A.S.L., gli spazi donna circoscrizionali, i Servizi Socio assistenziali della Città di Torino, la Polizia Municipale della Città di Torino, la Prefettura di Torino, la Procura – fasce deboli, la Questura di Torino, le O.O.S.S. C.G.I.L., C.I.S.L. e U.I.L.

1. Quadro normativo di riferimento a livello regionale

1.2. Normativa della Regione Piemonte

1.2.1. Legge Regionale 9/2007 che definisce l'istituzione del Fondo regionale di solidarietà a favore di donne vittime di reati di violenza sessuale e contro la persona.

1.2.2. Legge Regionale 11/2008 che promuove iniziative concrete di solidarietà tramite l'istituzione di un fondo di solidarietà per il patrocinio legale alle donne vittime di violenza e maltrattamenti, volto a sostenere le azioni in sede giudiziaria e nella fase prodromica all'avvio delle stesse.

1. I requisiti richiesti dalla L.R. n. 11/08 per accedere al fondo di solidarietà sono i seguenti:

- Essere donne vittime di violenza e maltrattamenti;
- Avere un'età superiore ai 18 anni;
- Avere la residenza in Piemonte;
- Avere l'intenzione di avviare un'azione legale per un reato tentato o consumato in Piemonte a partire dal 4 aprile 2008;
- Il reddito per essere ammessi non deve superare i 31.884,48 pari cioè a tre volte il gratuito patrocinio (euro 10.628,16); si considera solo il reddito della donna e non quello della famiglia di appartenenza.

2. I reati per i quali è consentito l'accesso al fondo sono: violenza sessuale, maltrattamenti fisici e psicologici, fenomeni di persecuzione, abusi e minacce, molestie e ricatti a sfondo sessuale in tutti gli ambiti sociali.

Il Fondo regionale copre sia le spese inerenti l'assistenza legale sia le spese stragiudiziali (cioè non connesse all'attività processuale).

1.2.3. Legge Regionale 16/2009 "Istituzione di Centri Antiviolenza con case rifugio" che promuove l'istituzione e il funzionamento di Centri antiviolenza con casa rifugio in grado di assicurare alle donne in difficoltà, oltre all'accoglienza, percorsi di autonomia e di superamento del disagio. In ogni Provincia è prevista l'istituzione di almeno un centro antiviolenza a cui siano collegate case rifugio. Tali centri devono essere finanziati dalla Regione.

2. La rete locale

Il territorio qui preso in considerazione è sia la Città di Torino che la Provincia di Torino in quanto sono presenti diversi progetti, tra i più significativi: A.C.T.I.O.N. (Azioni Coordinate Trasversali Inter-Organizzative - No alla violenza di genere).

Il territorio della Provincia di Torino si compone di 315 comuni con una popolazione complessiva di 2.297.598 unità², così ripartita:

909.538 persone nella città di Torino (40%);

794.564 persone nei 22 comuni dell'Area Metropolitana (34%);

593.496 persone negli altri 292 comuni della provincia (26%);

In Torino e provincia sono presenti 3 Procure:

- Procura della Repubblica presso il Tribunale di Torino, competente per la Città di Torino e altri 144 comuni della provincia (73% degli abitanti);

- Procura della Repubblica presso il Tribunale di Pinerolo, competente per la città di Pinerolo e altri 57 comuni;

- Procura della Repubblica presso il Tribunale di Ivrea, competente per la città di Ivrea e altri 107 comuni.

² Fonte: dati Istat 2008.

La rete dei servizi socio assistenziali è composta dai servizi sociali della Città di Torino; da 17 consorzi socio assistenziali e 3 Comunità Montane nella provincia.

I servizi sanitari sono suddivisi in Aziende Sanitarie Locali (2 in Torino e 3 nella Provincia).

Sul territorio sono presenti diversi Ospedali. Gli ospedali più significativi sono rappresentati da due Aziende Ospedaliere Universitarie: San Giovanni Battista di Torino e San Luigi di Orbassano.

Inoltre, presso l'Ospedale San'Anna è presente un Pronto Soccorso per l'accoglienza di donne vittime di violenza sessuale.

Il Centro Demetra presso l'Ospedale Molinette dell'Azienda Ospedaliera San Giovanni Battista di Torino è invece specializzato nell'accoglienza di donne vittime di violenza.

2.1. Reti nel territorio del Comune di Torino

2.1.1. La Città di Torino

Da sempre il Comune di Torino, per contrastare il fenomeno della violenza di genere, ha cercato di creare una logica di rete, con lo scopo di attivare collaborazioni tra le istituzioni e il mondo delle associazioni al fine di poter coordinare in modo proficuo le azioni e sfruttare al meglio le sinergie a disposizione. Nel 2000, con delibera del Consiglio Comunale veniva costituito il Coordinamento Cittadino Contro la Violenza alle Donne ed approvato il Protocollo d'Intenti nel quale venivano disciplinate le modalità operative e gli impegni reciproci in ordine e al fine del raggiungimento degli obiettivi comuni. Un forte stimolo all'istituzione del Coordinamento veniva dato anche dal Comitato Pari Opportunità dell'Azienda Ospedaliera OIRM S. Anna, in conseguenza del rilevante aumento delle domande di assistenza da parte di donne vittime di violenza.

Nella fase preparatoria alla costituzione del Coordinamento Cittadino Contro la Violenza alle Donne C.C.C.V.D. veniva creato un Tavolo di lavoro coinvolgendo un considerevole numero di Organismi Istituzionali, di Associazioni ed Organizzazioni, tra i quali, oltre il Comune di Torino: la Prefettura, la Questura, la Procura, le Direzioni Sanitarie delle A.s.l ed Aziende Ospedaliere, la Provincia di Torino, il Comando dei Carabinieri Regionale, l'Associazione Donne contro la violenza, il Telefono Rosa, il Gruppo Abele, l'ass. Alma Mater, il Coordinamento Madre Bambino, e molte altre. Il tavolo di lavoro aveva lo scopo di individuare gli obiettivi, le risorse disponibili, le modalità organizzative e di formulare un Protocollo di Intenti.

Nella struttura del Coordinamento cittadino, oltre all'assemblea e al comitato di raccordo (organismo intermedio, rappresentativo delle Associazioni), vi sono quattro gruppi di lavoro:

- Il gruppo Osservatorio sociale.
- Il gruppo Comunicazione e Sensibilizzazione.
- Il gruppo Formazione.
- Il gruppo Accoglienza.

Ai sensi dell'art. 42 della Legge Regionale 1/2004, è stato istituito il Centro per le relazioni e famiglie, aperto a tutte le cittadine e cittadini residenti a Torino.

1.1.2. Il Centro Demetra - Centro di supporto e ascolto per le vittime di violenza, presso l'ospedale Molinette di Torino.

Il Centro nasce nel 2002 come Osservatorio sulle vittime di violenza. Il primo obiettivo del Centro fu di formare gli operatori sanitari.

Il Centro offre alle persone vittime di violenza domestica e/o abuso sessuale che accedono al pronto soccorso dell'ospedale Molinette la possibilità di avvalersi, oltre che dell'assistenza sanitaria H24, di un servizio di accoglienza e ascolto per riflettere sull'esperienza vissuta e riattivare le risorse personali. Laddove si rendesse necessario è possibile l'inserimento in strutture protette.

Il Centro offre, su appuntamento, attività di counselling, di consulenza legale, accompagnamento per la denuncia e attivazione delle risorse presenti sul territorio per intraprendere un percorso di affrancamento dalla violenza.

Il Centro prosegue il programma di formazione rivolto al personale sanitario dell'Azienda Ospedaliera (ca. 1700 operatori nel corso degli anni) e al personale sanitario e socio-assistenziale della Regione Piemonte (850 operatori nel biennio 2008-2009).

Nel Centro lavora personale altamente qualificato e opportunamente formato ai temi dell'ascolto, dell'accoglienza e della violenza di genere: un dirigente medico, due avvocate e una laureata in giurisprudenza, tre counsellor diplomati e in formazione continua, una infermiera. Il gruppo segue supervisioni mensili.

Con D.G.R. 14-12159 del 21/09/09 della Regione Piemonte è stato riconosciuto "Centro Integrato Ospedaliero per l'assistenza alle vittime di violenza domestica e sessuale", costituito dall'integrazione con le strutture "Centro SVS-Bambi dell'Azienda Ospedaliera OIRM-Sant'Anna di Torino che si occupano rispettivamente di maltrattamento e abusi sui minori e di violenza sessuale (soltanto sulle donne).

L'Azienda Ospedaliera O.I.R.M.-Sant'Anna ha al suo interno due importanti servizi:

- Centro S.V.S.-Soccorso Violenza Sessuale: ambulatorio dedicato alle donne vittime di violenza sessuale e/o maltrattate in gravidanza (dai 14 anni in poi), con ginecologhe reperibili 24 ore su 24, 7 giorni su 7, con un servizio di follow-up sulle malattie sessualmente trasmesse per i sei mesi seguenti l'aggressione e la possibilità di un supporto psicologico per un massimo di 10 colloqui individuali. Quando necessario viene attivata la rete dei servizi territoriali. Sede ospedale Sant'Anna, opera dal 2003.

- Ambulatorio Bambi: ambulatorio dedicato alla tutela del bambino/a finalizzato alla diagnosi di abuso e/o maltrattamento per una presa in carico e terapia precoce dei minori (fino ai 14 anni), con una reperibilità di pediatra e infermiere, 24 ore su 24 e 7 giorni su 7. Quando necessario viene attivata la rete dei servizi territoriali. Sede ospedale infantile Regina Margherita, opera dal 2002.

2.1.3. Il Cerchio degli Uomini

L'Associazione Onlus *Cerchio degli Uomini* opera in ambito provinciale interventi di prevenzione alla violenza sulle donne che si concretizzano in azioni rivolte ai "maltrattanti". Gestisce una linea telefonica rivolta agli uomini denominata "Sportello telefonico per l'ascolto del disagio maschile". L'iniziativa, realizzata su mandato della Provincia di Torino, ha lo scopo di fare emergere il disagio relazionale maschile e di prevenire la violenza nei confronti delle donne e dei minori, all'interno della famiglia e nei vari ambiti sociali.

2.1.4. Donne & Futuro onlus

L'attività di Donne & Futuro è finalizzata a conoscere, prevenire e contrastare il fenomeno della violenza di genere intra-extrafamiliare contro le donne e gli adolescenti in qualsiasi forma.

La donna è posta al centro in un rapporto di relazione e di fiducia.

L'orientamento metodologico nella programmazione delle iniziative tiene conto del concetto di RETE sociale, riferito sia alla particolare configurazione di legami che circondano ogni donna, sia all'insieme delle relazioni tra i componenti di un gruppo.

L'approccio ai servizi prevede quindi il coinvolgimento di tutte le risorse che la donna o l'adolescente può avere a disposizione, in modo da intervenire sulla globalità dei diversi bisogni (legali, psicologici, affettivi, sociali, sanitari, professionali, ecc.).

1. Azioni continuative che prevedono aiuto concreto a donne vittime di violenza

- *Help – un percorso per ricominciare* prevede un centro d'ascolto dedicato aperto 30 ore a settimana e con reperibilità e intervento in emergenza 24 su 24, 365 gg. all'anno. Il progetto, si propone di affrontare tale tema in modo articolato e da diversi aspetti (prevenzione, accoglienza, percorso condiviso di affrancamento, recupero personale, reinserimento sociale e professionale ecc.). In sintesi si offre alla donna un aiuto a 360 gradi. Il centro di ascolto raccoglie le esigenze di donne native e straniere, principalmente domiciliate o residenti in Torino e Provincia.

Personale specializzato e opportunamente formato (attualmente 10) si occupa della prima accoglienza e della successiva presa in carico.

Dal 2006 a tutt'oggi oltre 400 donne hanno fruito dei servizi del Centro di Ascolto.

- *Help House, un posto per te* prevede la messa a disposizione di spazi abitativi (2 monolocali, 2 bilocali e 2 trilocali) da destinarsi all'accoglienza di donne sole (anche anziane purché autosufficienti) o con figli (adolescenti, minori, neonati senza distinzione di genere) vittime di violenza.

- *Accogliere le donne* prevede la gestione da parte di Donne & Futuro di una casa protetta riservata a 7 donne maggiorenni sole (native e straniere in regola con il permesso di soggiorno) vittime di violenza/abuso/maltrattamento residenti/domiciliate nelle città di Torino e nella provincia di Torino. Non ci sono limitazioni con riferimento all'età, ai livelli di istruzione.

Pari & Dispari è un servizio di ascolto, attivo dal 2008, in alcuni Comuni della provincia di Torino (Comuni di Nichelino, Candiolo e Vinovo).

Lo sportello opera in rete con tutti i servizi della città, comprende uno spazio dedicato alle donne vittime di violenza/abuso/maltrattamenti. I servizi offerti da esperte dell'associazione sono prima accoglienza, ascolto, consulenza legale e psicologica.

2. L'attività formativa di Donne & Futuro è rivolta alle diverse tipologie di operatori che si occupano di contrasto alla violenza: Forze di Polizia (progetto A.C.T.I.O.N.), operatori socio sanitari, operatori sociali.

Inoltre, Donne & Futuro svolge attività di prevenzione e di fronteggiamento/contenimento della violenza agli adolescenti nelle scuole.

2.2. Reti esistenti nella provincia

2.2.1. Il Comune di Pinerolo

Nell'ottobre 2009 la Procura della Repubblica di Pinerolo ha invitato gli Enti territoriali del pinerolese in rete per contrastare le forme di violenze in danno dei soggetti "deboli", in ambito familiare ed extrafamiliare, proponendo di pervenire alla firma di un protocollo di intesa. Hanno espresso la volontà di lavorare in rete:

- 51 comuni con relative Polizie Municipali (la Procura ha una competenza territoriale su 58 comuni).

- 3 comandi dell'Arma dei Carabinieri (Moncalieri, Pinerolo e Susa).

- L'Azienda Sanitaria Locale TO3, compresa l'Azienda Ospedaliera Universitaria San Luigi di Orbassano.

- 4 Consorzi socio assistenziali (Pinerolo, Orbassano, Carmagnola e Nichelino che complessivamente svolgono la loro attività su n. 32 comuni) e 2 Comunità Montane (Val Pellice e Valli Chisone e Germanasca che complessivamente svolgono la loro attività su n. 25 comuni). Pertanto, per quanto riguarda l'attività di assistenza sociale è rappresentata la totalità dei comuni del territorio.

- 7 associazioni femminili ed enti del territorio impegnati nel contrasto alla violenza contro le donne, in particolare l'Associazione Svolta Donna.

- Gruppo Uomini in Cammino impegnati nel sostegno del disagio maschile, principale causa della violenza alle donne.

Il citato accordo si propone di:

1. attivare sinergia e collaborazione tra tutti i soggetti pubblici e privati, aventi competenza ed interesse ad operare fattivamente sul tema e coinvolti a vario titolo.

2. porre attenzione al momento dell'acquisizione della prova.

Per quanto attiene le attività della Polizia Giudiziaria e della Procura della Repubblica, è stata creata una Sezione specializzata alla quale vengono assegnati i reati caratterizzati da violenza, minaccia, ecc. A ciò va aggiunto che, oltre al Magistrato addetto al Gruppo specializzato per i reati di violenza, è a disposizione il Magistrato di turno per gli Atti urgenti, secondo i turni settimanali, che sono trasmessi periodicamente alle Forze di Polizia e sono ivi a disposizione dei soggetti coinvolti nell'intesa.

3. Gli enti gestori dei servizi socio assistenziali hanno espresso la loro disponibilità relativamente alla messa a disposizione della professionalità dei propri operatori, assistenti sociali, educatori, per la gestione in rete di casi con storie complesse o situazioni di estrema sofferenza (ogni presa in carico sarà seguita con un progetto di aiuto individualizzato (accoglienza, realizzazione di progetti di accompagnamento al lavoro e all'autonomia, ecc.)

Tra le attività del privato sociale, si evidenziano i contributi:

a. dell'Associazione Svolta Donna che ha messo a disposizione:

- il Centro di ascolto telefonico;
- gli operatori per l'attività di formazione, informazione e sensibilizzazione sui temi della violenza di genere;
- la possibilità di sviluppare progetti di ricerca e studio del fenomeno;
- le proprie competenze in merito alla progettazione e divulgazione di modalità di intervento e di modelli di attivazione di reti di servizi dedicati;

b. il Gruppo Uomini in cammino si è reso disponibile a promuovere iniziative di informazione e sensibilizzazione sui temi della sessualità maschile, della cultura patriarcale e maschilista per prevenire la violenza maschile nelle relazioni intime.

2.2.2. Il Comune di Ivrea

Dall'ottobre del 2005, nel territorio di Ivrea è presente "Donne oltre", un'equipe multidisciplinare contro il maltrattamento e la violenza sessuale contro le donne. L'equipe comprende fin dalla sua nascita referenti dei servizi sanitari ospedalieri e di territorio, referenti dei Consorzi socio Assistenziali, dell'Associazione Casa delle Donne, della Procura di Ivrea - sezione "fasce deboli"

L'equipe si riunisce costantemente e periodicamente con l'obiettivo di coordinare gli interventi dei diversi Servizi sulla singola situazione e poter offrire quindi una presa in carico "globale".

La citata équipe ha individuato "Le linee d'indirizzo per l'intervento integrato a tutela delle donne vittime di violenza" dove sono compresi:

- le informazioni di carattere generale sulla violenza (dati epidemiologici, età a rischio, ecc.), sulle forme di violenza e sulle conseguenze immediate e future, sui danni sulla salute riproduttiva, sui fattori di rischio in gravidanza sia fetali che materni);
- i riferimenti legislativi (europei, nazionali e regionali) compreso l'elenco dei reati procedibili d'ufficio;
- gli indicatori di maltrattamento e violenza e sulle modalità di utilizzo;
- il protocollo sanitario che disciplina le varie fasi di accoglienza, di accertamento presso il Pronto Soccorso, la presa in carico (anche con un ricovero sociale) o le dimissioni compresa l'eventuale messa in sicurezza della donna e dei minori, se presenti, mediante il ricorso alla rete sociale.

Un'apposita sezione descrive nel dettaglio il ruolo di ogni operatore che fa parte della rete (infermiera, ostetrica, ginecologo, medico e infermiera del Pronto Soccorso, assistente sociale del presidio ospedaliero, medico legale, psicologa, assistente sociale dei servizi sociali territoriali).

3. L'esperienza del progetto A.C.T.I.O.N.

Il Progetto A.C.T.I.O.N. (Azioni Coordinate Trasversali Inter-Organizzative - No alla violenza di genere), finanziato con un bando emanato nel 2007 dal Dipartimento per le Pari Opportunità presso la Presidenza del Consiglio dei Ministri, aveva come obiettivo principale quello di potenziare le reti locali e costruire una rete inter-regionale. Il progetto è stato elaborato e realizzato da un ampio partenariato inter-provinciale/inter-regionale, che ha coinvolto le province di Torino e di Rimini.

Le azioni complessivamente realizzate nella città di Torino e nei comuni partner sono state le seguenti:

- Mappatura dei servizi pubblici e del privato sociale (199 strutture).
- Formazione Forze di Polizia a cura dell'Associazione Donne & Futuro onlus.
- Studio di fattibilità per l'adozione di una Scheda Unificata di rilevazione del fenomeno della violenza alle donne a cura dell'Associazione Donne & Futuro onlus.
- Formazione agli operatori e alle operatrici socio sanitari a cura di Gruppo Abele con la collaborazione di Donne & Futuro Il percorso è stato articolato in sei moduli formativi wper un totale di 120 ore di formazione d'aula e 189 partecipanti coinvolti.
- Formazione per i trainers a cura del Centro Studi Pensiero Femminile.

Il percorso formativo alle Forze di Polizia si è attuato grazie al coordinamento della Prefettura di Torino - Ufficio Territoriale del Governo.

L'azione formativa ha previsto diverse fasi:

- una formazione di base (113 operatori e una specialistica);
- un'azione di sensibilizzazione per coinvolgere un più ampio numero di operatori delle Forze di Polizia;
- un periodo di sperimentazione degli strumenti operativi realizzati nell'ambito della formazione;
- un momento di valutazione della sperimentazione, dell'intero percorso e dei potenziali sviluppi futuri, anche dopo la chiusura del progetto;
- la costituzione di un corpo interforze "Task Force" che dovrebbe rappresentare un costante punto di riferimento sul territorio anche dopo la chiusura del progetto ACTION.

4. Possibili prospettive future

Nell'ambito del progetto LEXOP la collaborazione assicurata dalla Prefettura di Torino, consentirà di ricostituire il tavolo di lavoro creatosi nell'ambito del progetto ACTION, composto da rappresentanti di tutte le Forze di Polizia (Arma dei Carabinieri, Polizia di Stato e Polizia Municipale) e dalla rete di tutela della Città di Torino (Tribunale Civile, Procura della Repubblica presso il Tribunale Penale, Procura dei Minorenni, Tribunale dei Minorenni).

Considerata la competenza territoriale della Prefettura di Torino, sarebbe altresì

auspicabile coinvolgere parallelamente le Procure di Pinerolo ed Ivrea, per valutare e condividere azioni specifiche e integrate che consentano un efficace e costante monitoraggio del fenomeno della violenza sulle donne in tutto il territorio provinciale.

IV.3.5. TORINO. TRAINING PROGRAM

FORMAZIONE TARGET PUBBLICO conduzione e coordinamento Anna Maria Zucca

Data	Orario	Target	Argomenti	Relatori
mercoledì 8 febbraio 2012	dalle 15.00 alle 18,30	pubblico	<ul style="list-style-type: none"> ✓ I luoghi e le forme della violenza ✓ Violenza di genere nelle relazioni intime ✓ La violenza nell'era della globalizzazione, nei media e nella pubblicità ✓ Violenza di genere: gli stereotipi 	Franca Balsamo, <i>sociologa</i> Paola Pellegrino, <i>psicologa</i> (Donne & Futuro onlus) Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i>
mercoledì 22 febbraio 2012	dalle 15.00 alle 18,30	pubblico	<ul style="list-style-type: none"> ✓ Brain storming: ostacoli della donna a lasciare il partner violento ✓ Dinamiche della violenza ✓ Processo di vittimizzazione ✓ I danni sulla salute della donna vittima di violenza ✓ Ricadute della violenza sulla storia sanitaria delle vittime e dei familiari 	Paola Pellegrino, <i>psicologa</i> (Donne & Futuro onlus) Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i> Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i> Massimo Giusio, <i>Direttore CESC – Centro Europeo Studi Criminologici</i> Patrizio Schinco, <i>Centro Demetra</i>

Data	Orario	Target	Argomenti	Relatori
mercoledì 7 marzo 2012	dalle 15.00 alle 18,30	pubblico	<ul style="list-style-type: none"> ✓ Role playing: bisogni della vittima ✓ Tecniche di ascolto e comunicazione ✓ Decision making ✓ Gruppi di lavoro: la presentazione della querela di parte (tempi, modalità e tutela legale penale e civile della donna) ✓ Progetto Action: prototipo di denuncia 	<p>Massimo Giusio, Direttore CESC – Centro Europeo Studi Criminologici</p> <p>Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i></p> <p>Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i></p> <p>Sandra Recchione, <i>Giudice per le Indagini Preliminari – Tribunale Penale di Torino</i></p> <p>Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i></p> <p>Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i></p>
mercoledì 21 marzo 2012	dalle 15.00 alle 18,30	pubblico	<ul style="list-style-type: none"> ✓ Valutazione del rischio e protezione della vittima: <ul style="list-style-type: none"> • standard di attenzione/ protezione • piano di protezione • monitoraggio e gestione del rischio ✓ Gruppi di lavoro: 	<p>Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i></p> <p>Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i></p> <p>Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i></p> <p>Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i></p> <p>Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i></p>
mercoledì 4 aprile 2012	dalle 14.00 alle 19,30	pubblico	<ul style="list-style-type: none"> ✓ Fase delle indagini con riguardo alla ricostruzione dei fatti ✓ Gruppi di lavoro: <ul style="list-style-type: none"> • fase delle indagini con riguardo alla ricostruzione dei fatti • la persona offesa • la figura del maltrattante ✓ La valutazione medica e legale complessiva delle vittime di violenza. 	<p>Sandra Recchione, <i>Giudice per le Indagini Preliminari – Tribunale Penale di Torino</i></p> <p>Filippo Vanni, <i>Arma dei Carabinieri</i></p> <p>Marco Bertoluzzo, <i>Giurista e criminologo – Facoltà psicologia Università degli studi di Torino</i></p> <p>Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i></p> <p>Luciano Gili, <i>Associazione Il Cerchio degli uomini</i></p> <p>Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i></p> <p>Daniela Zoppè, <i>medico legale ASLTO1</i></p>

Data	Orario	Target	Argomenti	Relatori
mercoledì 18 aprile 2012	dalle 15.00 alle 18,30	pubblico	✓ Gruppi di lavoro: le misure cautelari e gli ordini di protezione	Anna Ricci - <i>Giudice per le Indagini Preliminari – Tribunale Penale di Torino</i> Chiara Maina - <i>Pubblico Ministero Procura di Pinerolo</i> Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i> Silvia Lorenzino <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i>
mercoledì 2 maggio 2012	dalle 14.00 alle 19,30	pubblico	✓ Lavori di gruppo: attività di rete presenti nel territorio: buone prassi: • 1° gruppo: protocolli operativi sanitari per violenza interpersonali e violenze sessuali • 2° gruppo: il progetto Care & Investigation • 3° gruppo: Se credi di essere vittima di violenze... rompi il silenzio • 4° gruppo: Progetto Ac-trion: strumenti operativi: ricezione denuncia e intervento in emergenza	Nadia Rocca, <i>Dirigente Presidio ospedaliero</i> Fabrizio Volpato, <i>Vigili Prossimità Torino</i> Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i> Silvia Lorenzino, <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i> Antonio Campagna, <i>Arma dei Carabinieri</i>
mercoledì 16 maggio 2012	dalle 14.00 alle 19,30	pubblico e privato insieme	✓ gruppi di lavoro: protocollo operativo 1° gruppo di lavoro - denuncia e indagini 2° gruppo di lavoro - valutazione del rischio: pericolosità e recidiva 3° gruppo di lavoro - emergenza e lavoro di rete	Marco Sanini, <i>Sostituto Procuratore Procura di Torino</i> ; Chiara Maina, <i>Sostituto Procuratore Procura di Pinerolo</i> ; Marta Lombardi - <i>Sostituto Procuratore Procura Minori</i> ; Piemonte e Valle d'Aosta Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i> ; Silvia Lorenzino - <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i> ; Paola Fuggetta, <i>Questura di Torino</i> ; Valerio Azzone, <i>Arma dei Carabinieri</i> ; Loredana Borinato, <i>Polizia Municipale Torino</i> ; Fabrizio Volpato, <i>Polizia Municipale Torino</i> ; Paolo Novero, <i>Polizia Municipale Nichelino</i> ; Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i> ; Mario Fatibene, <i>Associazione Il Cerchio degli uomini</i> ; Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i>

Data	Orario	Target	Argomenti	Relatori
mercoledì 30 maggio 2012	dalle 14.00 alle 19,30	pubblico e privato insieme	<ul style="list-style-type: none"> ✓ gruppi di lavoro: protocollo operativo 1° e 2° gruppo di lavoro:- tipologia condotte violente e ipotesi di reato ravvisabili 3° e 4° gruppo di lavoro: valutazione del rischio: pericolosità e recidiva 	Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i> Chiara Maina, <i>Sostituto Procuratore Procura di Pinerolo</i> Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i> Flavio Campagna, <i>Avvocato Foro di Torino</i> Loredana Borinato, <i>Polizia Municipale Torino</i> Vendrame Rosangela, <i>Centro Demetra</i> Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i>
mercoledì 13 giugno 2012	dalle 14.00 alle 19,30	pubblico e privato insieme	<ul style="list-style-type: none"> ✓ Prima sessione gruppi di lavoro: protocolli operativi sanitari e linee guida 1° gruppo di lavoro, violenza sessuale 2° gruppo di lavoro, violenza interpersonale nelle relazioni di intimità ✓ Seconda sessione gruppi di lavoro: la complessità del lavoro di rete 	Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i> Fulvio Rossi, <i>già Procuratore Generale Aggiunto della Corte di Cassazione</i> Silvia Lorenzino, <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i> Patrizio Schinco, <i>Centro Demetra</i> Silvia Donadio, <i>SVS Sant'Anna</i> Maria Pia Corradin, <i>ginecologa</i> Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i>
mercoledì 27 giugno 2012	dalle 14.00 alle 19,30	pubblico e privato insieme	bozza protocollo operativo e vademecum	Anna Maria Zucca, <i>Presidente Donne & Futuro onlus</i>
venerdì 9 marzo 2012	dalle 15.00 alle 18,30	privato	<ul style="list-style-type: none"> ✓ I luoghi e le forme della violenza ✓ Violenza di genere nelle relazioni intime ✓ La violenza nell'era della globalizzazione, nei media e nella pubblicità ✓ Violenza di genere: gli stereotipi 	Chiara Inaudi, <i>sociologa</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i> Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i>

data	orario	target	argomenti	relatori
mercoledì 14 marzo 2012	dalle 15.00 alle 18,30	privato	<ul style="list-style-type: none"> ✓ Ricadute della violenza sulla storia sanitaria delle vittime e dei familiari ✓ I danni sulla salute della donna vittima di violenza ✓ Brain storming: ostacoli della donna a lasciare il partner violento ✓ Processo di vittimizzazione 	Patrizio Schinco, <i>Centro Demetra</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i> Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i> Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i> Massimo Giusio, <i>Direttore CESC – Centro Europeo Studi Criminologi</i>
giovedì 22 marzo 2012	dalle 15.00 alle 18,30	privato	<ul style="list-style-type: none"> ✓ Decision making ✓ Dinamiche della violenza ✓ Role playing: bisogni della vittima ✓ Tecniche di ascolto e comunicazione ✓ Gruppi di lavoro: la presentazione della querela di parte (tempi, modalità e tutela legale penale e civile della donna) ✓ Progetto Action: prototipo di denuncia 	Massimo Giusio, <i>Direttore CESC – Centro Europeo Studi Criminologi</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i> Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i> Roberta Collidà, <i>Magistrato Giudicante – Tribunale Penale di Torino</i> Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i> Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro Pinerolo</i> Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i>
lunedì 2 aprile 2012	dalle 15.00 alle 18,30	privato	<ul style="list-style-type: none"> ✓ Valutazione del rischio e protezione della vittima: <ul style="list-style-type: none"> • standard di attenzione/ protezione • piano di protezione • monitoraggio e gestione del rischio ✓ Gruppi di lavoro: 	Anna Maria Zucca, <i>presidente Donne & Futuro onlus</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i> Patricia Proschwitz, <i>avvocato Foro di Ivrea</i> Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i>

Data	Orario	Target	Argomenti	Relatori
giovedì 19 aprile 2012	dalle 14.00 alle 19,30	privato	<ul style="list-style-type: none"> ✓ Il Fondo Regionale di Solidarietà a favore delle donne vittime di violenza ✓ Gruppi di lavoro: <ul style="list-style-type: none"> • relazione cliente/ avvocato nella presa in carico di una donna vittima di violenza • ruolo del difensore della persona offesa dalla denuncia al processo • la figura del maltrattante • il ruolo del difensore del presunto reo ✓ Role playing: relazione cliente/avvocato difensore vittima e difensore presunto ✓ La valutazione medica e legale complessiva delle vittime di violenza. 	Flavio Campagna, <i>avvocato Foro di Torino</i> Michela Malerba, <i>avvocato Foro Torino</i> Patricia Proschwitz, <i>avvocato Foro Ivrea</i> Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i> Franco Tozzi, <i>Associazione Il Cerchio degli uomini</i> Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i> Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i> Daniela Zoppè, <i>medico legale ASLTO1</i> Patrizio Schinco, <i>Centro Demetra</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i>
venerdì 27 aprile 2012	dalle 15.00 alle 18,30	privato	Gruppi di lavoro: le misure cautelari e gli ordini di protezione	Roberta Collidà - <i>Magistrato Giudicante – Tribunale Penale di Torino</i> Piergiorgio Algotino, <i>Presidente Tribunale Civile di Torino</i> Silvia Lorenzino, <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i> Patricia Proschwitz, <i>Avvocato Foro Ivrea</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i>
venerdì 4 maggio 2012	dalle 14.00 alle 19,30	privato	<ul style="list-style-type: none"> ✓ Lavori di gruppo: attività di rete presenti nel territorio: buone prassi: 1° gruppo di lavoro: Progetto Actrion: strumenti operativi: ricezione denuncia e intervento in emergenza 2° gruppo di lavoro: protocolli operativi sanitari per violenza interpersonali e violenze sessuali 3° gruppo di lavoro: il progetto Care & Investigation 4° gruppo di lavoro: Se credi di essere vittima di violenze... rompi il silenzio 	Antonio Campagna, <i>Arma Carabinieri</i> Sabino Moffa, <i>Arma Carabinieri</i> Fabrizio Volpato, <i>Polizia Municipale Torino</i> Silvia Lorenzino, <i>avvocato Associazione Svolta Donna e Foro di Pinerolo</i> Franco Tozzi, <i>Associazione Il cerchio degli uomini</i> Gili Luciano, <i>Associazione Il Cerchio degli uomini</i> Rosangela Vendrame, <i>Centro Demetra</i> Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i>

Data	Orario	Target	Argomenti	Relatori
mercoledì 16 maggio 2012	dalle 14.00 alle 19,30	privato e pubblico insieme	<p>✓ gruppi di lavoro: protocollo operativo</p> <p>1° gruppo di lavoro - denuncia e indagini</p> <p>2° gruppo di lavoro - valutazione del rischio: pericolosità e recidiva</p> <p>3° gruppo di lavoro - emergenza e lavoro di rete</p>	<p>Marco Sanini, <i>Sostituto Procuratore Procura di Torino</i></p> <p>Chiara Maina, <i>Sostituto Procuratore Procura di Pinerolo</i></p> <p>Marta Lombardi - <i>Sostituto Procuratore Procura Minori Piemonte e Valle d'Aosta</i></p> <p>Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i></p> <p>Silvia Lorenzino - <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i></p> <p>Paola Fuggetta, <i>Questura di Torino</i></p> <p>Valerio Azzone, <i>Arma dei Carabinieri</i></p> <p>Loredana Borinato, <i>Polizia Municipale Torino</i></p> <p>Fabrizio Volpato, <i>Polizia Municipale Torino</i></p> <p>Paolo Novero, <i>Polizia Municipale Nichelino</i></p> <p>Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i></p> <p>Mario Fatibene, <i>Associazione Il Cerchio degli uomini</i></p> <p>Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i></p>
mercoledì 30 maggio 2012	dalle 14.00 alle 19,30	privato e pubblico insieme	<p>✓ gruppi di lavoro: protocollo operativo</p> <p>1° e 2° gruppo di lavoro: - tipologia condotte violente e ipotesi di reato ravvisabili</p> <p>3° e 4° gruppo di lavoro: valutazione del rischio: pericolosità e recidiva</p>	<p>Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i></p> <p>Chiara Maina, <i>Sostituto Procuratore Procura di Pinerolo</i></p> <p>Fulvio Rossi, <i>già Procuratore generale Aggiunto della Corte di Cassazione</i></p> <p>Flavio Campagna, <i>Avvocato Foro di Torino</i></p> <p>Loredana Borinato, <i>Polizia Municipale Torino</i></p> <p>Vendrame Rosangela, <i>Centro Demetra</i></p> <p>Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i></p>

Data	Orario	Target	Argomenti	Relatori
mercoledì 13 giugno 2012	dalle 14.00 alle 19,30	privato e pubblico insieme	<p>✓ Prima sessione gruppi di lavoro: protocolli operativi sanitari e linee guida</p> <p>1° gruppo di lavoro: violenza sessuale</p> <p>2° gruppo di lavoro: violenza interpersonale nelle relazioni di intimità</p> <p>✓ Seconda sessione gruppi di lavoro: la complessità del lavoro di rete</p>	<p>Piergiorgio Algostino, <i>Presidente Tribunale Civile di Torino</i></p> <p>Fulvio Rossi, <i>già Procuratore Generale Aggiunto della Corte di Cassazione</i></p> <p>Silvia Lorenzino - <i>Avvocato Associazione Svolta Donna e Foro di Pinerolo</i></p> <p>Patrizio Schinco, <i>Centro Demetra</i></p> <p>Silvia Donadio, <i>SVS Sant'Anna</i></p> <p>Maria Pia Corradin, <i>ginecologa</i></p> <p>Roberto Poggi, <i>Associazione Il Cerchio degli uomini</i></p> <p>Paola Pellegrino, <i>psicologa (Donne & Futuro onlus)</i></p>
mercoledì 27 giugno 2012	dalle 14.00 alle 19,30	privato e pubblico insieme	<p>✓ bozza protocollo operativo e vademecum</p>	<p>Anna Maria Zucca, <i>Presidente Donne & Futuro onlus</i></p>

MODULO DI VALUTAZIONE DELLA ATTIVITÀ FORMATIVA SVOLTA

Partner: Donne & Futuro onlus.

Data di compilazione: 27 settembre 2012.

n. di ore complessivo: n. 84 e mezza (+ 19 ore e mezza) oltre a 6 e mezza di recupero iniziate il 8 febbraio 2012 e terminate il 29 giugno 2012.

Il maggior numero di ore di formazione (31 ore e mezza di cui 7 ore di recupero) è ascrivibile alle seguenti motivazioni:

1. L'inizio dell'attività formativa ha subito diversi ritardi rispetto a quanto previsto a causa delle difficoltà incontrate per il coinvolgimento di alcune autorità, la cui presenza era assolutamente necessaria. Infatti solo alla fine del mese di dicembre 2011 si è conclusa l'attività volta al coinvolgimento dei Tribunali, delle Procure e delle ASL presenti nella provincia di Torino. Per quanto riguarda il coinvolgimento dei 3 Ordini degli avvocati, presenti nella provincia di Torino, pur avendo acquisito la disponibilità già dal mese di ottobre 2011, è stato necessario attendere il rinnovo degli organi sociali dei diversi ordini, il cui iter si è concluso nel mese di febbraio. Per questi motivi il target pubblico ha iniziato il corso LEXOP l'8 febbraio 2012 e il target privato il 9 marzo 2012.
2. Il ridotto periodo intercorrente tra la richiesta di partecipazione al corso e il suo inizio ha reso necessario prevedere due momenti di recupero in modo da garantire a tutti i partecipanti lo stesso contenuto (si fa presente che si è deciso di concedere due incontri di recupero a fronte di specifica richiesta da parte dei partecipanti stessi).
3. Erano previsti incontri di 3 o 5 ore con mezz'ora di intervallo. Questo orario non è stato sistematicamente rispettato perché i corsisti hanno sempre partecipato attivamente, manifestando un significativo interesse. La volontà di approfondire i diversi temi, la possibilità di scambiare le proprie esperienze con gli altri operatori durante i lavori in gruppo, è stata sempre fortemente presente, tanto da scegliere di saltare la pausa (riducendola a 5 massimo 10 minuti) e di terminare l'incontro sistematicamente dopo il numero di ore previste.
4. Sono stati previsti due incontri di 5 ore e mezza (uno per ogni target) finalizzati a lavorare specificatamente per la realizzazione di un vademecum specifico (uno per ogni target) che tenga conto di quanto emerso durante la formazione.

STRUTTURAZIONE DELLE ORE

n. 34,00 per operatori pubblici distribuite in incontri n. 5 di ore 3,50 ciascuno e n. 3 di ore 5,50 ciascuno.

n. 34,00 per operatori privati distribuite in incontri n. 5 di ore n. 3,50 ciascuno e n. 3 di ore 5,50 ciascuno.

n. 16,50 comuni a operatori pubblici e privati distribuite in incontri n. 3 di ore 5,50 ciascuno.

n. 6,50 comuni a operatori pubblici e privati distribuite in incontri n. 2 per attività di recupero (un incontro di 3 ore e uno di 4 ore).

DESCRIZIONE DEL TARGET DEI PARTECIPANTI

n. complessivo delle presenze 63.

Magistrati n. 0...

(distinguere il tipo di ufficio).

P.M. n. 0.

G.I.P. n. 0.

Magistrati onorari n. 0.

Altri n. 0.

Forze dell'ordine / Polizia complessivamente n. 23.

distinte in:

Polizia di Stato n. 5.

Arma CC n. 12.

Polizia Municipale n. 6.

Medico-legali n. 2 e Dirigente Azienda Ospedaliera n. 1.

Avvocati n. 37.

Altro: 1 medico responsabile struttura ospedaliera.

Eventuali annotazioni...

1. Per il target pubblico:

- I magistrati non hanno aderito come corsisti per l'attività formativa troppo impegnativa sotto il profilo delle ore previste (40 ore complessivamente a per ogni partecipante) a causa dei pesanti carichi di lavoro. Per i magistrati, l'unica forma di coinvolgimento possibile si è concretizzata con la loro partecipazione esclusivamente in qualità di docenti.

TARGET DEI DOCENTI

Numero complessivo dei docenti 37.

– Avvocati n. 5.

– Magistrati n. 8.

– Docenti universitari n. 1.

– Associazioni n. 5.

– Ginecologi n. 2.

– Medico-legali n. 1.

– Psicologi n. 1.

– Criminologi n. 1.

– Assistenti sociali n. 0.

– Forze dell'ordine n. 8.

– Altro n. sociologa (2), esperta sul tema della violenza di genere (1); medici (2).

Numero docenti retribuiti 7.

Numero dei docenti che hanno prestato la loro opera gratuitamente 30.

Tecniche di docenza:

- | | |
|--|----|
| ○ lezione frontale | SI |
| ○ discussione | SI |
| ○ uso proiezione di slides e power point | SI |
| ○ role playing | SI |
| ○ analisi di casi | SI |
| ○ gruppi di lavoro | SI |
| ○ proiezione di filmati | SI |
| ○ altro... | |

Registrazione degli incontri	SI
Sbobinatura della registrazione degli incontri	SI

INVITATI DELLA RETE LOCALE

Associazioni: Il Cerchio degli Uomini (4); Centro Demetra (2).

Enti locali: Comune di Torino (3), ASL (2), Ospedale Sant'Anna di Torino (1).

Altre istituzioni:

Magistratura: Tribunale Civile di Torino (1), Tribunale Penale di Torino (4) Procura di Torino (1), Procura di Pinerolo (1), Procura dei Minorenni Piemonte Valle d'Aosta (1).

Ordini professionali: Ordine Avvocati di Torino (3), Pinerolo (1), Ivrea (1).

Forze di Polizia: Comando Provincia Arma dei Carabinieri (4), Polizia di Stato (1), Polizia Municipale di Torino (2), Polizia Municipale di Moncalieri (1), Polizia Municipale di Nichelino (1).

Prefettura di Torino (1).

Altro...

INDICATORI PER IL MONITORAGGIO E LA VALUTAZIONE DELLA QUALITÀ

Richieste di partecipazione e/o iscrizione (non accolte) n. 0.

Adesione di almeno 30 operatori per ogni target:

- **no per il target pubblico (hanno aderito 26 operatori)** in quanto i magistrati non hanno aderito come corsisti (attività formativa troppo impegnativa sotto il profilo delle ore previste);
- **si per il target privato (hanno aderito 37 avvocati).**

Eventuali annotazioni

1. Per il target pubblico:

- I magistrati non hanno aderito come corsisti per l'attività formativa troppo impegnativa sotto il profilo delle ore previste (40 ore complessivamente a per ogni partecipante) a causa dei pesanti carichi di lavoro. Per i magistrati, l'unica forma di coinvolgimento possibile si è concretizzata con la loro partecipazione esclusivamente in qualità di docenti.

2. Per il target privato:

- a. Nella Regione Piemonte è presente una lista di Avvocati che hanno aderito – previo una specifica formazione – al Fondo Regionale di solidarietà per le vittime di violenza che prevede un patrocinio gratuito fino a 3 volte il limite previsto nel patrocinio a spese dello Stato.
- b. Pur avendo acquisito la disponibilità dei 3 Ordini degli avvocati (Torino, Pinerolo e Ivrea) sino dal mese di ottobre 2012, si è dovuto attendere l'esito dei contatti con i referenti del target privato (in particolare Procura di Torino) realizzatosi solo a fine dicembre 2011. A gennaio 2012 sono ripresi immediatamente i contatti con i referenti gli Ordine degli Avvocati, ma si è dovuto attendere che fosse terminato l'iter di rinnovo degli organi sociali degli Ordini iniziato a gennaio e conclusosi alla fine del mese di febbraio 2012. Solo ai primi di marzo è stato possibile raccogliere le adesioni. Per rispettare i tempi del progetto il corso per il target privato è iniziato il 9 marzo e quindi tra la diffusione della notizia e l'inizio del corso è trascorso solo un settimana.

Il ridotto periodo intercorrente tra la richiesta di partecipazione al corso e il suo inizio ha reso necessario prevedere due momenti di recupero in modo da garantire a tutti i partecipanti lo stesso contenuto. (si fa presente che si è deciso di concedere due incontri di recupero a fronte di specifica richiesta da parte dei partecipanti stessi).

CONTINUITÀ NELLA PRESENZA (SECONDO LE ORE EFFETTIVE)

Partecipanti che hanno presenziato ad almeno 40 ore (80% delle ore formative).

Partecipanti che hanno presenziato ad almeno 30 ore (60% delle ore formative).

Partecipanti che hanno presenziato ad almeno 20 ore (40% delle ore formative).

dettaglio	Numero partecipanti Compilatori il questionario finale				
	almeno 80% delle ore formative effettive	da almeno 60% al 79,9% delle ore formative effettive	da almeno 40% al 59,9% delle ore formative effettive	meno del 40% delle ore formative	totale partecipanti
target pubblico	9	8	0	9	26
target privato	18	11	0	8	37
target pubblico e target privato	27	19	0	17	63

Annotazioni: le ore considerate sono 50,5 per ogni target (34,00 separatamente oltre a 16,50 insieme)

CONTINUITÀ NELLA PRESENZA (SECONDO LE ORE PREVISTE DAL PROGETTO)

Partecipanti che hanno presenziato ad almeno 32 ore (80% delle ore formative).

Partecipanti che hanno presenziato ad almeno 24 ore (60% delle ore formative).

Partecipanti che hanno presenziato ad almeno 16 ore (40% delle ore formative).

dettaglio	Numero partecipanti Compilatori il questionario finale				
	almeno 80% delle ore formative effettive	da almeno 60% al 79,9% delle ore formative effettive	da almeno 40% al 59,9% delle ore formative effettive	meno del 40% delle ore formative	totale partecipanti
target pubblico	11	3	4	8	26
target privato	27	2	1	7	37
target pubblico e target privato	38	5	5	15	63

CONTINUITÀ NELLA PRESENZA (SECONDO IL NUMERO DI INCONTRI)

Partecipanti che hanno presenziato ad almeno l'80% degli incontri n. 9 su 11.

Partecipanti che hanno presenziato ad almeno il 60% degli incontri n. 7 su 11.

Partecipanti che hanno presenziato ad almeno il 40% degli incontri n. 5 su 11.

Descrizione	Target pubblico	Target privato	Totale target pubblico e privato
Partecipanti che hanno presenziato ad almeno l'80% degli incontri (almeno 9 incontri su 11)	8	22	30
Partecipanti che hanno presenziato 8 incontri su 11 (70% degli incontri)	3	5	8
Partecipanti che hanno presenziato 7 incontri su 11 (60% degli incontri)	1	2	3
Partecipanti che hanno presenziato 6 incontri su 11 (50% degli incontri)	2	0	2
Partecipanti che hanno presenziato 5 incontri su 11 (40% degli incontri)	4	0	4
Partecipanti che hanno presenziato meno di 5 incontri su 11	8	8	16
totale partecipanti	26	37	63

Ulteriori rilievi...

VALUTAZIONE E GRADIMENTO DELLA INIZIATIVA

I questionari finali distribuiti sono pari a 55 di cui n. 17 compilati da operatori del target pubblico e n. 38 da quello privato.

Gli operatori hanno utilizzato i codici di valutazione sotto indicati:

Codici di valutazione		
negativo	1	2
non sufficiente	3	4
sufficiente	5	6
buono	7	8
ottimo	9	10

Hanno valutato positivamente quanto a raggiungimento delle aspettative e) Ritengo che i contenuti del corso, così come sono stati svolti, hanno corrisposto alle mie aspettative	Numero partecipanti compilatori il questionario finale		
	target pubblico n° ... su 17	target privato n° ... su 38	target pubblico e privato n° ... su 55
almeno 90% (valutazione "10" e "9")	5	17	22

80% (valutazione "8")	3	12	15
70% (valutazione "7")	8	3	11
60% (valutazione "6")	1	3	4
50% (valutazione "5")	0	1	1
-50% (valutazione "4", "3" "2" e "1")	0	2	2
totale	17	38	55

Hanno valutato positivamente quanto a utilità nel proprio lavoro: c) Ritengo che quanto appreso potrà essere utile per la mia professione	Numero partecipanti compilatori il questionario finale		
	target pubblico n° ... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	8	13	21
80% (valutazione "8")	5	11	16
70% (valutazione "7")	4	7	11
60% (valutazione "6")	0	6	6
50% (valutazione "5")	0	1	1
-50% (valutazione "4", "3" "2" e "1")	0	0	0
totale	17	38	55

RAGGIUNGIMENTO DEGLI OBIETTIVI

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: a) Ritengo di aver acquisito una maggiore conoscenza del fenomeno della violenza contro le donne	Numero partecipanti compilatori il questionario finale		
	target pubblico n° ... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	3	11	14
80% (valutazione "8")	5	15	20
70% (valutazione "7")	6	8	14
60% (valutazione "6")	2	4	6
50% (valutazione "5")	1	0	1
-50% (valutazione "4", "3" "2" e "1")	0	0	0
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: b) Ritengo di essere più sensibile ai temi della violenza di genere	Numero partecipanti compilatori il questionario finale		
	target pubblico n° ... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	3	17	20
80% (valutazione "8")	7	11	18
70% (valutazione "7")	3	8	11
60% (valutazione "6")	2	2	4
50% (valutazione "5")	1	0	1
-50% (valutazione "4", "3" "2" e "1")	1	0	1
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: c) Nel mio lavoro mi sento più preparata/o a sostenere le donne in situazioni di violenza	Numero partecipanti compilatori il questionario finale		
	target pubblico n° ... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	3	17	20
80% (valutazione "8")	9	12	21
70% (valutazione "7")	3	6	9
60% (valutazione "6")	1	0	1
50% (valutazione "5")	1	2	3
-50% (valutazione "4", "3" "2" e "1")	0	1	1
totale	17	38	55

incremento della sensibilizzazione sui temi della violenza di genere: 80%: e) Ho rafforzato le mie competenze nella futura gestione di casi di violenza di genere	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	5	20	25
80% (valutazione "8")	6	11	17
70% (valutazione "7")	4	4	8

60% (valutazione "6")	1	2	3
50% (valutazione "5")	1	0	1
-50% (valutazione "4", "3" "2" e "1")	0	1	1
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: f) Ho imparato nuove tecniche (migliorando la mia capacità di ascolto e di comunicazione) ed ho acquisito nuovi strumenti professionali	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	6	19	25
80% (valutazione "8")	5	8	13
70% (valutazione "7")	3	6	9
60% (valutazione "6")	2	2	4
50% (valutazione "5")	1	1	2
-50% (valutazione "4", "3" "2" e "1")	0	2	1
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: a) Adottare linee guida efficaci	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	5	12	17
80% (valutazione "8")	5	15	20
70% (valutazione "7")	4	6	10
60% (valutazione "6")	1	2	3
50% (valutazione "5")	2	3	5
-50% (valutazione "4", "3" "2" e "1")	0	0	0
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: b) stipulare protocolli operativi	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	3	8	11
80% (valutazione "8")	8	13	21
70% (valutazione "7")	2	10	12
60% (valutazione "6")	1	4	5
50% (valutazione "5")	3	1	4
-50% (valutazione "4", "3" "2" e "1")	0	2	2
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: c) Lavorare in rete	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	6	9	15
80% (valutazione "8")	5	13	18
70% (valutazione "7")	3	10	13
60% (valutazione "6")	2	3	5
50% (valutazione "5")	1	1	2
-50% (valutazione "4", "3" "2" e "1")	0	2	2
totale	17	38	55

Incremento della sensibilizzazione sui temi della violenza di genere: 80%: g) Ho potuto informare gli operatori di altri servizi/ professioni sul mio lavoro e gli interventi del mio settore	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	5	6	11
80% (valutazione "8")	5	10	15
70% (valutazione "7")	5	7	12
60% (valutazione "6")	1	8	9

50% (valutazione "5")	1	3	4
-50% (valutazione "4", "3" "2" e "1")	0	4	4
totale	17	38	55

incremento della sensibilizzazione sui temi della violenza di genere: 80%: h) Ho conosciuto il metodo di lavoro e di intervento di altri enti, istituzioni, associazioni e servizi	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	6	14	20
80% (valutazione "8")	7	14	21
70% (valutazione "7")	3	5	8
60% (valutazione "6")	1	5	6
50% (valutazione "5")	0	0	0
-50% (valutazione "4", "3" "2" e "1")	0	0	0
totale	17	38	55

incremento della sensibilizzazione sui temi della violenza di genere: 80%: l) La formazione mi ha fornito nuove idee sulla co-operazione e sul lavoro di rete	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	7	19	26
80% (valutazione "8")	4	10	14
70% (valutazione "7")	4	3	7
60% (valutazione "6")	2	5	7
50% (valutazione "5")	0	1	1
-50% (valutazione "4", "3" "2" e "1")	0	0	0
totale	17	38	55

incremento della sensibilizzazione sui temi della violenza di genere: 80%: m) Ho trovato nuove collaborazioni e referenti di altri servizi che mi saranno utili per lavorare in rete in un'ottica di cooperazione multi professionale	Numero partecipanti compilatori il questionario finale		
	target pubblico n°... su 17	target privato n°... su 38	target pubblico e privato n°... su 55
almeno 90% (valutazione "10" e "9")	6	14	20
80% (valutazione "8")	6	12	18
70% (valutazione "7")	4	5	9
60% (valutazione "6")	1	2	3
50% (valutazione "5")	0	1	1
-50% (valutazione "4", "3", "2" e "1")	0	4	4
totale	17	38	55

SI INDICANO DI SEGUITO I SUGGERIMENTI PIÙ FREQUENTI

Premessa:

sono stati compilati 55 questionari, ma le risposte aperte sono state rilevate su 35 questionari.

Domanda: cosa è piaciuto di più?

contatto con altri enti e diversi operatori, scambio di esperienze, lavori di gruppo... n. 21 persone su 35.

qualità delle docenze... n. 14 su 35 hanno segnalato da due a tre docenti che si sono particolarmente distinti in termini di chiarezza espositiva, competenza e professionalità.

Domanda: cosa è stato più efficace?

contatto con altri enti e diversi operatori, scambio di esperienze, lavori di gruppo... n. 25 persone su 35.

Domanda: cosa non mi è piaciuto:

l'organizzazione del tempo. Un intero pomeriggio è troppo per gli impegni lavorativi che si sommano alla formazione... n. 5 persone su 35.

orario non rispettato... n. 4 su 35.

Domanda: Avrei voluto un maggiore approfondimento sui seguenti argomenti:

approccio con il maltrattante n. 4 su 35.

rete di accoglienza e supporto... n. 3 su 35.

Suggerimenti:

coinvolgere gli assistenti sociali n. 3

IV.3.6. TORINO - Anna Maria Zucca (EN.)

Evaluation and considerations

The key word that expresses synthetically the training activities carried out under the LEXOP project is: training the network and I would add pilot project & experimentation.

Training the network because from the first moment on the educational activity has been developed to provide to all participants specific tools and methods to work effectively in the network, increasing – through the exchange of technical and professional expertise – the ability to give a concrete and global response to the multi-problematical situation that usually presents difficulties to the woman that suffers or has suffered violence (I promised myself not to use the word victim because it can easily be associated with the idea of a woman without any responsive stimulus. A woman who suffers violence is a woman in distress who deserves to be helped to find her own ability and relational, social and professional potential, very often hidden or forgotten after long periods of violence).

During the training course we shared how important it is to focus on the needs of women, which means to give an efficient and effective answer to her expressed and unexpressed needs in order to overcome her social problems and difficulties.

It was also agreed that it is important to have a multi-professional team in the territory, able to provide integrated responsibility and a subsequent total management of individual cases, which clearly must be individualized, so to say dimensioned to the user's specific needs.

For this reason it has been widely experienced during the technical group analysis that it is essential that operators who deal with the woman with different responsibilities, must necessarily combine different methodologies, to provide skills and resources, to recognize and respect the individual professionals that are involved, find a common language, forgetting any autonomist tendencies.

The training that was conducted within the LEXOP project has consistently

taken account of those needs and that is why I decided to add pilot project & experimentation because the training project can be considered innovative in several aspects:

- it is innovative because the training has involved contemporarily – as teachers and learners – all public and private law operators. I refer to the magistrates, in particular to prosecutors and judges for preliminary investigations, the operators of the Carabinieri, the State Police and some Municipal Police, and for the first time also to forensic doctors and lawyers;
- the project is also innovative for having favored, in an unusual context such as a training, technical in-depths, exchange of experiences and professionalism, by using methods and tools that have made it possible to experience the networking between professionals and to identify critical points and strengths in all areas;
- the project is also innovative because it has been able to take into account the existing project experience within the province and within the training activity favoring not only the know-how, but also the in-depth in working groups in order to create synergy, enhance the existing and integrate it to improve the response in terms of services to people in difficulty that are asking for help.

I especially refer to projects that are already implemented: “ACTION”, “Care & Investigation” and “If you think you are a victim of violence ... break the silence because:

- The project ACTION has created the framework for establishing an inter-institutional technical committee LEXOP at the Prefecture of Turin in order to facilitate the construction of a provincial network.

- Thanks to the ongoing project “Care & Investigation” a regional inter-institutional network has been established, aimed at countering the phenomena of specific illegality (child offenders, bullying, domestic violence, stalking, gender crimes) and provide support to women who suffer or have suffered violence, in the territory of the city and the province of Turin. “Care & Investigation” involves the Municipal Police of Turin, the Anti-Crime Division of the Police Headquarter of Turin, the Division and the Provincial Command of the Carabinieri of Turin.

- With the initiative “If you believe you are a victim of violence ... break the silence”, sponsored by the Public Prosecutor in Pinerolo, together with the institutions and bodies of the territory a protocol was formalized in 2009 that defines operational methodologies to be adopted in a synergistic way by public and private entities who with various responsibilities face violence against vulnerable people, especially within the family.

Local Health Units (ASL), Municipalities, Municipal Police, Carabinieri, management agencies of social welfare, Associations/ Groups of private private social services have joined the protocol.

The cooperation during the group analysis of local partners such as the “Centro Demetra” and the association “Cerchio degli uomini” made possible the study of the reception procedures at hospitals and in particular the emergency room. Concerning this, I'd like to remind the presence of centers of excellence in the city, such as the

hospitals Molinette, Sant'Anna and Regina Margherita, centers that are respectively specialized in the acceptance and support in cases of ill-treatment, sexual violence and violence against children.

Thanks to the collaboration with the association “Cerchio degli uomini” it was possible during the in-depth training to understand better the behavior of those who act violently, and it was also useful to learn about the tools and techniques that are adopted in order to contain the violence.

Clearly then, the LEXOP training has never lost as the main objective of the project:

Networking

Specifically, the training activity was characterized from the beginning by a high-leveled education as the training was addressed to the leadership of public and private law operators (higher education).

In addition:

- with the participation of the public target – made up of managers of the Carabinieri, State Police, Municipal Police and forensic doctors –; training activities aimed to improve their skills in identifying violence in intimate relationships, both in the first intervention and judicial responses;
- with the participation of lawyers; training activities aimed to equip legal assistance able to support the decision to report violence in intimate relationships, ensuring a coordinated and effective response in all subsequent stages of the proceedings;
- the already existing knowledge and experience and the ability to work in teams have been enhanced with the predominant use of methodologies and interactive tools and, therefore, there was given preference to technical analysis in small groups with subsequent plenary debates, taking inspiration from the Open Space Technology. There has also been used techniques of brainstorming and role playing.

It has also been carried out a constant connection between the training and the activities of the technical LEXOP committee, in fact, the choice of a high leveled training has allowed us to be able to count on the presence of the same institutional representatives in the training sessions and meetings of the technical committee, thereby facilitating the achievement of the main objective: the creation of specific handbooks/guidelines to be widely shared and used, also through a Memorandum of Understanding of an integrated network (ultimate goal of LEXOP).

The preparation of the training was very complex due to the choice of the different national and European partners to propose a homogeneous training activity as regards the topics to be explored, methodologies and tools to be adopted, whilst safeguarding the specificities of local contexts.

The partners in Turin – due to the presence of specific supporting projects on the territory that I've already mentioned – have chosen to work at the provincial level. This meant to triple the involved institutions (3 courts, four prosecutors, three Bar Associations).

Results

- draft of two specific handbooks (one for the public and one for the private target);
- draft of guidelines used in the forming Memorandum of Understanding of an integrated network.

Evaluation of the training

To respect the timeframe of the project has meant a continuous time pressure and required a huge effort in terms of commitment to all (speakers, participants, organizers).

The ever-present commitment and enthusiasm, however, has allowed us to meet the deadlines of the project, to achieve its goals, and especially to go beyond.

- There were planned: a total of 40 hours of training per person, including 15 hours all together (public and private target). Actually, the training hours have risen to 50 since the planned 30-minute-break was usually reduced to 5/10 minutes, in-depth group works often absorbed more time than expected.

- Also very rewarding was the request to provide additional appointments to make up for missed lessons, this was to give the opportunity to those who had enrolled late and wanted to study all the subjects (6 and a half hours of additional training).

- A total of 63 operators joined the training, of which only 26 belonging to the public target, instead of the at least foreseen 30. The heavy workload and a too demanding training activity in terms of hours, has made it impossible to the magistrates to participate in every meeting. Despite these objective difficulties and thanks to the collaboration with 8 judges (either as teachers or facilitators in the group discussions), the results of the training in terms of exchange of experience and technical analysis was at the highest level.

- Significant the continuity of the presence: 43% of operators who have joined the training have been present for at least 40 hours, an additional 30% for at least 30 hours. This means that 40 out of 63 participants joined the training for at least 30 hours. In this regard, I'd like to thank the three Bar Associations for granting 24 credit points (the maximum one can attain per year) in recognition of the validity of the training.

- The satisfaction questionnaire completed by 55 operators, provided the assignment of a score from 1 to 10.

In particular, there was asked for an evaluation on:

1. achievement of the expectations;
2. usefulness in the own work;
3. the increase of knowledge and awareness on issues of gender-based violence and the consequent positive impact on the work in terms of skills and management of cases of violence;
4. improvement of the ability to receive and listen;
5. acquisition of new techniques and tools;
6. exchange of working methods;
7. creation of a handbook and guidelines;

8. ability to create the conditions for the formalization of an integrated network protocol;

9. ability to cooperate and work in a network.

To all these questions, 85% of the compilers (47 of 55) gave a score which was higher than 7. The higher scores have been attributed to demands concerning:

1. achievement of the expectations;
2. improvement of the ability to receive and listen;
3. acquisition of new techniques and tools;
4. ability to cooperate and work in a network.

In such cases, in fact, 40% of participants (22 of 55) has attributed a score of at least 9 (corresponding to excellent).

Open-ended questions: "What did you like most?" (21 operators out of 35) and "What was more effective?" (25 operators out of 35) were answered with:

1. contact with other institutions and with several operators;
2. exchange of experiences;
3. working groups.

Concerning the quality of the lecturers, 14 of 35 operators have attributed a score of 9 or 10 to some teachers for having distinguished themselves in terms of clarity, competence and professionalism. Everyone (students, facilitators, teachers) participated in this initiative with competence and professionalism, creating a collaborative and serene climate and making this an enriching professional and personal experience.

IV.3.7. TORINO - Anna Maria Zucca (IT.)

Valutazione e riflessione

La parola chiave che esprime sinteticamente l'attività formativa realizzata nell'ambito del progetto LEXOP è: la formazione nella rete e aggiungerei: progetto pilota & sperimentazione.

La formazione nella rete perché fin dal primo momento l'attività formativa è stata sviluppata per fornire ai partecipanti specifici strumenti e metodi per lavorare efficacemente in rete, potenziando – attraverso lo scambio di esperienze tecniche e professionali – la capacità di dare una risposta concreta e globale alla situazione multiproblematica che solitamente presenta la donna in difficoltà perché subisce o ha subito violenza (mi sono ripromessa di non usare la parola vittima perché può facilmente essere associata all'idea di una donna priva di qualunque stimolo reattivo. La donna che subisce violenza è invece una donna in difficoltà che merita di essere aiutata a ritrovare le proprie capacità e potenzialità relazionali, sociali professionali, molto spesso nascoste o dimenticate dopo lunghi periodi di violenza).

Durante l'attività formativa si è condiviso quanto sia importante porre al centro le esigenze della donna; ciò significa dare ai suoi bisogni espressi ed inespressi una risposta efficiente ed efficace volta al superamento del suo disagio sociale e delle sue difficoltà.

Si è altresì condiviso quanto sia importante disporre sul territorio di un'equipe multi-professionale in grado di garantire una presa in carico integrata e una successiva gestione integrale dei singoli casi, che chiaramente devono essere personalizzati, calati cioè sulle specifiche esigenze dell'utente.

Per questo si è ampiamente sperimentato durante gli approfondimenti tecnici in gruppo quanto sia essenziale che gli operatori che a diverso titolo si occupano della donna, debbano necessariamente conciliare metodologie diverse, mettere a disposizione capacità professionali e risorse, riconoscere e rispettare le singole figure professionali coinvolte, trovare un linguaggio comune, dimenticandosi delle proprie spinte autonomiste.

La formazione attuata nell'ambito del progetto LEXOP ha costantemente tenuto conto di tali esigenze ed è per questo motivo che ho pensato di aggiungere anche progetto pilota & sperimentazione perché il progetto formativo può essere considerato innovativo sotto diversi aspetti:

- è innovativo perché la formazione ha previsto il coinvolgimento contemporaneo – come docenti e discenti – di tutti gli operatori della legge pubblici e privati. Mi riferisco a Magistrati, in particolare Pubblici Ministeri e Giudici per le indagini Preliminari, agli operatori dell'Arma dei Carabinieri, della Polizia di Stato e di alcune Polizie Municipali e, per la prima volta, anche medici legali ed avvocati;
- il progetto è altresì innovativo per aver favorito in un contesto inusuale come quello formativo approfondimenti tecnici, scambio di esperienze e professionalità utilizzando metodologie e strumenti che hanno reso possibile sperimentare il lavoro di rete tra gli operatori e individuare in ogni ambito criticità e punti di forza;
- il progetto è inoltre innovativo perché ha saputo tener conto delle esperienze progettuali già esistenti nel territorio provinciale e all'interno dell'attività formativa favorendo non solo la conoscenza, ma anche l'approfondimento in appositi gruppi di lavoro al fine di creare sinergia, valorizzare l'esistente ed integrarlo per migliorare la risposta in termini di servizi alla persona in difficoltà che chiede aiuto.

Mi riferisco in particolare ai progetti già attuati: "ACTION", "Care & Investigation" e "Se credi di essere vittima di violenze... rompi il silenzio", perché:

- il progetto ACTION, ha creato le basi per istituire presso la Prefettura di Torino il Tavolo tecnico interistituzionale LEXOP al fine di agevolare la costruzione di una rete provinciale.

- grazie al progetto tutt'ora operativo Care & Investigation si è costituita una rete territoriale interistituzionale finalizzata a contrastare, sul territorio della città e della provincia di Torino, fenomeni di illegalità specifica (reati minorili, bullismo, violenza domestica, stalking, reati di genere) e garantire sostegno alle donne che subiscono o hanno subito violenza.

Care & Investigation coinvolge la Polizia Municipale di Torino, la Procura per i Minorenni, la Divisione Anticrimine della Questura di Torino, la Divisione e il Comando Provinciale Carabinieri di Torino.

- con l'iniziativa "Se credi di essere vittima di violenze... rompi il silenzio", promossa dalla Procura di Pinerolo, in sinergia con le Istituzioni e gli enti del territorio si è formalizzato nel 2009 un protocollo che definisce metodologie operative da adottare in modo sinergico dai soggetti pubblici e privati che a vario titolo contrastano con competenza la violenza contro i soggetti deboli, soprattutto in ambito familiare.

Al protocollo hanno aderito ASL, Comuni, Polizie Municipali, Carabinieri, Enti gestori di servizi socio assistenziali, Associazioni/Gruppi del privato sociale.

La collaborazione durante gli approfondimenti di gruppo dei partners locali come il "Centro Demetra" e "l'Associazione Il Cerchio degli uomini" ha reso possibile l'approfondimento delle procedure di accoglienza presso gli ospedali e in particolare i Pronto Soccorso. Ricordo in merito la presenza nella città di punti di eccellenza come gli Ospedali Molinette, Sant'Anna e Regina Margherita centri specializzati ri-

spettivamente nell'accoglienza e sostegno nei casi di maltrattamento, violenza sessuale e violenza su minori.

Grazie alla collaborazione con l'Associazione Il Cerchio degli uomini è stato possibile durante gli approfondimenti formativi capire meglio l'atteggiamento di chi agisce violenza; ed è stato altresì utile conoscere gli strumenti utilizzati e le tecniche di contenimento della violenza adottate.

Appare quindi chiaro che la Formazione LEXOP non abbia mai perso di vista l'obiettivo centrale del progetto:

Il lavoro di rete

Nello specifico l'attività formativa si è fin dall'inizio caratterizzata per uno standing formativo elevato in quanto la formazione è stata destinata alle dirigenze degli operatori della legge pubblici e privati (alta formazione).

Inoltre:

- con la partecipazione degli operatori del target pubblico – costituito da dirigenti dell'Arma dei Carabinieri, Polizia di Stato, Polizia Municipale e dai medici legali – l'attività formativa si proponeva di migliorare le loro competenze nell'individuazione della violenza nelle relazioni intime sia nel primo intervento sia nelle risposte giudiziarie;
- con la partecipazione degli avvocati, l'attività formativa si proponeva di attrezzare un'assistenza legale idonea a supportare la decisione di denunciare contro la violenza nelle relazioni di intimità, assicurando una risposta coordinata ed efficace in tutte le successive fasi processuali;
- con l'utilizzo predominante di metodologie e strumenti interattivi si sono valorizzate le conoscenze, le esperienze già acquisite e la capacità di lavorare in team e, quindi, sono stati privilegiati gli approfondimenti tecnici in piccoli gruppi con successivi dibattiti plenari, prendendo spunto dalla Open Space Technology.

Sono state altresì utilizzate tecniche di brain storming e role playing.

Si è altresì attuato un costante collegamento tra formazione e attività del tavolo tecnico LEXOP; infatti, la scelta di uno standing formativo elevato ha permesso di poter contare sulla presenza degli stessi rappresentanti istituzionali negli incontri formativi e nelle riunioni del tavolo tecnico, facilitando di conseguenza il raggiungimento dell'obiettivo centrale: la realizzazione di specifici vademecum/linee guida ampiamente condivise da utilizzarsi anche nel costituendo protocollo di intesa di rete integrata (obiettivo finale di LEXOP).

La preparazione dell'attività formativa è stata molto complessa per la scelta dei diversi partners nazionali ed europei di proporre un'attività formativa omogenea per quanto attiene gli argomenti da approfondire, le metodologie e gli strumenti da adottare, salvaguardando comunque le specificità dei contesti territoriali in cui si sarebbe operato.

I partner torinesi – per la presenza sul territorio degli interessanti specifici progetti di supporto già citati – hanno scelto di lavorare a livello provinciale. Ciò ha significato triplicare le istituzioni da coinvolgere (3 Tribunali, 4 Procure, 3 Ordini degli Avvocati).

Risultati ottenuti

- bozza di due vademecum specifici (uno per il target pubblico, uno per il target privato);
- bozza di linee guida utilizzabili nell'ambito del costituendo protocollo d'intesa di rete integrata.

Valutazione della formazione

Rispettare i tempi previsti dal progetto ha significato un continuo rincorrere il tempo ed ha richiesto un enorme sforzo in termini impegno per tutti (relatori, corsisti, organizzatori).

L'impegno e l'entusiasmo continuamente presente ha comunque consentito di rispettare i tempi del progetto, di raggiungere gli obiettivi, e soprattutto di andare oltre.

- Erano previste complessivamente 40 ore a persona di formazione di cui 15 ore tutti insieme (target pubblico e target privato). Di fatto le ore di formazione sono lievitate a 50 in quanto la prevista pausa di 30 minuti solitamente si riduceva a 5/10 minuti e spesso gli approfondimenti in gruppo assorbivano ulteriore tempo oltre a quello previsto

- Molto gratificante è stata inoltre la richiesta di prevedere alcuni momenti di recupero per dare la possibilità a chi si era iscritto in ritardo di poter comunque approfondire tutti gli argomenti (6 ore e mezza di recupero)

- Complessivamente hanno aderito 63 operatori di cui solo 26 appartenenti al target pubblico, invece degli almeno 30 previsti. I pesanti carichi di lavoro e un'attività formativa troppo impegnativa sotto il profilo delle ore previste, non ha reso possibile l'adesione da parte dei magistrati a tutti gli incontri. Nonostante queste oggettive difficoltà, grazie alla collaborazione come docenti o facilitatori negli approfondimenti in gruppo di ben 8 magistrati, i risultati della formazione in termini di scambi di esperienze e approfondimenti tecnici è stato di alto livello.

- Significativo il dato sulla continuità della presenza: il 43% degli operatori che hanno aderito è stato presente ad almeno 40 ore, un ulteriore 30% ad almeno 30 ore. Questo significa che 40 operatori su 63 hanno partecipato alla formazione almeno 30 ore. In proposito ringrazio i 3 Ordini degli avvocati per aver concesso 24 crediti formativi (il massimo ottenibile in un anno) a riconoscimento della validità della formazione.

- Il questionario di gradimento compilato da 55 operatori, prevedeva l'attribuzione di un punteggio da 1 a 10.

In particolare è stata chiesta una valutazione in merito:

1. al raggiungimento delle aspettative;
2. all'utilità nel proprio lavoro;
3. all'incremento della conoscenza e sensibilizzazione sui temi della violenza di genere e alla conseguente ricaduta positiva sul lavoro in termini di competenze e gestione dei casi di violenza;
4. al miglioramento della capacità di accoglienza e ascolto;

5. all'acquisizione di nuove tecniche e strumenti di lavoro;
6. allo scambio di metodi di lavoro;
7. alla creazione di un vademecum e linee guida;
8. alla possibilità di creare i presupposti per la formalizzazione di un protocollo di rete integrata;
9. alla possibilità di cooperare e lavorare in rete.

A tutte queste domande l'85% dei compilatori (47 su 55) ha attribuito un punteggio superiore a 7.

Una valutazione più elevata è stata attribuita alle richieste riguardanti:

1. il raggiungimento delle aspettative;
2. il miglioramento della capacità di accoglienza e ascolto;
3. l'acquisizione di nuove tecniche e strumenti di lavoro;
4. la possibilità di cooperare e lavorare in rete.

In tali casi infatti il 40% dei partecipanti (22 su 55) ha attribuito un punteggio di almeno 9 (corrispondente all'ottimo).

Alle domande con risposta aperta: Cosa è piaciuto di più (21 operatori su 35) e Cosa è stato più efficace (25 operatori su 35) è stato segnalato:

1. il contatto con altri enti e con diversi operatori;
2. lo scambio di esperienze;
3. i lavori di gruppo.

In merito alla qualità delle docenze 14 operatori su 35 hanno segnalato alcuni docenti per essersi particolarmente distinti in termini di chiarezza espositiva, competenza e professionalità attribuendo in genere un punteggio 9 o 10.

Tutti (corsisti, facilitatori, docenti), hanno partecipato a questa iniziativa con competenza e professionalità, creando un clima collaborativo e sereno e rendendo questa esperienza arricchente sotto il profilo professionale ed umano.

IV.3.8. TORINO. PROTOCOL

MEMORANDUM OF UNDERSTANDING OF AN INTEGRATED NETWORK FOR PREVENTING AND COMBATING VIOLENCE AGAINST WOMEN AND CHILDREN VICTIMS OF WITNESSED VIOLENCE

Whereas:

- violence against women is a widespread problem in all countries and transversal to all cultures, regardless of social, economic and cultural factors;
- gender-based violence takes different forms of violence: physical (maltreatment), sexual (harassment, rapes, exploitation), economic (denial of access to economic resources of the family, even if brought in by the woman), psychological (violation of the self), religious (denial of access to religious tradition of belonging);
- several studies on gender-based violence estimate that in Europe a percentage between 20% and 25% of women have been victims of physical violence at least once during their adult life and that over 10% had suffered sexual violence;
- the analysis devoted to the phenomenon of physical and sexual violence against women, conducted by ISTAT¹ in 2006, shows that there are 2 million and 938 thousand Italian women who have suffered physical or sexual violence within the couple relationship. In almost all cases (93%) violence is not reported, and only 18.2% of women who has suffered violence in the family considers violence a crime. 2.077.000 women are victims of stalking by the former partner;
- The research “*I love you to death?*”² promoted by the Female Elected Council of the Piedmont Region and the Order of Piedmont Journalists, shows that in the period 2005-2007 there have been made almost 20.000 complaints of violence against women in Piedmont, of which more than 10.000 in the province of Turin. The phenomenon is much larger than the reported cases, at least three times as much as it is

¹ ISTAT- National Institute of Statistics.

² “Ti amo da morire?”.

clear from the survey carried out at the emergency room and among women associations: the majority of complaints (88% of the total) concerns threats, injuries and insults. An analysis sample also showed that the highest percentage of complaints of attempted or accomplished violence comes from within the family (36.2%), followed by that of acquaintances (33.1%) and of strangers (30.7%), and in 84% of cases the attackers are Italian citizens.

- In view of the programs, resolutions and recommendations adopted by the institutions of the European Union and the United Nations to combat gender-based violence, including domestic violence, such as:

- the *Declaration on the Elimination of Violence against Women* published by the UN in 1993 that, for the first time, broadly defined violence against women as “any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life”;

- the European Convention on the exercise of children’s rights, Strasbourg January 25th, 1996 ratified and implemented in Italy with law no. 77, March 20th 2003.

- by the Resolution no. 54/134 of December 17th 1999 the United Nations General Assembly designated the 25th November as the International Day for the Elimination of Violence against Women, and invited governments, international organizations and NGOs to organize activities designed to raise public awareness for the elimination of prejudices and customary practices and of other practices which are based on the idea of the inferiority or superiority of either of the sexes or on role stereotyping;

- the United Nations General Assembly Resolution no. 58/147 of 19th February 2004 on the elimination of domestic violence against women;

- the Convention of the Council of Europe to combat violence against women and the fight against trafficking human beings of May 16th 2005;

- The joint decisions of the Parliament and the European Council in which the Daphne action programs were established to prevent and combat violence against children and women (Decision no. 293/2000/EC of January 24th 2000 established the Daphne Program I, Decision no. 803/2004/EC of April 21st 2004 which set up the Daphne Program II, Decision no. 779/2007/EC of June 20th 2007 which set up Daphne Program III);

- The European Parliament Resolution of April 5th 2011 on priorities and definition of a new EU policy framework on combating violence against women, which emphasizes the importance of appropriate training for all those involved in contact with women victims of gender violence, with particular reference to the police, judges, social workers and health personnel and in which the European Parliament calls on the Commission to continue its efforts to combat gender-based violence through programs of the European Union, in particular the Daphne program, which has already been successful in combating violence against women;

- The Convention of the Council of Europe (Istanbul Convention) of 11 May 2011, in Italy signed by the Minister of Labour, Social Affairs and Equal Opportuni-

ties, on September 27th 2012, on preventing and combating violence against women and domestic violence.

- Given the national legislation and the legislation of the Piedmont Region in the field of combating violence against women and children, in particular:

- the Law of August 5th 1981, no. 442 – Abrogation of the criminal relevance of the honor crime;

- the Law of February 15th 1996, no. 66 – Regulations against sexual violence;

- the Law of August 3rd 1998, no. 269 – Regulations against the exploitation of prostitution, pornography and tourism at the detriment of minors;

- the Law of April 4th 2001, no. 154 and subsequent amendments – Measures against violence in family relations;

- the Law of February 6th 2006, no. 38 and subsequent amendments – Provisions relating to the fight against sexual exploitation of children and child pornography also via internet;

- the Law of December 24th 2007, no. 244, art. 2 comma 463 – Establishment of the National Plan on violence against women;

- the Law of April 23rd 2009, no. 38 and subsequent amendments - Emergency measures in the field of public safety and combating sexual violence, and regarding stalking;

- the Law of July 15th 2009, n. 94 – Provisions relating to public safety;

- the Decree of the Presidency of the Council of Ministers of November 11th 2010 by which was approved the National Plan against gender-based violence and stalking;

- the Regional Law of July 9th 1996, no. 44 - Establishment of the Female Elected Council in Piedmont;

- the Regional Law of March 4th 2005, no. 1 - Statute of the Piedmont Region, Art. 13 – Equality between men and women, art. 38 - Female Elected Council, Art. 93 – Committee on equal opportunities between women and men;

- the Regional Law of April 23rd 2007, no. 9, art. 62 – Establishment of the regional solidarity in favor of women who are victims of crimes of sexual violence and of violence against the person;

- the Regional Law of December 10th 2007, no. 23, amended by the Regional Law 22/2009 – Provisions relating to regional policy in the field of integrated security;

- the Regional Law of March 17th 2008, no. 11 – Establishment of a solidarity fund for legal aid to women victims of violence and abuse;

- the Regional Law of May 29th 2009, no. 16 – Establishment of anti-violence centers and shelter homes.

Whereas:

- The City of Turin

- has established in 2000 the *Citizen Coordination Against Violence to Women*³, a

³ Coordinamento Cittadino Contro la Violenza alle Donne (CCCVD).

multi-disciplinary and inter-institutional organization which is open to institutions, associations and non-profit organizations that, each within the field of competence, provide expertise and services in health, psychological, legal, judicial, and public policy, cultural, social welfare and educational issues, in order to protect the fundamental rights of women and to offer them support. The City Council, by Resolution no. 3877 of June 29th 2010 renewed the Memorandum of Understanding and approved the expansion of the network to the province of Turin, with the name *Citizen and Provincial Coordination Against Violence to Women*⁴, maintaining the same acronym.

– has managed, as project leader, the project A.C.T.I.O.N.⁵ (Coordinated Transversal Inter-Organizational Actions – No to gender-based violence), funded by the Department for Rights and Equal Opportunities of the Presidency of the Council of Ministers and in collaboration with the Province of Turin, the Province of Rimini, six municipalities in the metropolitan area (Alpignano, Moncalieri, Nichelino Pianezza, Rivalta and Settimo), the *CIRSDe* - University of Turin⁶ and three associations belonging to the Coordination *CCCVD*.

The project, launched on September 1st 2008 presented to the bodies who were involved in an inter-institutional table formed at the Prefecture of Turin on February 11th 2009 and concluded February 28th 2010, allowed us to develop training programs for social and health services, police forces and listening centers with the aim to increase the skills of operators in the management of cases of women who have suffered physical and sexual violence.

Within the project, the association *Women & Future*⁷, as partner, has carried out the training for Police Forces which allowed the establishment of a Police inter-group task force, the realization of a Memorandum of good practice, an emergency handbook, a prototype of a complaint and detection module of abuse and domestic violence to be used in cases of emergency and when the woman shows up at the institution but does not file complaint.

- The Municipal Police of the City of Turin, with the project *Care & Investigation* (which also involves the Public Prosecutor at the Juvenile Court of Piedmont and the Aosta Valley, Turin Police Headquarters – Police Crime Division – Office for Children, the Provincial Police Command of Turin) has set up a regional inter-institutional network aimed at countering specific phenomena of illegality (juvenile crimes, bullying, domestic violence, stalking, gender crimes) and provide support to victims in the territory of the city and the province of Turin.

The City of Turin, the Association *Women & Future*⁸, the Listening centre *Demetra*⁹ (as an associated partner) and the Association *Circle of Men*¹⁰ (by signing the

⁴ Coordinamento Cittadino e Provinciale Contro la Violenza alle Donne (CCCVD).

⁵ Azioni Coordinate Trasversali Inter-Organizzative No alla violenza di genere.

⁶ Research centre for Women's and Gender Studies of the University of Turin.

⁷ Associazione Donne & Futuro.

⁸ Donne&Futuro.

⁹ Centro d'Ascolto Demetra - supporting and listening center to victims of violence.

¹⁰ Associazione il Cerchio degli Uomini - Men's Association.

letter of intent) joined the European project LEXOP, Lex-Operators all together for women victims of intimate partner violence – funded by the European Commission under the Daphne Program III, 2007-2013. The project has as its overall objective the identification of suitable tools to provide a coordinated and integrated response to women victims of violence in intimate relationships. To achieve this goal is provided a training and networking in close connection with each other.

The project involves the University of Bologna (lead partner) and Partner members and associates of four European countries: Italy (Bologna, Milan and Turin), Spain (Catalonia), France (Bordeaux) and Greece (Athens).

The City of Turin – Department for Equal Opportunities – within the LEXOP project, aims specifically at the definition of a network protocol between the actors that are involved at different levels, to provide a coordinated and integrated response to women victims of violence in intimate relationships and prosecute the offender.

In order to launch a network a technical committee has been set up at the Prefecture of Turin – Local Government – in which the City and the Province of Turin, based on specific expertise related to the territories had the role of “facilitator” and the Association *Women & Future*¹¹ had the role of technical secretariat.

The meetings of technical committee have been attended by, as well as local partners of the project, representatives of the following organizations/ institutions:

Prefecture of Turin – Local Government Agency, Public Prosecutor of Pinerolo, Public Prosecutor for Minors of Piedmont and Aosta Valley, Court of Turin – Criminal Jurisdiction, Court of Turin – Civil Jurisdiction, Police headquarters of Turin, Provincial Command of the Carabinieri of Turin, Municipal Police of Turin, Municipal Police of Moncalieri, Municipal Police of Nichelino, Bar Association – Court of Turin, Bar Association – Court of Pinerolo, Bar Association – Court of Ivrea, Hospital “Città della Salute e della Scienza di Torino” – Local Health Units ASL TO1, ASL TO2, ASL TO3, ASL TO4, ASL TO5.

The Association of Women & Future, as partner of the project Lexop, realized in the period from 8th February 8 to 29th June 2012, training activities aimed at two target groups:

- a. Police force, Magistrates, Forensic doctors;
- b. Lawyers.

The final handbooks, tools designed specifically for the two target groups, are the result of the training sessions.

Having considered that:

- it is necessary to define coordinated and shared ways of intervention to support women victims of violence and children victims of (also witnessed) violence;
- it is necessary to avoid the risk of duplication and overlapping of activities, optimizing institutional responses so as to ensure the most adequate protection to women and their children;

¹¹ Donne&Futuro.

- it is useful and appropriate to continue the strong partnership developed in the implementation of previous agreements and collaborations, to ensure maximum effectiveness of the response, in relation to the available resources;
- It is just as useful and appropriate to develop within the network new and innovative forms of action to combat violence against women, creating awareness, prevention and treatment aimed at the abusive.

Having acknowledged that:

- the participants of the Technical Committee which has been established at the Prefecture of Turin within the European project Lexop have identified a Memorandum of Understanding as suitable tool to consolidate and expand the network that has already been implemented and tested successfully in specific areas of intervention.

NOW THEREFORE THE PARTIES HERETO AGREE AS FOLLOWS

Article 1 (Preambles)

The preambles form an integral part of this agreement.

Article 2 (Objectives)

This protocol has the following key objectives:

- coordinate actions to combat the phenomenon of violence at the preventive, cognitive and supporting level to women victims of violence and to children victims of (also witnessed) violence;
- connect and build networks among different actors, both public and private, to combat violence against women and children, adopting intervention procedures that allow effective and integrated actions;
- connect and build networks between different actors both in the public and private sector to promote the implementation of measures for the determination of responsibility and recovery of the attackers;
- promote a substantial integration of judicial, legal, health and social operations to ensure global support;
- coordinate and improve the collection of data on violence to be shared between the signatories of the Protocol, in accordance with local regulations.

It is also considered of great importance to establish a “permanent table for combating violence against women and children victims of witnessed violence” in order to:

- give continuity to the activities of joint actions;
- build a system of data collection;
- share specific actions on identified problems and constantly update the list of network contacts operating on behalf of the signatory parties;
- promote joint actions to face the critical areas that gradually are identified during the common working;
- promote specific, also common, training activities, with different departments involved for the adoption of shared languages and intervention methods;
- establishing partnerships with private entities operating on the issues covered by this Protocol, whose registered office is in the territory of Turin and the province of Turin.

Article 3 **(Commitments of the members of the Protocol)**

To pursue the objectives set out in article 2, the organizations/institutions, in line with their skills and in accordance with their organizational autonomy, within the limits of available resources, take the commitments listed below:

- a. support and develop projects for the dissemination of the culture of the fundamental rights of women, human rights and the culture of non-discrimination based on gender;
- b. to promote and support initiatives of combating violence against women and children victims of witnessed violence;
- c. to promote and support initiatives to recover the perpetrator;
- d. an active role in supporting the way out from the mistreatment;
- e. contribute to identify strategies for prevention and intervention on the causes and situations that may lead to violent behaviors or to suffering violent acts;
- f. contribute to the definition of intervention procedures to ensure the continuity of taking care of the victim and of the structuring of a shared method between the different areas of intervention, to be taken during the reception and assistance for women victims of sexual and domestic violence and their children;
- g. promote the awareness and training of the various actors involved in the process of support and protection of women victims of violence and their children;
- h. participate in the “permanent table for combating violence against women and children victims of witnessed violence”.

Article 4 **(Adhesion)**

This Protocol is open to all organizations, institutions and professional Orders in the province of Turin operating on the topic of the Protocol. Membership must be

submitted to the City of Turin¹² and will be accepted subject to prior approval of this Memorandum of Understanding, by a formal act of the proposer.

Article 5 (Duration)

The term of this Memorandum of Understanding is 36 (thirty) consecutive months from the date of approval by the City Council. At the end of the period, this Protocol may be renewed after the adoption of appropriate formal acts by the subscribers.

Article 6 (Possibility of withdrawal)

The signatories have the right to withdraw from this Memorandum of Understanding at any time by written communication. In this case everything that has been obtained in the meantime in terms of results will not be affected.

Article 7 (Privacy)

Subscribers must provide for the data handling and, if necessary, for the dissemination and communication of personal data relating to this agreement in the pursuant of institutional purposes and to the Legislative Decree 196/2003 and subsequent amendments on the processing of personal data.

The processing of personal data is carried out in both automated and printed mode. Subscribers can publish on their institutional Web site information concerning this agreement

SIGNATURE

¹² Servizio Pari Opportunità, Tempi e Orari della Città.

IV.3.9. TORINO. PROTOCOLLO

PROTOCOLLO D'INTESA DI RETE INTEGRATA PER LA PREVENZIONE E IL CONTRASTO DELLA VIOLENZA NEI CONFRONTI DELLE DONNE E DEI MINORI VITTIME DI VIOLENZA ASSISTITA

Premesso che:

- la violenza contro le donne è un problema diffuso in tutti i paesi ed è trasversale a tutte le culture, indipendentemente da fattori sociali, economici e culturali;
- la violenza di genere assume la forma di violenza fisica (maltrattamenti), sessuale (molestie, stupri, sfruttamento), economica (negazione dell'accesso alle risorse economiche della famiglia, anche se prodotte dalla donna), psicologica (violazione del sé), religiosa (negazione dell'accesso alla tradizione religiosa d'appartenenza);
- diversi studi sulla violenza di genere stimano che in Europa una percentuale compresa tra il 20% e il 25% della popolazione femminile è stata vittima di violenza fisica almeno una volta durante la vita adulta e che oltre il 10% ha subito violenza sessuale;
- l'indagine dedicata al fenomeno delle violenza fisica e sessuale contro le donne, condotta dall'ISTAT nel 2006, evidenzia che sono 2 milioni e 938 mila in Italia le donne che hanno subito una violenza fisica o sessuale all'interno della relazione di coppia. Nella quasi totalità dei casi (93%) le violenze non sono denunciate e solo il 18,2% delle donne che hanno subito violenza in famiglia considera la violenza subita un reato. Sono 2 milioni 77 mila le donne vittime di atti persecutori (stalking) dall'ex partner;
- la ricerca "*Ti amo da morire?*" promossa dalla Consulta delle Elette della Regione Piemonte e dall'Ordine dei Giornalisti del Piemonte, evidenzia che nel periodo 2005-2007 in Piemonte sono state sporte quasi 20 mila denunce di violenza sulle donne di cui più di 10 mila in provincia di Torino. Il fenomeno è molto più esteso

rispetto ai casi denunciati, almeno tre volte tanto, secondo quanto emerge dall'indagine compiuta presso i Pronto Soccorso e le associazioni femminili: la maggior parte delle denunce (l'88 % del totale) riguardano minacce, lesioni e ingiurie. Da un'analisi a campione risulta anche che la percentuale più alta delle denunce di violenza, tentata o compiuta, viene da un ambito familiare (36,2%), segue quella da parte di conoscenti (33,1%) e da estranei (30,7%), e nell'84% dei casi gli aggressori sono cittadini italiani.

- Visti i programmi, le risoluzioni e raccomandazioni adottati dai diversi organismi dell'Unione Europea e delle Nazioni Unite per combattere la violenza di genere, compresa quella domestica, quali:

- la “Dichiarazione sull'eliminazione della violenza contro le donne” redatta dall'ONU nel 1993 che, per la prima volta, ha definito in modo ampio la violenza contro le donne come “qualunque atto che produca, o possa produrre, danni o sofferenze fisiche, sessuali o psicologiche, ivi compresa la minaccia di tali atti, la coercizione o privazione arbitraria della libertà, sia nella vita pubblica che nella privata”;

- la Convenzione Europea sull'esercizio dei diritti dei fanciulli, stipulata a Strasburgo il 25 gennaio 1996 e ratificata e resa esecutiva in Italia con Legge 20 marzo 2003, n. 77;

- la Risoluzione n. 54/134 del 17 dicembre 1999 con la quale l'Assemblea Generale delle Nazioni Unite ha designato il 25 novembre come la Giornata Internazionale per l'eliminazione della Violenza contro le Donne e ha invitato i governi, le organizzazioni internazionali e le organizzazioni non governative (ONG) a organizzare attività volte a sensibilizzare l'opinione pubblica per l'eliminazione dei pregiudizi, delle pratiche consuetudinarie o di altro genere che siano basate sulla convinzione dell'inferiorità o della superiorità dell'uno o dell'altro sesso o sull'idea di ruolo stereotipati;

- la Risoluzione dell'Assemblea Generale dell'ONU n. 58/147 del 19 febbraio 2004 sull'eliminazione della violenza domestica contro le donne;

- la Convenzione del Consiglio d'Europa per combattere la violenza contro le donne e per la lotta contro la tratta degli esseri umani del 16 maggio 2005;

- le Decisioni congiunte del Parlamento e del Consiglio Europeo con cui sono stati istituiti i programmi d'azione Daphne volti a prevenire e combattere la violenza nei confronti dei bambini e delle donne (Decisione n. 293/2000/CE del 24 gennaio 2000 con cui è stato istituito il Programma Daphne I; Decisione n. 803/2004/CE del 21 aprile 2004 con cui è stato istituito il Programma Daphne II; Decisione n. 779/2007/CE del 20 giugno 2007 con cui è stato istituito il Programma Daphne III);

- la Risoluzione del Parlamento Europeo del 5 aprile 2011 sulle priorità e sulla definizione di un nuovo quadro politico dell'UE in materia di lotta alla violenza contro le donne con cui viene sottolineata l'importanza di una formazione adeguata per tutti coloro i quali operano a contatto con donne vittime della violenza di genere, con particolare riferimento alla polizia, ai giudici, ai lavoratori sociali e al personale sanitario e con la quale il Parlamento Europeo invita la Commissione a proseguire

i propri sforzi per combattere la violenza basata sul genere attraverso programmi dell'Unione Europea, in particolare il programma Daphne, che ha già riscosso successo nella lotta contro la violenza nei confronti delle donne;

- la Convenzione del Consiglio d'Europa (Convenzione di Istanbul) dell'11 maggio 2011, sottoscritta per l'Italia dal Ministro del Lavoro, delle Politiche Sociali e delle Pari Opportunità in data 27 settembre 2012, sulla prevenzione e la lotta contro la violenza nei confronti delle donne e la violenza domestica.

- Vista la normativa nazionale e della Regione Piemonte in materia di lotta alla violenza contro le donne e i minori, in particolare:

- la Legge 5 agosto 1981, n. 442 – Abrogazione della rilevanza penale della causa di onore;

- la Legge 15 febbraio 1996 n. 66 – Norme contro la violenza sessuale;

- la Legge 3 agosto 1998 n. 269 – Norme contro lo sfruttamento della prostituzione, della pornografia e del turismo a danno di minori;

- la Legge 4 aprile 2001 n. 154 e s.m.i. – Misure contro la violenza nelle relazioni familiari;

- la Legge 6 febbraio 2006 n. 38 e s.m.i. – Disposizioni in materia di lotta contro lo sfruttamento sessuale di bambini e la pedopornografia anche a mezzo Internet;

- la Legge 24 dicembre 2007 n. 244, art. 2 comma 463 – istituzione del Piano nazionale contro la violenza alle donne;

- la Legge 23 aprile 2009 n. 38 e s.m.i. – Misure urgenti in materia di sicurezza pubblica e di contrasto della violenza sessuale, nonché in tema di atti persecutori;

- la Legge 15 luglio 2009 n. 94 – Disposizioni in materia di sicurezza pubblica;

- il Decreto della Presidenza del Consiglio dei Ministri dell'11 novembre 2010 con cui è stato approvato il Piano nazionale contro la violenza di genere e lo stalking;

- la Legge Regionale 9 luglio 1996 n. 44 – Istituzione della Consulta delle Elette del Piemonte;

- la Legge Regionale 4 marzo 2005 n. 1 – Statuto Regione Piemonte, art. 13 – Pari opportunità tra donne e uomini, art. 38 – Consulta elette, art. 93 – Commissione pari opportunità tra donne e uomini;

- la Legge Regionale 23 aprile 2007 n. 9, art. 62 – Istituzione del Fondo regionale di solidarietà a favore di donne vittime di reati di violenza sessuale e contro la persona;

- la Legge Regionale 10 dicembre 2007 n. 23, modificata dalla L.R. 22/2009 – Disposizioni relative alle politiche regionali in materia di sicurezza integrata;

- la Legge Regionale 17 marzo 2008 n. 11 – Istituzione di un fondo di solidarietà per il patrocinio legale alle donne vittime di violenza e maltrattamenti;

- la Legge Regionale 29 maggio 2009 n. 16 – Istituzione di Centri antiviolenza con case rifugio.

Considerato che:

- La Città di Torino

– ha istituito nel 2000 il “Coordinamento Cittadino Contro la Violenza alle Donne”(CCCVD), organismo multidisciplinare ed interistituzionale aperto a Enti, Associazioni e Organizzazioni non aventi scopo di lucro che, ciascuno nel proprio ambito di competenza, mettono a disposizione professionalità e servizi in campo sanitario, psicologico, legale, giudiziario e di ordine pubblico, culturale, socio-assistenziale ed educativo, al fine di tutelare i diritti fondamentali delle donne e offrire loro sostegno. La Giunta Comunale, con deliberazione n. 3877 del 29 giugno del 2010 ha rinnovato il Protocollo d’Intesa e ha approvato l’ampliamento della rete al territorio provinciale di Torino, con denominazione “Coordinamento Cittadino e Provinciale Contro la Violenza alle Donne”, pur mantenendo invariato l’acronimo CCCVD.

– ha gestito, in qualità di capofila, il progetto A.C.T.I.O.N. (Azioni Coordinate Trasversali Inter-Organizzative No alla violenza di genere), finanziato dal Dipartimento per i Diritti e le Pari Opportunità della Presidenza del Consiglio dei Ministri e realizzato in collaborazione con la Provincia di Torino, la Provincia di Rimini, sei comuni dell’area metropolitana (Alpignano, Moncalieri, Nichelino, Pianezza, Rivalta e Settimo), il CIRSD e – Università di Torino e tre Associazioni appartenenti al Coordinamento CCCVD.

Il progetto, avviato il 1 settembre 2008, presentato agli Enti coinvolti ad un Tavolo Interistituzionale costituitosi presso la Prefettura di Torino l’11 febbraio 2009 e conclusosi il 28 febbraio 2010, ha consentito di realizzare percorsi formativi per Servizi socio sanitari, Forze dell’Ordine e Centri di ascolto con l’obiettivo di aumentare le abilità degli operatori nella gestione dei casi di donne che siano state oggetto di violenza fisica e sessuale.

Nell’ambito del progetto, l’associazione Donne & Futuro, in qualità di partner, ha realizzato il percorso formativo rivolto alle Forze di Polizia che ha consentito la costituzione di una Task Force Interforze delle Forze dell’Ordine, la realizzazione di un memorandum delle buone prassi, di un vademecum dell’emergenza, di un prototipo di denuncia e di un modulo di rilevazione abusi e violenze domestiche da utilizzarsi nei casi di emergenza e quando la donna si reca in sede ma non sporge denuncia.

- Il Corpo di Polizia Municipale della Città di Torino, con il progetto Care & Investigation (che coinvolge anche la Procura della Repubblica presso il Tribunale per i Minorenni del Piemonte e Valle d’Aosta, la Questura di Torino – Divisione Polizia Anticrimine – Ufficio Minori, il Comando Provinciale Carabinieri Torino) ha costituito una rete territoriale interistituzionale finalizzata a contrastare, sul territorio della città e della provincia di Torino, fenomeni di illegalità specifica (reati minorili, bullismo, violenza domestica, stalking, reati di genere) e garantire sostegno alle vittime.

- La Città di Torino, l’Associazione Donne & Futuro, il Centro d’Ascolto Deme-tra (in qualità di partner associato) e l’Associazione il Cerchio degli Uomini (attraverso sottoscrizione di lettera di intenti) hanno aderito al progetto europeo LEXOP, Lex-Operators all together for women victims of intimate partner violence, finanziato dalla Commissione Europea nell’ambito del Programma Daphne III 2007-2013.

Il Progetto ha come obiettivo generale l'individuazione di idonei strumenti atti a offrire una risposta coordinata e integrata alle donne vittime di violenza nelle relazioni di intimità. Per raggiungere tale obiettivo è prevista un'attività di formazione e di rete in stretta connessione tra loro.

Il progetto coinvolge l'Università di Bologna (partner capofila) e partners aderenti e associati di 4 paesi europei: Italia (Bologna, Milano e Torino), Spagna (Catalogna), Francia (Bordeaux) e Grecia (Atene).

La Città di Torino – Servizio Pari Opportunità – nell'ambito del progetto LEXOP, ha come obiettivo specifico la definizione di un Protocollo di rete tra gli operatori impegnati ai differenti livelli, per offrire una risposta coordinata e integrata alle donne vittime di violenza nelle relazioni di intimità e perseguire l'offensore.

Al fine di avviare un lavoro di rete è stato istituito, presso la Prefettura di Torino – Ufficio Territoriale del Governo – un “Tavolo Tecnico” nell'ambito del quale il Comune e la Provincia di Torino, sulla base delle competenze specifiche dei relativi ambiti territoriali, hanno avuto il ruolo di “facilitatore” e l'Associazione Donne & Futuro ha avuto il ruolo di segreteria tecnica.

Agli incontri del Tavolo Tecnico hanno partecipato, oltre ai partners locali del progetto, rappresentanti dei seguenti Enti/Istituzioni:

Prefettura di Torino – Ufficio Territoriale del Governo, Procura della Repubblica di Pinerolo, Procura della Repubblica per i Minorenni del Piemonte e Valle d'Aosta, Tribunale di Torino – Area Penale, Tribunale di Torino – Area Civile, Questura di Torino, Comando Provinciale dell'Arma dei Carabinieri di Torino, Polizia Municipale di Torino, Polizia Municipale di Moncalieri, Polizia Municipale di Nichelino, Ordine degli Avvocati – Foro di Torino, Ordine degli Avvocati – Foro di Pinerolo, Ordine degli Avvocati – Foro di Ivrea, AO Città della Salute e della Scienza di Torino, ASL TO1 – TO2 – TO3 – TO4 e TO5.

L'Associazione Donne & Futuro, in qualità di partner del progetto Lexop, ha realizzato, nel periodo 8 febbraio / 29 giugno 2012, l'attività formativa rivolta a due gruppi di destinatari:

- a. Forze dell'Ordine, Magistrati, Medici legali;
- b. Avvocati.

Risultato delle sessioni di formazione sono i vademecum finali, strumenti elaborati specificatamente per i due gruppi di destinatari.

Ritenuto che:

- sia necessario definire modalità di intervento coordinate e condivise per supportare le donne vittime di violenza e i figli minori vittime di violenza anche assistita;
- sia necessario evitare rischi di duplicazioni e sovrapposizioni di attività, ottimizzando le risposte delle Istituzioni in modo da assicurare la più adeguata protezione alle donne e ai loro figli minori;
- sia utile e opportuno proseguire la forte collaborazione sviluppata in attuazione di precedenti accordi e collaborazioni, per assicurare la massima efficacia della risposta, in relazione alle risorse disponibili;

- sia altrettanto utile e opportuno sviluppare in rete nuove ed innovative forme di intervento per il contrasto della violenza nei confronti delle donne, realizzando attività di sensibilizzazione, prevenzione e di trattamento rivolte ai maltrattanti.

Preso atto che:

- i partecipanti al Tavolo Tecnico istituito presso la Prefettura di Torino nell'ambito del progetto europeo Lexop hanno individuato un Protocollo di Intesa quale idoneo strumento per consolidare e ampliare il lavoro di rete già avviato e sperimentato positivamente in ambiti di intervento specifici.

SI CONVIENE E STIPULA QUANTO SEGUE

Articolo 1 (Premesse)

Le premesse formano parte integrante del presente Protocollo d'Intesa.

Articolo 2 (Obiettivi)

Il presente Protocollo si prefigge i seguenti obiettivi fondamentali:

- coordinare azioni di contrasto al fenomeno della violenza a livello preventivo, conoscitivo e di sostegno alle donne vittime di violenza e ai figli minori vittime di violenza anche assistita;
- raccordare e costruire reti tra i diversi soggetti che operano, sia in ambito pubblico sia privato, per contrastare la violenza alle donne e ai figli minori, adottando procedure di intervento che permettano azioni efficaci ed integrate;
- raccordare e costruire reti tra i diversi soggetti che operano sia in ambito pubblico sia privato per promuovere la realizzazione di interventi per l'accertamento della responsabilità e il recupero degli aggressori;
- favorire una sostanziale integrazione tra interventi giudiziari, legali, sanitari e sociali per assicurare una globalità di sostegno;
- coordinare e incrementare la raccolta dei dati sulla violenza da condividere tra le Parti firmatarie del Protocollo, nel rispetto della normativa vigente.

Si ritiene inoltre di grande rilevanza istituire un "Tavolo permanente per il contrasto della violenza contro le donne e minori vittime di violenza assistita" al fine di:

- dare continuità alle attività di raccordo intraprese;
- costruire un sistema di rilevamento dei dati;
- condividere azioni specifiche sui problemi rilevati e aggiornare costantemente l'elenco dei referenti operativi della rete in rappresentanza delle Parti firmatarie;

- promuovere azioni comuni per affrontare le aree di criticità che via via si individueranno nell’ambito del lavoro comune;
- promuovere attività di formazione specifica, anche comune, con i diversi servizi coinvolti per l’adozione di linguaggi e metodologie d’intervento condivisi;
- definire forme di collaborazione con soggetti privati operanti sulle tematiche oggetto del presente Protocollo, aventi sede legale sul territorio di Torino e provincia.

Articolo 3 **(Impegni degli aderenti)**

Per il perseguimento degli obiettivi di cui all’Articolo 2, gli Enti/Istituzioni, coerentemente con le proprie competenze e nel rispetto della propria autonomia organizzativa, nei limiti delle risorse disponibili, assumono gli impegni di seguito elencati:

- a. sostenere e sviluppare progetti per la diffusione della cultura dei diritti fondamentali delle donne, dei diritti umani e della non discriminazione di genere;
- b. promuovere e sostenere iniziative volte al contrasto delle violenze sulle donne e sui figli minori vittime di violenza assistita;
- c. promuovere e sostenere iniziative volte al recupero del maltrattante;
- d. svolgere un ruolo attivo nel supporto all’uscita dal maltrattamento;
- e. concorrere alla individuazione di strategie di prevenzione e di intervento sulle cause e sulle situazioni che possono portare ad agire e a subire comportamenti di violenza;
- f. concorrere alla definizione di procedure di intervento che assicurino la continuità della presa in carico della vittima e alla strutturazione di percorsi condivisi tra le diverse aree di intervento, da adottare nelle fasi di accoglienza e assistenza delle donne vittime di violenza sessuale e domestica e dei figli minori;
- g. favorire la sensibilizzazione e la formazione dei vari attori coinvolti nel percorso di sostegno e tutela della donna vittima di violenza e dei figli minori.
- h. partecipare ai lavori del “Tavolo permanente per il contrasto della violenza contro le donne e minori vittime di violenza assistita”.

Articolo 4 **(Adesioni)**

Il presente Protocollo è aperto a tutti gli Enti, Istituzioni e Ordini professionali della provincia di Torino operanti sulla tematica oggetto del Protocollo stesso.

L’adesione dovrà essere presentata alla Città di Torino – Servizio Pari Opportunità, Tempi e Orari della Città – e verrà accolta previo recepimento del presente Protocollo di Intesa, con atto formale del soggetto proponente.

Articolo 5 **(Durata)**

La durata del presente Protocollo d'Intesa è di 36 (trentasei) mesi naturali e consecutivi decorrenti dalla data di approvazione da parte della Giunta Comunale.

Allo scadere del termine, il presente Protocollo potrà essere rinnovato previa adozione di apposito atto formale da parte dei sottoscrittori.

Articolo 6 **(Possibilità di recesso)**

I firmatari hanno la facoltà di recedere dal presente Protocollo di Intesa in ogni momento con comunicazione scritta. In tal caso è fatto salvo tutto ciò che nel frattempo è stato ottenuto in termini di risultati.

Articolo 7 **(Privacy)**

I sottoscrittori dovranno provvedere al trattamento e, se necessario, alla diffusione e alla comunicazione dei dati personali relativi al presente accordo nell'ambito del perseguimento dei propri fini istituzionali e di quanto previsto dai propri regolamenti emanati in attuazione del D.Lgs 196/2003 e s.m.i. sul trattamento dei dati personali.

Il trattamento dei dati personali viene eseguito sia in modalità automatizzata sia cartacea.

I sottoscrittori possono pubblicare sul proprio sito istituzionale notizie riguardanti il presente accordo.

FIRMA

IV.4.1.

MILANO. RESEARCH REPORT

The network today. Summary

As of October 5, 2007, the Municipality of Milan has signed agreements with many public and private social players, specialized in the reception, support, care and protection of women victims of gender violence and stalking. In 2006 a network was set up: “Preventing and combating violence and abuse against women”, coordinated by the Municipality of Milan, and consisting of:

- the Department for Social Policies and Health Culture of the Municipality of Milan;
- the First Aid Service for Sexual and Domestic Violence (Italian acronym: SVSeD) of the Foundation IRCCS Ca’ Granda Policlinico Ospedale Maggiore;
- the non-profit association “SVS Donna Aiuta Donna” (SVS Women help women) (Italian acronym: SVSDAD), associated partner of the LEXOP Project;
- the non-profit association “Casa di Accoglienza delle Donne Maltrattate di Milano” (Refuge for abused women of Milan);
- the social non-profit cooperative “Cerchi d’Acqua” (Water circles);
- the service “Servizio Disagio Donne” (Service for women with difficulties) (Italian acronym: Se.D) of the non-profit association “Caritas Ambrosiana”;
- the non-profit association “Centro Ambrosiano di Solidarietà” (Ambrosian solidarity center) (Italian acronym: Ce.A.S.);
- the non-profit association “Telefono Donna” (Telephone line for women).

The Municipality of Milan, with resolution no. 1240 of the Municipal Government of June 8, 2012, signed a Protocol of Understanding.

The network that is coordinated directly by the Municipality cooperates with a larger network.

Moreover, on November 23, 2010, at the invitation of the Prefect, the first Inter-institutional round-table on the phenomenon of stalking was set up in Milan. The invited subjects who took part in the event were the following: the Trial Court of

Milan, the Public Prosecutor's Office at the Trial Court, the Juvenile Court, the Public Prosecutor's Office at the Juvenile Court, the Police Headquarters of Milan, the Carabinieri Provincial Headquarters, the Municipal Police of Milan, the Bar Council of Milan, the Medical Association Council of Milan, the Department for social services of the Municipality of Milan, the association "Chiamamilano", the association "Casa Accoglienza Donne Maltrattate di Milano" (Refuge for abused women of Milan), SVSeD of the Foundation IRCCS Ca' Granda Policlinico Ospedale Maggiore, "Telefono Donna", Ce.A.S.; Cerchi d'Acqua, Caritas Ambrosiana Se.D, the Foundation "Casa della Carità", Centro Italiano per la Promozione della Mediazione (Italian center for the promotion of mediation). It has been proposed to widen the subject, from stalking to the more general subject of violence against women.

1. Legal framework of reference at a regional level

The most important regional laws of Lombardy are the following:

- Law of 6 December 1999, no. 23 "Regional family policies".
- Law of 14 April 2003, no. 4, "Reorganization and reform of the regional regulation on local police and urban security".
- Regional Law of 3 July 2012, no. 11 "Interventions for the prevention and fight of violence on women and for the support of women victims of violence".

In the last law, the Lombardy Region recognizes that any kind of violent act is a violation of human rights and an infringement of individual inviolability, dignity and freedom, and that it is against the culture which generates it and diffuses it. It recognizes that physical, sexual, psychological and economic violence against women, including any threat of committing any of the aforementioned violent acts, witnessed violence, coercion or the arbitrary deprivation of freedom, both in public and private life, violate the right to life, security, freedom, dignity and physical and emotional integrity, and are a serious threat to the physical and psychological health of women. The region condemns and fights any kind of violence against women, within the family, at work and in any social context, including forced marriages, the trafficking of women and girls, and any kind of genital and physical mutilation.

Furthermore, it creates (carrying out functions of orientation and coordination) the Regional anti-violence network for the support and the protection of women, single women or women with underage children or relatives, who were victims of violence. This network is made up of:

- a) all the services provided, even the experimental ones;
- b) the existing anti-violence centers and shelters;
- c) the existing anti-violence centers in Emergency Rooms of hospitals, hospital centers and research hospitals (in Italian: IRCCS).

The subjects who are part of the network carry out actions, also at an individual level, aimed at:

- a. providing counseling, legal assistance, psychological and specialized support,

also with the purpose of helping women overcome situations of violence, and aimed at social integration or re-integration and employment or re-employment.

b. guaranteeing protection and hospitality and different housing opportunities to women in need, both single women and women with underage children;

c. giving help and psychological assistance with the cooperation of hospitals;

d. collecting and analyzing data and information.

Besides, the Region promotes the stipulation of Protocols of Understanding, also with Bar associations, in order to encourage the free legal assistance to women who were victims of violence.

It adopted a four-year regional Plan for the prevention and fight of violence against women and set up the Permanent working table to prevent and fight violence against women.

It promotes and encourages training activities and refresher courses for health and social workers, the local police and all the subjects who, in various ways, deal with the fight and prevention of violence against women. The purpose of such activities is to provide adequate skills to recognize the phenomenon and avoid further harmful consequences, to manage the relationship with women victims of violence and to ensure an adequate case management from the first contact, to provide information and assistance during the phases of reporting and re-integration. The region also promotes training activities and refresher courses for social and health workers and other subjects who work with violent or abusing subjects.

2. The local network

The territories include the Municipality of Milan and the Province of Milan, which organized and approved projects and agreements aimed at preventing and combating violence against women.

The territory of the Province of Milan is made up of 134 municipalities, with a total population of 3,156,694 units¹, 1,324,110 of which are in the town of Milan.

The Public Prosecutor's Office at the Court of Milan has the competence for the whole provincial territory.

The network of social assistance services of the Province of Milan is divided in 18 territorial areas, each of which has signed a territorial plan with the Province.

The health services in the Province of Milan are divided in two Local Health Units.

The local health unit Milano no. 1 is made up of seven social health districts, the local health unit Milano no. 2 is made up of eight social health districts.

In the area there are many public and private hospitals.

The public hospital center San Carlo has a service called "Soccorso rosa" (first aid for women) to deal with cases of women victims of violence, and the Hospital

¹ Source: data of ISTAT, the Italian National Statistics Institute, 2010.

Niguarda Ca' Granda has an Antistalking center that is run by the non-profit association "Telefono Donna" (telephone line for women), in cooperation with the Local Health Unit of Milan.

2.1. Networks in the territory of the municipality of Milan

2.1.1. The Municipality of Milan, the leader of the "Network"

For a long time Milan had an informal network which was formalized only recently.

In 2006 the Municipality of Milan adopted the Convention "Preventing and combating violence against women and women abuse"² with the subjects of the network that is made up of: the non-profit association "Casa di accoglienza delle Donne Maltrattate" (Refuge for abused women); the non-profit association "SVS Donna Aiuta Donna" (SVS Women help women); the non-profit association "Telefono Donna" (Telephone line for women); the social non-profit cooperative "Cerchi d'Acqua" (Water circles); the "Caritas Ambrosiana" Foundation; the non-profit association "Centro Ambrosiano di Solidarietà" (Ambrosian solidarity center) (which signed the Convention in 2009) and the First Aid Service for Sexual Violence of the Foundation IRCCS Ca' Granda Policlinico Ospedale Maggiore.

In 2007 the Municipality of Milan started the First aid service for domestic violence, with the Foundation IRCCS Ca' Granda Policlinico Ospedale Maggiore.

In 2009 the Municipality of Milan, together with the Network, managed the training course "Sicurezza ed aiuto" ("Security and Help") for the local police and for law enforcement agencies of the territory of Milan, financed by the Department for Equal Opportunities.

Besides the Municipality of Milan is the leader of the Project "Prevenire e Contrastare la Violenza contro le donne, In Rete Si Può" ("Preventing and combating violence against women, Network 'We can'"), that was presented to the Department for Equal Opportunities in the framework of financed interventions aimed at "Strengthening the actions to prevent and fight the phenomenon of violence", a project whose partners are all the current members of the network.

In 2012, with resolution no. 1240 of the Municipal Government of June 8, 2012, the Municipality of Milan signed a Protocol of Understanding with seven important associations and centers of Milan, taking the responsibility to coordinate the "network" against violence on women (see the text hereinafter).

2.1.2. The SVSeD service of the Foundation IRCCS Ca' Granda Policlinico Ospedale Maggiore, the First Aid Service for Sexual and Domestic Violence (Italian acronym: SVSeD) of the Foundation IRCCS Ca' Granda Policlinico Ospedale Maggiore is partner of the Lex-Op project; it is an emergency and urgent care service at the Mangiagalli

² http://www.lexop.org/redazione/contenuti/documenti/doc_120/MILANO%20PROPOSTA%20DELIBERA%20GIUNTA%20COMUNALE%20PROGETTO%20VIOLENZA%2003102007.doc

Clinic, which obtained its current organization and structure after an evolution process concerning work methods, the organization chart and the field of intervention. SVSeD includes two services (The First Aid Service for Sexual Violence, opened in May 1996, and the First Aid Service for Domestic Violence, opened in December 2007 and co-financed by the Municipality of Milan). The guiding principle of these services is that sexual violence is almost never committed by unknown people, in most cases the offenders are men known by the victim, mainly partners and/ or former partners.

Besides, the fact that the SVSeD service is provided within a large emergency and urgent care department guarantees adequate medical care, which involves all specializations: internal medicine, surgery, psychiatry, pediatrics, obstetrics-gynecology and forensic medicine.

The cooperation of psychologists and social workers with the doctors and nurses of the Emergency Room meant going beyond the idea of *simply treating* a beaten, violated and denied body, reaching the idea of a woman as a whole, including her suffering, frailty and ambivalence. The telephone service is based on the work of the psycho-social operators of SVSeD, who are available 24 hours a day, 365 days a year, through the 1522 telephone line, made available to the medical staff of the Emergency Rooms of the city of Milan, to law enforcement agencies and magistrates. An emergency intervention is guaranteed, with the possibility of taking immediately all the necessary measures to defend and protect women victims of sexual violence and her children (if any).

The inter-institutional synergy that has consolidated itself over time, among SVSeD, the Local Health Unit of Milan, the Forensic Medicine Department of the University of Milan and the Municipality of Milan, enabled not only to fulfill social health assistance tasks and forensic medicine tasks in the best possible way, but it also enabled to structure and strengthen a reception methodology in emergency cases for victims of violence, based on the integrated intervention of professionals from different fields.

How SVSeD works

The SVSeD service is open to the public all weekdays from 9 a.m. to 5 p.m. During the opening hours there are always a nurse, two social workers, two psychologists - psychotherapists; and the following professionals are available, 24 hours a day: a gynecologist, a forensic doctor and, during the night, a nurse/ an obstetrician of the Foundation. Two operators of the non-profit associations “Telefono Donna” and “SVS Donna Aiuta Donna” take turns, listening and providing information and counseling on the phone.

The following are extremely important aspects: a correct documentation of the gynecological exam and of the clinical exam (paying particular attention to the description of the psychological aspects), the collection of evidence (including torn or stained clothes), swab tests to look for sperm or traces of biological fluids (for any later DNA analysis). It is necessary to follow a protocol, which consists of these procedures: drawing up a medical history report, description of the physical and psychological objective exam, photographic evidence and carrying out bacteriological,

hematochemical and toxicological exams (if they are advisable considering the events described), and infectivological exams to look for spermatozoa.

The medical report can be used both for data collection and for certification, and must include all the elements that are useful for any later medico-legal report. The biological material and any piece of clothing of the victims must be collected and cataloged, storing them in the correct way, in case the woman decides to bring an action against the aggressor, within 6 months, or if the health professional is obliged to report the crime. The tests, also toxicological tests and any later genetic typing test, will be carried out later on, if required by the magistrates. Such request can even take place years after the event.

Medical care and looking for signs and evidence of the violence are just a part of our intervention. Other important aspects are the social and psychological aspects, in the context of a shared project with the person who was victim of violence. The long-term care can also include the activation of a larger network activity with public services and with voluntary social services which deal with these issues.

The public service is integrated by the activity of criminal and civil lawyers of the voluntary association SVS-Donnaaiutadonna, which provide legal assistance to the victims.

The Foundation has carried out many projects and signed many agreements, as a partner, in particular:

- it is part of the Provincial observatory for the epidemiological analysis of cases of sexual and domestic violence;

- it is part of the inter-institutional roundtable set up at the Prefecture of Milan, on violence against women and minors and stalking;

- it is promoting the enlargement of the local network “Preventing and combating violence on women and women abuse”, aimed at including the Department for Security and Social Cohesion, the groups of men who work in the field of the recognition of violence against women, and the group of criminologists, psychologists and psychiatrists working in prisons for the rehabilitation of aggressors, serial rapists and pedophiles. It has created services for conflict mediation and stalking in the territory of Milan.

It stipulated the following Conventions, within the “Network”:

- Convention between the Municipality of Milan and the Foundation IRCSS Ca’ Granda, Ospedale Maggiore Policlinico Mangiagalli-Regina Elena, 5 October 2007-5 October 2008³, which was duly renewed, leading to the present convention.

- Convention between the Municipality of Milan and the Foundation IRCSS Ca’ Granda, Ospedale Maggiore Policlinico Mangiagalli-Regina Elena, 1 January 2011-31 December 2011⁴.

³ http://www.lexop.org/redazione/contenuti/documenti/doc_130/MILANO%20CONVENZIONE%20IRCSS%2029112007.pdf

⁴ http://www.lexop.org/redazione/contenuti/documenti/doc_123/MILANO%20CONVENZIONE%20IRCSS%2001012011.doc

The Municipality of Milan stipulated with the Foundation IRCSS Ca' Granda, Ospedale Maggiore Policlinico di Milano (new name of the Foundation) a convention for 2011, for the provision of services to support people who suffered violence and who were abused and need urgent protection.

2.1.3. The non-profit association “SVS Donna Aiuta Donna” [SVS Women help women]

The non-profit association “SVS Donna Aiuta Donna” [SVS Women help women] is associate partner of the Lex-op Project.

It stipulated the following conventions within the “Network”:

- Convention between the Municipality of Milan and the non-profit association “SVS Donna Aiuta Donna” (SVS Women help women) 5 October 2007- 5 October 2008, which was duly renewed, leading to the present convention 01.01.2011-31.12.2011⁵.

- The Municipality of Milan stipulated a convention for 2011 with the association “SVS Donna Aiuta Donna” (SVS Women help women), according to which the aforementioned association will have to provide a legal counseling and assistance service for women residing in Milan who were victims of violence and/ or abuse and/ or exploitation, within the framework of the services aimed at preventing and combating violence against women, women's prostitution and abuse.

The services provided are the following:

- legal counseling and assistance;
- payment of the transport costs necessary to reach the reception community, if the woman is provided housing there;
- payment of the reception fee in emergency cases, if the institution of the network (Ce.AS.) has no places available in case of emergency.

2.1.4. The non-profit association “Casa di accoglienza delle Donne Maltrattate”

Since 1986 the non-profit association “Casa di accoglienza delle Donne Maltrattate” (Refuge for abused women) has been providing support to women in difficulty, due to domestic, physical, psychological and sexual violence. Over time, it has widened its field of action to economic violence, stalking and young women's abuse. It provides accommodation to women in danger in its structures, at a secret address.

2.1.5. The non-profit association “Telefono Donna”

Telefono Donna (Telephone line for women) is a non-profit association for women in difficulty, victims of violence and stalking. It cooperates with: female psychologists, counselors, female family mediators, female lawyers and female voluntary operators who are competent for reception. It is based at the Niguarda Ca' Granda

⁵ http://www.lexop.org/redazione/contenuti/documenti/doc_122/MILANO%20CONVENZIONE%20SVS%2001012011.doc

hospital and it is open to the public Monday through Friday from 9.30 a.m. to 5.30 p.m. The telephone line is open 24 hours a day.

2.1.6. The non-profit social cooperative “Cerchi d’Acqua”

The non-profit social cooperative “Cerchi d’Acqua” (Water circles) is an anti-violence center set up in 2000 to combat gender violence.

The services provided are: telephone counseling, counseling meetings, legal counseling, job orientation activities, individual psychological support, individual psychotherapy, self-help groups.

Besides, the women’s relationship network is offered: telephone counseling, counseling meetings, psychological counseling meetings, training activities and awareness-raising activities.

2.1.7. The Se.D service of the “Caritas Ambrosiana” Foundation

Se.D, “Servizio disagio donne” (service for women with difficulties) takes care of women victims of violence, provides telephone counseling and counseling meetings by appointment, offering accommodation in protected communities, if necessary, activating the network resources or the resources of its own Caritas system.

2.1.8. The non-profit association “Centro Ambrosiano di Solidarietà”

“Centro Ambrosiano di Solidarietà” (Ambrosian solidarity center) (Ce.A.S.) is a non-profit association set up in Milan in 1986, aimed at providing counseling and support to people with individual, family and social problems, supporting their re-integration in society and helping them achieve their well-being and autonomy.

It manages two structures:

1. The Residential Community for mothers with children, C.A.S.A MAMMA-MONDO.

2. An independent apartment for mothers with children or single women, CASA RUTH.

2.2. *Provincial networks*

Project “Security and help: actions to prevent and combat violence against women”, 9 September 2008- 8 March 2010

This project, partly financed by the Department for Equal Opportunities at the Presidency of the Council of Ministers, involved the Municipality and the Province of Milan, the Foundation IRCSS Ca’ Granda Ospedale Maggiore Policlinico Mangiagalli e Regina Elena, the association Casa delle donne maltrattate di Milano (Refuge for abused women of Milan), the “Caritas Ambrosiana” Foundation, the association “Telefono donna”, the Cooperative “Cerchi d’acqua” and the association “SVS Donna Aiuta Donna” (First Aid for sexual violence Women help women).

It organized nine training courses for a total of 340 participants, from the local police, the State Police, the Carabinieri and the Finance Police, and it published a vademecum for law enforcement agencies.

IV.4.2. MILANO. RAPPORTO DI RICERCA

La rete oggi. Scheda di sintesi

A partire dal 5/10/2007 il Comune di Milano ha stipulato convenzioni con diverse realtà del pubblico e del privato sociale specializzate in materia di accoglienza, sostegno, cura e tutela delle donne vittime di violenza di genere e stalking. Dal 2006 è stata costituita la rete “Prevenire e Contrastare la violenza ed il maltrattamento contro le donne” coordinata dal Comune di Milano, composta da:

- l'Assessorato alle Politiche Sociali e Cultura della Salute del Comune di Milano;
- il Soccorso Violenza Sessuale e Domestica (SVSeD) della Fondazione IRCCS Ca' Granda Ospedale Maggiore Policlinico;
- l'Associazione “SVS Donna Aiuta Donna” (SVSDAD) Onlus, partner associato del Progetto LEXOP;
- l'Associazione “Casa di Accoglienza delle Donne Maltrattate di Milano” Onlus;
- la Cooperativa Sociale “Cerchi d'Acqua” Onlus;
- il Servizio Disagio Donne (Se.D) della Caritas Ambrosiana Onlus;
- il “Centro Ambrosiano di Solidarietà” (Ce.A.S.) Onlus;
- l'Associazione “Telefono Donna” Onlus.

Il Comune di Milano, con deliberazione della Giunta Comunale n. 1240 dell'08/06/2012, ha firmato un Protocollo Quadro d'Intesa.

Alla rete coordinata direttamente dal Comune, se ne affianca un'altra più ampia.

In aggiunta, il 23 novembre 2010, su invito del Prefetto, è stato istituito il primo Tavolo interistituzionale sul fenomeno dello stalking nella città di Milano. I soggetti invitati e presenti erano: Tribunale Ordinario di Milano, Procura c/o Tribunale Ordinario, Tribunale per i Minorenni, Procura c/o Tribunale per i Minorenni, Questura di Milano, Comando Provinciale dell'Arma dei CC, Polizia Municipale di Milano, Consiglio dell'Ordine degli Avvocati di Milano, Consiglio dell'Ordine dei Medici di Milano, Assessorato ai Servizi Sociali del Comune di Milano, Associazione Chiamam Milano, Casa Accoglienza Donne Maltrattate di Milano, SVSeD della Fondazione

IRCCS Ca' Granda Ospedale Maggiore Policlinico, Telefono Donna, Ce.A.S., Cerchi d'Acqua, Caritas Ambrosiana Se.D, Fondazione della Casa della Carità, Centro Italiano per la Promozione della Mediazione. È stato proposto un ampliamento dal tema dello Stalking a quello più vasto della violenza contro le donne.

1. Quadro normativo di riferimento a livello regionale

I più importanti testi normativi regionali della Lombardia sono:

- Legge 6 dicembre 1999, n. 23, “Politiche regionali per la famiglia”.
- Legge 14 aprile 2003, n. 4, “Riordino e riforma della disciplina regionale in materia di polizia locale e sicurezza urbana”.
- Legge Regionale 3 luglio 2012, n. 11 “Interventi di prevenzione, contrasto e sostegno a favore di donne vittime di violenza”.

In quest'ultimo testo la Regione Lombardia riconosce che ogni forma e grado di violenza costituisce una violazione dei diritti umani e un attacco all'inviolabilità, alla dignità e alla libertà della persona e contrasta la cultura che la genera e la diffonde; riconosce che la violenza fisica, sessuale, psicologica ed economica contro la donna, comprese la minaccia di mettere in atto tali azioni e la violenza assistita, nonché la coercizione o la privazione arbitraria della libertà, sia nella vita pubblica sia nella vita privata, ledono il diritto alla vita, alla sicurezza, alla libertà, alla dignità, all'integrità fisica ed emotiva e costituiscono una minaccia grave per la salute fisica e psichica della donna stessa; condanna e contrasta ogni forma di violenza contro la donna esercitata sia all'interno della famiglia sia in ambito lavorativo e sociale, compresi i matrimoni forzati, la tratta di donne e bambine, le mutilazioni genitali e fisiche di ogni genere.

Istituisce (svolgendo le funzioni di indirizzo e coordinamento) la Rete regionale antiviolenza per l'assistenza e la tutela delle donne, sole o con figli minori o familiari, vittime di violenza. Essa è costituita:

- a. dall'insieme delle unità di offerta, anche sperimentali;
- b. dai centri antiviolenza e le case di accoglienza, già esistenti;
- c. dai centri antiviolenza già presenti nelle strutture di pronto soccorso delle aziende ospedaliere, dei presidi ospedalieri e delle fondazioni degli istituti di ricerca e cura a carattere scientifico (IRCCS).

I soggetti che compongono la rete svolgono, anche in modo disgiunto, interventi destinati a:

- a. offrire ascolto, accoglienza, consulenza e assistenza legale, supporto psicologico e specialistico, anche al fine di consentire percorsi di uscita dalla violenza, inserimento o reinserimento sociale e lavorativo;
- b. garantire protezione e ospitalità e le diverse forme di residenza a donne in difficoltà, sole o con figli minori;
- c. prestare aiuto e assistenza psicologica in raccordo con le strutture ospedaliere;
- d. svolgere attività di raccolta e analisi di dati e di informazioni.

Inoltre la Regione promuove la stipulazione di protocolli di intesa, tra cui anche

quelli con gli ordini degli avvocati per favorire l'assistenza legale gratuita a favore delle donne vittime di violenza. Procede alla adozione di un Piano regionale quadriennale di prevenzione e contrasto alla violenza contro le donne e costituisce il Tavolo permanente per la prevenzione e il contrasto alla violenza contro le donne.

Promuove e favorisce percorsi di formazione e aggiornamento rivolti agli operatori sanitari e sociali, alla polizia locale e a tutti i soggetti che a vario titolo si occupano di contrastare e prevenire la violenza contro le donne, al fine di fornire un'adeguata preparazione per riconoscere il fenomeno ed evitarne le ulteriori conseguenze lesive, gestire il rapporto con le donne vittime di violenza e la loro presa in carico sin dal primo contatto, offrire informazioni e assistenza nella fase di denuncia e in quella di reinserimento; promuove anche la formazione e l'aggiornamento degli operatori sociali, sanitari e degli altri soggetti che operano a contatto con soggetti violenti o maltrattanti.

2. La rete locale

I territori rilevanti comprendono il Comune e la Provincia di Milano, che hanno realizzato e approvato progetti e convenzioni volti a prevenire e contrastare la violenza contro le donne.

Il territorio della Provincia di Milano si compone di 134 comuni con una popolazione complessiva di 3.156.694 unità¹, di cui 1.324.110 persone nella città di Milano.

La Procura della Repubblica presso il Tribunale di Milano ha competenza per tutto il territorio provinciale.

La rete dei servizi socio assistenziali è suddivisa nella Provincia di Milano in 18 aree territoriali, ognuna delle quali ha concertato un piano di zona d'intesa con la Provincia.

I servizi sanitari nella Provincia di Milano sono suddivisi in due Aziende Sanitarie Locali.

La ASL Milano n. 1 si articola sul territorio in sette Distretti socio sanitari, la ASL Milano n. 2 si articola sul territorio in otto Distretti socio sanitari.

Sul territorio sono presenti numerosi Ospedali pubblici e privati.

Presso il Presidio ospedaliero pubblico San Carlo è presente il "Soccorso Rosa" per l'accoglienza di donne vittime di violenza, mentre nell'Ospedale Niguarda Ca' Granda è presente uno sportello Antistalking gestito dall'Associazione Telefono Donna Onlus in collaborazione con l'ASL Milano.

2.1. Reti nel territorio del comune di Milano

2.1.1. Il Comune di Milano, capofila della "Rete"

Per lungo tempo a Milano ha operato una rete informale che è stata formalizzata soltanto recentemente.

¹ Fonte: dati Istat 2010.

Il Comune di Milano ha realizzato fin dal 2006 la Convenzione denominata “Prevenire e contrastare la violenza e il maltrattamento contro le donne”² con i soggetti della Rete costituita da: l’Associazione Casa di accoglienza delle Donne Maltrattate Onlus; l’Associazione SVS Donna Aiuta Donna Onlus; l’Associazione Telefono Donna Onlus; la Cooperativa Sociale Cerchi d’Acqua Onlus; la Fondazione Caritas Ambrosiana, il Centro Ambrosiano di Solidarietà Onlus (convenzionato dal 2009) e il Soccorso Violenza Sessuale della Fondazione IRCCS Ca’ Granda Policlinico Ospedale Maggiore.

Nel 2007 il Comune di Milano ha aperto il servizio Soccorso Violenza Domestica con la Fondazione IRCCS Ca’ Granda Policlinico Ospedale Maggiore.

Nel 2009 il Comune di Milano con la Rete ha gestito il corso di formazione “Sicurezza ed Aiuto” rivolto alla Polizia Locale e alle Forze dell’Ordine del territorio milanese finanziato dal Dipartimento per le Pari Opportunità.

Inoltre, il Comune di Milano è capofila del Progetto Prevenire e Contrastare la Violenza contro le donne “In Rete Si Può” inviato al Dipartimento per le Pari Opportunità nell’ambito dell’avviso per il finanziamento di interventi finalizzati a “Rafforzare le azioni di prevenzione e contrasto al fenomeno della violenza” di cui sono partner tutti gli attuali componenti della rete.

Nel 2012, con deliberazione della Giunta Comunale n. 1240 dell’8/06/2012, il Comune di Milano ha sottoscritto un Protocollo d’Intesa con sette realtà storiche (associazioni e centri) presenti a Milano, assumendosi la responsabilità di coordinare la “rete” contro la violenza sulle donne (sotto il testo).

2.1.2. Il SVSeD della Fondazione IRCCS Ca’ Granda Policlinico Ospedale Maggiore. Il Soccorso Violenza Sessuale e Domestica è partner del Progetto LEXOP; esso è un servizio d’emergenza e urgenza situato presso la Clinica Mangiagalli che è pervenuto alla sua attuale organizzazione e strutturazione in seguito ad un processo evolutivo che ha riguardato metodologie di lavoro, organigramma e campo d’intervento. In SVSeD sono stati integrati due servizi (il Soccorso Violenza Sessuale aperto nel maggio 1996 e il Soccorso Violenza Domestica aperto nel dicembre 2007 e cofinanziato dal Comune di Milano), sulla base dell’esperienza che la violenza sessuale solo raramente è opera di sconosciuti, mentre nella maggior parte dei casi gli autori sono uomini conosciuti dalla vittima, prevalentemente partner e/o ex partner.

Inoltre collocare SVSeD nell’ambito di un grande dipartimento ospedaliero di emergenza e urgenza garantisce la possibilità di un’assistenza sanitaria adeguata che coinvolge tutte le specialità internistiche, chirurgiche, psichiatriche, pediatriche, ostetrico-ginecologiche e medico-legali.

L’integrazione del lavoro delle psicologhe e delle assistenti sociali con quello dei medici e degli infermieri/ostetrici del pronto soccorso ha permesso di passare dalla

² http://www.lexop.org/redazione/contenuti/documenti/doc_120/MILANO%20PROPOSTA%20DELIBERA%20GIUNTA%20COMUNALE%20PROGETTO%20VIOLENZA%2003102007.doc.

sola cura di un corpo percosso, violato e negato, alla visione della donna nella sua totalità, comprese le sue sofferenze, fragilità e notevoli ambivalenze. Attraverso una reperibilità telefonica h 24 per 365 gg. all'anno delle operatrici psicosociali del SVSeD con un numero telefonico pubblicizzato tramite il 1522, e reso disponibile al personale medico dei PS della città di Milano, alle Forze dell'Ordine, alla magistratura viene assicurato un intervento in emergenza e la possibilità di attivare nell'immediato tutte le misure necessarie alla tutela e protezione della donna vittima di violenza sessuale e di suoi eventuali figli.

La sinergia interistituzionale consolidatasi nel tempo tra SVSeD, ASL Milano, Medicina Legale dell'Università degli Studi di Milano e Comune di Milano ha consentito non solo di adempiere ai compiti di assistenza socio-sanitaria e medico legale nel miglior modo possibile, ma ha anche permesso la strutturazione ed il consolidamento di una metodologia di accoglienza in emergenza delle vittime di violenza che prevede l'intervento integrato di professionisti di differenti discipline.

Funzionamento del SVSeD

Il SVSeD è aperto al pubblico tutti i giorni feriali dalle 9 alle 17. Durante l'orario di apertura sono sempre presenti una infermiera, due assistenti sociali, due psicologhe-psicoterapeute; inoltre sono reperibili h 24 una ginecologa ed un medico legale e nelle ore notturne un'infermiera/ostetrica della Fondazione; due operatrici a turno dell'Associazione "Telefono Donna" Onlus e di SVS Donna Aiuta Donna Onlus si occupano dell'ascolto, dell'informazione e dell'accoglienza telefonica.

Riveste una particolare importanza una corretta documentazione della visita ginecologica e clinica (con particolare attenzione anche alla descrizione degli aspetti psicologici), la raccolta delle prove (compresi indumenti strappati o macchiati), i tamponi per la ricerca dello sperma o di tracce di diversi liquidi biologici (per eventuali successive analisi del DNA). Deve essere seguito un protocollo che prevede la compilazione di una scheda anamnestica, la descrizione dell'esame obiettivo fisico e psichico, la documentazione fotografica e l'effettuazione degli esami batteriologici, ematochimici, tossicologici (se opportuni in base alla descrizione degli eventi), infettivologici e per la ricerca degli spermatozoi.

La scheda clinica è utilizzabile sia per la raccolta dati sia per la certificazione, e deve contenere tutti gli elementi utili per un'eventuale successiva perizia medico-legale. Il materiale biologico ed eventuali indumenti delle vittime devono essere raccolti e catalogati, conservandoli in modo corretto per i casi in cui la donna decida di presentare querela entro i 6 mesi successivi o comunque vi sia l'obbligo per il sanitario di presentare denuncia di reato. I test, anche tossicologici o di eventuale successiva tipizzazione genica, saranno effettuati in un secondo momento su richiesta della magistratura. Tale richiesta può avvenire anche a distanza di anni dall'evento.

La cura da un punto di vista sanitario, la ricerca dei segni e delle prove della violenza non sono che una parte dell'intervento. Notevole importanza rivestono gli aspetti sociali e psicologici, nella ricerca, con la persona vittima di violenza, di un progetto condiviso. La presa in carico di più lungo periodo può prevedere anche

l'attivazione di un lavoro di rete più allargato con i servizi pubblici e del volontariato sociale che si occupano di questi temi.

Al servizio pubblico si affiancano gli avvocati penalisti e civilisti dell'associazione di volontariato SVS Donna Aiuta Donna, che garantiscono l'assistenza legale alle vittime.

La Fondazione ha realizzato, in qualità di partner, numerosi progetti e convenzioni. In particolare:

- fa parte dell'Osservatorio Provinciale per l'analisi epidemiologica dei casi di violenza sessuale e domestica;
- fa parte del tavolo interistituzionale costituito presso la Prefettura di Milano sulla violenza contro le donne e i minori e lo stalking;
- sta promuovendo un ampliamento della rete locale "Prevenire e contrastare la violenza e il maltrattamento alle donne" per comprendere anche l'Assessorato alla Sicurezza e alla Coesione Sociale, i gruppi di uomini che lavorano sul riconoscimento della violenza contro le donne, il gruppo di criminologi, psicologi e psichiatri che lavora nelle carceri sul recupero dei maltrattanti, dei violentatori seriali e dei pedofili. Ha aperto sportelli nel territorio milanese per la mediazione del conflitto e lo stalking.

Nell'ambito della "Rete" ha stipulato le seguenti Convenzioni:

- Convenzione tra il Comune di Milano e la Fondazione IRCSS Ca' Granda, Ospedale Maggiore Policlinico Mangiagalli-Regina Elena, 05.10.2007-05.10.2008³ regolarmente rinnovata fino all'attuale convenzione.

- Convenzione tra il Comune di Milano e la Fondazione IRCSS Ca' Granda, Ospedale Maggiore Policlinico Mangiagalli-Regina Elena, 01.01.2011-31.12.2011⁴.

Il Comune di Milano ha stipulato con la Fondazione IRCSS Ca' Granda, Ospedale Maggiore Policlinico di Milano (nuova denominazione della Fondazione), una convenzione per l'anno 2011 per fornire servizi di supporto a favore di persone che hanno subito violenze e maltrattamenti e necessitano di urgente protezione.

2.1.3. L'Associazione SVS Donna Aiuta Donna Onlus

L'Associazione SVS Donna Aiuta Donna Onlus è partner associato del Progetto LEXOP.

Nell'ambito della "Rete" ha stipulato le seguenti Convenzioni:

- Convenzione tra il Comune di Milano e l'Associazione SVS Donna Aiuta Donna O.N.L.U.S., 05.10.2007-05.10.2008 regolarmente rinnovata fino all'attuale convenzione 01.01.2011-31.12.2011⁵.

Il Comune di Milano ha stipulato con l'Associazione SVS Donna Aiuta Donna

³ http://www.lexop.org/redazione/contenuti/documenti/doc_130/MILANO%20CONVENZIONE%20IRCSS%2029112007.pdf.

⁴ http://www.lexop.org/redazione/contenuti/documenti/doc_123/MILANO%20CONVENZIONE%20IRCSS%2001012011.doc.

⁵ http://www.lexop.org/redazione/contenuti/documenti/doc_122/MILANO%20CONVENZIONE%20SVS%2001012011.doc.

una convenzione per l'anno 2011 per la realizzazione, da parte di quest'ultima, di un servizio di orientamento e consulenza legale in favore di donne domiciliate a Milano che abbiano subito violenza e/o maltrattamenti e/o sfruttamento, nell'ambito del servizio di prevenzione e contrasto della violenza, della prostituzione e del maltrattamento delle donne.

I servizi prestati sono i seguenti:

- orientamento e assistenza legale;
- pagamento delle spese di trasporto occorrenti per raggiungere la comunità di accoglienza, nel caso in cui la donna sia da essa ospitata;
- pagamento della quota per l'accoglienza in emergenza se l'ente della rete (Ce. AS.) non abbia posti disponibili in caso di emergenza.

2.1.4. L'Associazione Casa di accoglienza delle Donne maltrattate Onlus

Dal 1986 l'Associazione Casa di Accoglienza delle Donne Maltrattate Onlus è luogo di ascolto e di aiuto per donne in difficoltà, a causa di violenza domestica, fisica, psicologica e sessuale. Nel corso del tempo ha ampliato il proprio intervento nell'ambito della violenza economica, dello stalking e delle giovani donne abusate. È attrezzato per l'ospitalità alle donne in pericolo nelle proprie strutture ad indirizzo segreto.

2.1.5. L'Associazione Telefono Donna Onlus

Telefono Donna è una Onlus al servizio delle donne in difficoltà, delle vittime di violenza e di stalking. Si avvale della collaborazione di: psicologhe, counselor, mediatrici familiari e avvocate, oltre a quella delle operatrici volontarie preparate all'accoglienza. Ha sede presso l'Azienda Ospedaliera Niguarda Ca' Granda ed è aperto al pubblico dal lunedì al venerdì dalle ore 9,30 alle ore 17,30. Garantisce la reperibilità telefonica h 24.

2.1.6. La Cooperativa Sociale Cerchi d'Acqua Onlus

La Cooperativa Sociale Cerchi d'Acqua è un centro antiviolenza che si è costituito nel 2000 per contrastare la violenza di genere.

I servizi offerti sono: accoglienza telefonica, colloqui di accoglienza, consulenza informativa legale, percorsi di orientamento al lavoro, sostegno psicologico individuale, percorsi di psicoterapia individuale, gruppi di auto-aiuto.

Inoltre alla rete relazionale delle donne (parenti, amici ecc.) offre: accoglienza telefonica, colloqui di accoglienza e colloqui di consulenza psicologica, interventi di formazione e sensibilizzazione.

2.1.7. Il Se.D. della Fondazione Caritas Ambrosiana

Il Se.D. Servizio Disagio Donne si occupa di donne che subiscono violenza, le accoglie telefonicamente, effettua colloqui su appuntamento e offre il loro inserimento in comunità protette, quando è necessario, attivando le risorse della rete o del proprio Sistema Caritas.

2.1.8. Il Centro Ambrosiano di Solidarietà Onlus

Il Centro Ambrosiano di Solidarietà (Ce.A.S.) è una associazione ONLUS nata a Milano nel 1986. Ha come obiettivo l'accoglienza, l'accompagnamento alla crescita, l'orientamento e il reinserimento nella società di persone con storie di disagio individuale, familiare e sociale, e il sostegno nel raggiungere il miglior grado possibile di benessere e autonomia.

Gestisce due strutture:

1. La Comunità Residenziale per mamme con bambini, C.A.S.A MAMMA-MONDO.
2. L'appartamento per l'autonomia per mamme con bambini o donne sole, CASA RUTH.

2.2. Reti esistenti nella provincia

Progetto "Sicurezza e aiuto: azioni di prevenzione e contrasto della violenza contro le donne", 09.09.2008-08.03.2010.

Tale progetto, in parte finanziato dal Dipartimento per le Pari Opportunità presso la Presidenza del Consiglio dei Ministri, ha interessato il Comune e la Provincia di Milano, la Fondazione IRCSS Ca' Granda Ospedale Maggiore Policlinico Mangiagalli e Regina Elena, l'Associazione Casa delle donne maltrattate di Milano, la Fondazione Caritas Ambrosiana, l'Associazione Telefono donna, la Cooperativa Cerchi d'acqua e l'Associazione Soccorso Violenza Sessuale (SVS) Donna aiuta donna.

Ha gestito nove corsi di formazione per un totale di 340 partecipanti appartenenti alla polizia locale, alla Polizia di Stato, all'Arma dei Carabinieri e alla Guardia di Finanza.

Ha prodotto un vademecum per le forze dell'ordine.

IV.4.3. MILANO. TRAINING PROGRAM

Aula Magna del Palazzo di Giustizia

2 Febbraio 2012, Dalle ore 14.30 - Pubblici

“Il Maltrattamento. Segnalazione e Denuncia”

D.ssa Alessandra Kustermann (Direttore Uoc Ps Ostetrico-Ginecologico, Responsabile Svسد Fondazione Irccs Ca' Granda Ospedale Maggiore Policlinico)

D.ssa Elena Calabrò (Psicologa e Psicoterapeuta – Coordinatrice Psico-Sociale Svسد)

Prof. Andrea Gentilomo (Prof. Ass. Medicina Legale – Università degli Studi di Milano)

Dott. Roberto Ceroni (Procura Repubblica – Ravenna)

Avv. Roberta De Leo (Avvocato Foro di Milano – Associazione Svسد Onlus)

Aula B della Clinica Mangiagalli

13 febbraio 2012 ore 14-18 - Avvocati

“Il Maltrattamento. Segnalazione e Denuncia”

D.ssa Alessandra Kustermann (Direttore Uoc Ps Ostetrico-Ginecologico, Responsabile Svسد Fondazione Irccs Ca' Granda Ospedale Maggiore Policlinico)

D.ssa Elena Calabrò (Psicologa e Psicoterapeuta – Coordinatrice Psico-Sociale Svسد)

D.ssa Antonella Piga (Ricercatore Medicina Legale – Università degli Studi di Milano)

Dott. Roberto Ceroni (Procura Repubblica Ravenna)

Avv. Roberta De Leo (Avvocato Foro di Milano – Associazione Svسد Onlus)

27 Febbraio 2012 Dalle ore 14,30 - Pubblici

“Il Diritto Sostanziale. Ruolo Difensori Parte Offesa”

Dott. Fabio Roia (Giudice Penale Tribunale di Milano)

Avv. Francesca Negri (Avvocato Foro di Milano – Associazione Svسد Onlus)

Avv. Lara Benetti (Avvocato Foro di Milano – Associazione Svسد Onlus)

Avv. Francesca Cucino (Avvocato Foro di Milano Associazione Svسد Onlus)

5 Marzo 2012 Ore 14-18 (Aula A) - Avvocati

“Il Diritto Sostanziale. Ruolo Difensori Parte Offesa”

Dott. Fabio Roia (Giudice Penale Tribunale di Milano)
 Avv. Francesca Negri (Avvocato Foro di Milano – Associazione Svssad Onlus)
 Avv. Lara Benetti (Avvocato Foro di Milano – Associazione Svssad Onlus)
 Avv. Francesca Cucino (Avvocato Foro di Milano – Associazione Svssad Onlus)

15 Marzo 2012 Dalle ore 14,30 - Pubblici

“Accertamenti”

D.ssa Lucia Russo (Procura Repubblica Parma)
 D.ssa Alessandra Simone (Polizia Di Stato Di Milano)
 Ufficiale dell’Arma dei Carabinieri di Milano
 Prof. Cristina Cattaneo (Prof. Associato di Medicina Legale e delle Assicurazioni Università degli Studi di Milano)
 Dott. Andrea Piccinini (Ricercatore di Medicina Legale e delle Assicurazioni Università degli Studi di Milano)
 D.ssa Elena Calabrò (Psicologa – Coordinatrice Psico-Sociale Svssed)

19 Marzo 2012 Ore 14-18 (Aula A) - Avvocati

“Accertamenti”

Dott. Pietro Forno (Procura Repubblica Milano)
 D.ssa Alessandra Simone (Polizia di Stato di Milano)
 Ufficiale dell’Arma dei Carabinieri di Milano
 Prof. Cristina Cattaneo (Prof. Associato di Medicina Legale e delle Assicurazioni Università degli Studi di Milano)
 Dott. Andrea Piccinini (Ricercatore di Medicina Legale e delle Assicurazioni Università degli Studi di Milano)
 D.ssa Elena Calabrò (Psicologa – Coordinatrice Psico-Sociale Svssed)

14 Aprile 2012 Dalle ore 9,00 (Intera giornata) Aula Magna Palazzo Di Giustizia - Corso condiviso tra tutti i partecipanti

“Film, Associazioni, Maltrattamenti Culturalmente Motivati”

Avv. Gaia Inverardi (Avvocato Foro di Milano – Associazione Svssad Onlus)
 D.ssa Elena Calabrò (Psicologa – Coordinatrice Psico-Sociale Svssed)
 D.ssa Anny Pacciarini (Caritas Ambrosiana – Sed in rappresentanza delle Associazioni della Rete contro la violenza alle donne)
 Dott. Paolo Giulini (Centro italiano per la promozione della mediazione di Milano)
 Prof. Fabio Basile (Dipartimento Cesare Beccaria – Università degli Studi di Milano)

29 Marzo 2012 Dalle ore 14,30 - Pubblici

“Ordini di Protezione Tribunale Civile e Tribunale Minori”

D.ssa Paola Ortolan (Giudice Civile Sez. Famiglia Tribunale di Milano)
 Avv. Laura Nencioni (Avvocato Foro di Milano – Associazione Svssad Onlus)
 Avv. Manuela Ulivi (Avvocato Foro di Milano – Casa delle donne maltrattate)

19 Aprile 2012 Ore 14-18 - Avvocati

“Ordini di protezione Tribunale Civile e Tribunale Minori”

D.ssa Paola Ortolan (Giudice Civile Sez. Famiglia Tribunale di Milano)

Avv. Laura Nencioni (Avvocato Foro di Milano – Associazione Svssad Onlus)
Avv. Manuela Ulivi (Avvocato Foro di Milano – Casa delle donne maltrattate)

9 Maggio 2012 Dalle ore 14,30 - Pubblici

“Conclusione Processo Penale”

Dott. Leonardo Lesti (Procura Repubblica Brescia)
Dott. Enrico Mengoni (Giudice Penale Tribunale di Lucca)
Avv. Patrizio Nicolò (Avvocato Foro di Milano – Associazione Svssad Onlus)

3 Maggio 2012 Ore 14-18 - Avvocati

“Conclusione Processo Penale”

Dott. Leonardo Lesti (Procura Repubblica Brescia)
Dott. Enrico Mengoni (Giudice Penale Tribunale di Lucca)
Avv. Patrizio Nicolò (Avvocato Foro di Milano – Associazione Svssad Onlus)

28 Maggio 2012 Dalle ore 14,30 - Pubblici

“Role Playing”

D.ssa Giancarla Serafini (Procura Repubblica di Milano)
D.ssa Flores Tanga (Giudice Penale Tribunale di Milano)
D.ssa Alessandra Simone (Polizia di Stato Di Milano)
Ufficiale dell’Arma dei Carabinieri di Milano
Avv. Patrizio Nicolò (Avvocato Foro di Milano – Associazione Svssad Onlus)
Prof. Andrea Gentilomo (Prof. Associato Medicina Legale e delle Assicurazioni – Università degli Studi di Milano)
Prof.ssa Cristina Cattaneo (Prof. Associato Medicina Legale e delle Assicurazioni – Università degli Studi di Milano)
D.ssa Elena Calabrò (Psicologa e Psicoterapeuta, Coordinatrice Psico-Sociale Svssed)
D.ssa Anna Costanza Baldry (Prof. Associato Psicologia Sociale – Seconda Università degli Studi di Napoli – Psicologa e Criminologa)

14 Maggio 2012 Ore 14-18 (Aula A) - Avvocati

“Role Playing”

D.ssa Giancarla Serafini (Procura Repubblica di Milano)
D.ssa Flores Tanga (Giudice Penale Tribunale di Milano)
D.ssa Alessandra Simone (Polizia di Stato di Milano)
Ufficiale dell’Arma dei Carabinieri di Milano
Avv. Patrizio Nicolò (Avvocato Foro di Milano – Associazione Svssad Onlus)
Prof. Andrea Gentilomo (Prof. Associato Medicina Legale e delle Assicurazioni – Università degli Studi di Milano)
Prof.ssa Cristina Cattaneo (Prof. Associato Medicina Legale e delle Assicurazioni – Università degli Studi di Milano)
D.ssa Elena Calabrò (Psicologa e Psicoterapeuta, Coordinatrice Psico-Sociale Svssed)
D.ssa Anna Costanza Baldry (Prof. Associato Psicologia Sociale – Seconda Università degli Studi di Napoli – Psicologa e Criminologa)

9 Giugno 2012 Dalle ore 9,00 (mattino e pomeriggio):

“Role Playing/Linee Comuni” (intera giornata) Aula Magna Palazzo di Giustizia – Corso
 condiviso tra tutti i partecipanti

Dott. Pietro Forno (Proc. Agg. Procura Repubblica di Milano)

D.ssa Annamaria Gatto (Pres. Sez. Penale Tribunale di Milano)

D.ssa Gloria Servetti (Giudice Civile Tribunale di Milano)

D.ssa Marina Caroselli (Giudice Presso il Tribunale dei Minori di Milano)

Con la partecipazione del Dott. Giuseppe Pavich del Comitato Scientifico del Csm

D.ssa Alessandra Simone (Polizia di Stato di Milano)

Ufficiale dell'Arma dei Carabinieri di Milano

Avv. Patrizio Nicolò (Avvocato Foro di Milano – Associazione Svssdad Onlus)

Avv. Laura Nencioni (Avvocato Foro di Milano – Associato Svssdad Onlus)

Avv. Gaia Inverardi (Avvocato Foro di Milano – Associazione Svssdad Onlus)

Avv. Lara Benetti (Avvocato Foro di Milano – Associazione Svssdad Olus)

Avv. Francesca Negri (Avvocato Foro di Milano – Associazione Svssdad Olus)

Avv. Francesca Cucino (Avvocato Foro di Milano – Associazione Svssdad Olus)

Avv. Roberta De Leo (Avvocato Foro di Milano – Associazione Svssdad Olus)

Prof. Andrea Gentilomo (Prof. Associato Medicina Legale e delle Assicurazioni – Uni-
 versità degli Studi di Milano)

Prof.ssa Cristina Cattaneo (Prof. Associato Medicina Legale e delle Assicurazioni – Uni-
 versità degli Studi di Milano)

D.ssa Alessandra Kustermann (Direttore Uoc Ps Ostetrico-Ginecologico, Responsabile
 Svssed Fondazione Irccs Ca' Granda Ospedale Maggiore Policlinico)

D.ssa Elena Calabrò (Psicologa e Psicoterapeuta – Coordinatrice Psico-Sociale Svssed)

Le caratteristiche della formazione a Milano

L'attività di formazione a Milano si è svolta a partire dal mese di febbraio 2012 e si è
 conclusa nel mese di giugno 2012 per complessive ore 66.

I partner milanesi del Progetto hanno stabilito quali obiettivi dell'attività di formazione:

- fornire solide basi in ordine alla conoscenza del fenomeno attraverso contributi epi-
 demologici e psicologici, tenuto conto dei rilevanti fenomeni migratori;
- rafforzare la preparazione tecnico-giuridica nelle discipline di diritto sostanziale e pro-
 cessuale, avendo riguardo alla specificità delle problematiche che sollevano i procedimen-
 ti, penali e non, che possono coinvolgere anche i figli minorenni;
- formare i magistrati inquirenti e le forze dell'ordine alle tecniche di indagine specifiche
 del settore, attraverso contributi che spazino dall'approccio di polizia giudiziaria alle in-
 dagini cliniche e medico-legali a quelle psicologiche forensi e talora psichiatrico forensi;
- sensibilizzare magistrati e avvocati alla peculiarità della materia trattata con particolare
 riguardo all'esame della parte lesa.

I destinatari del corso sono stati individuati tra gli operatori pubblici e privati che hanno
il primo impatto con le relazioni violente.

Operatori forze dell'ordine 98

Polizia di Stato n. 29 / Arma CC n. 52 / Polizia giudiziaria n. 8 / Polizia Locale n. 9

Magistrati togati 15

Cda: 1 / gip: 2 / tribunale: 5 / procura: 7

Magistrati onorari 47

Vpo 25 / gdp 8 / go 3 / got 7 / studente 1 / esp 3

Medici legali 17

Avvocati 68

Ambito civile: 28; ambito penale: 12; entrambi: 19; 9 non hanno risposto.

Foro avvocati: Milano: 64; Busto A.: 1; Como: 1; Monza: 1; Pavia: 1.

n. 177 operatori pubblici, per incontri n. 6:

– 5 incontri di ore n. 4 ciascuno per un totale di 20 ore

– 1 incontro di ore n. 5 per un totale di 5 ore

n. 68 operatori privati, per incontri n. 6:

– 5 incontri di ore n. 4 ciascuno per un totale di 20 ore

– 1 incontro di ore n. 5 per un totale di 5 ore

n. 245 operatori pubblici e privati n 2 incontri di ore n. 8 ciascuno per totale 16 ore

I formatori sono partner del progetto ed esperti consulenti esterni.

Numero complessivo dei docenti 34

– Avvocati n. 7 / Sostituto Procuratore n. 2 / Pubblico Ministero n. 1 / Procuratore Aggiunto n. 1 / Magistrati n. 8 / Giudice: 2 / Docenti universitari n. 1 / Ginecologi n. 1 / Medico-legali n. 4 / Psicologi n. 1 / Criminologi n. 2 / Assistenti sociali n. 1 / Forze dell'ordine n. 2 / Altro n. 1 Presidente V sezione Penale Tribunale Di Milano

Numero dei docenti retribuiti 18

Numero dei docenti che hanno prestato la loro opera gratuitamente 16

Come partner del progetto hanno curato la formazione le docenti del SVS della Fondazione IRCCS Ca' Granda Ospedale Maggiore Policlinico e dell'associazione SVS DAD Onlus.

Gli esperti sono stati scelti tra operatori della legge e sanitari, pure di primo impatto con le relazioni violente, portatori di esperienze di lavoro di rete.

La formazione è stata funzionale anche alla formalizzazione, nel 2012, con deliberazione della Giunta Comunale n. 1240 dell'8/06/2012, da parte del Comune di Milano della sottoscrizione di un Protocollo d'Intesa (allegato).

I momenti di formazione comune (15 ore) sono stati dedicati al role playing e alla identificazione di linee comuni.

Invitati della rete locale: la rete del Comune di Milano “prevenire e contrastare la violenza e il maltrattamento”.

Indicatori per il monitoraggio e la valutazione della qualità:

Richieste di partecipazione e/o iscrizione (non accolte) n. le iscrizioni sono state accolte tutte fatta eccezione per il corso avvocati. Sono stati ammesse 68 iscrizioni.

Adesione di almeno 30 operatori per ogni target

Continuità nella presenza (secondo le ore)

Partecipanti che hanno presenziato ad almeno l'80% delle ore formative n. 95

Partecipanti che hanno presenziato ad almeno il 60% delle ore formative n. 5

Partecipanti che hanno presenziato ad almeno il 40% delle ore formative n. 13

Continuità nella presenza (secondo il numero di incontri)

Partecipanti che hanno presenziato ad almeno l'80% degli incontri n. 21

Partecipanti che hanno presenziato ad almeno il 60% degli incontri n. 15
 Partecipanti che hanno presenziato ad almeno il 40% degli incontri n. 16
 Valutazione e gradimento della iniziativa.

Hanno valutato positivamente quanto a raggiungimento delle aspettative:

80% n. 90

50% n. 39

Hanno valutato positivamente quanto a utilità nel proprio lavoro:

80% n. 100

50% n. 11

Raggiungimento degli obiettivi: su 138 questionari

- 136 incremento della sensibilizzazione sui temi della violenza di genere: 85%
- 109 miglioramento della capacità di accoglienza e di ascolto: 85%
- 76 creazione dei presupposti per la formalizzazione di un protocollo operativo: 85%
- 79 creazione dei presupposti per la formalizzazione di protocollo di rete integrata: 85%
- e creazione vademecum: 85%
- 82 scambio di esperienze e di metodo di lavoro: 85%

Operatori pubblici che hanno svolto il corso per l'80%:

2 togati; 7 onorari; 1 medico legale; 28 operatori delle forze dell'ordine.

Totale 38

Avvocati che hanno svolto il corso per il 80%: n. 57

Nel corso dei lavori sono state apportate alcune modifiche per rendere il corso maggiormente aderente alla realtà milanese, al numero degli iscritti e alle competenze professionali degli stessi.

Esse sono:

1. Questionario: è stato deciso di distribuire un questionario di valutazione del corso solo al termine dei lavori (anziché inizialmente) in quanto la distribuzione iniziale non viene attuata di norma nei corsi di formazione diretti alla magistratura milanese. I risultati sono riassunti nei dati riportati nella prima parte del presente lavoro.
2. Incontri comuni tra operatori pubblici e privati: è stato deciso di anticipare il primo incontro comune, e quindi di svolgerlo prima del termine delle ore di formazione separate, per diverse ragioni. Innanzitutto, a causa del consistente numero degli iscritti e della varietà delle figure professionali dei partecipanti, è parso opportuno fissare un primo momento di scambio e riflessione comune sulle importanti prassi operative degli operatori pubblici e di quelli privati (accertamenti in fase di indagine, operatività delle Forze dell'Ordine nell'immediatezza del fatto, eccetera), al fine di poter dare un impulso maggiormente efficace al dibattito dei separati incontri successivi. Inoltre, questa modalità ha consentito di porre le basi per il lavoro e lo studio della seconda giornata comune. Questo modo di procedere gradualmente è stato fortemente apprezzata e molto utile anche per la stesura definitiva delle linee guida e per lo svolgimento dei "role playing".
3. Role playing separati: è stato deciso di trasformare il role playing previsto per gli incontri separati per gli operatori pubblici e quelli privati nel modo seguente. Le giornate sono iniziate con una relazione della dottoressa Anna Costanza Baldry sul tema della valutazione del rischio (metodo Sara) data la delicatezza e l'attualità di tale metodo operativo in molte sedi giudiziarie e proprio per questo motivo tema idoneo a suscita-

re il successivo ampio dibattito fra gli operatori di varie competenze. In seguito a tale relazione è stato dato ampio spazio alla proiezione visiva di un processo simulato (testimonianza delle forze dell'ordine e della persona offesa) che ha fornito la dimostrazione concreta degli spunti teorici sviluppati dalla dottoressa Baldry. Infatti, è stato affrontato il tema della valutazione del rischio e della eventuale emissione di misure cautelari con riferimento al caso concreto rappresentato nel documentario. Alla fine della proiezione è stato aperto il dibattito con scambio di esperienze, opinioni e suggerimenti tra i partecipanti. La modifica delle giornate rispetto al programma originario nei termini sopra descritti è stata decisa per consentire la proiezione della rappresentazione di alcune fasi del processo, vista l'importanza di una dimostrazione pratica e visiva del processo, anche in considerazione delle qualifiche professionali della maggior parte dei partecipanti, ovvero vice procuratori onorari, avvocati civilisti, forze dell'ordine. Infatti, la deposizione della persona offesa, alla quale mai le forze dell'ordine assistono, assume particolare rilievo e può fornire utile spunto per la verbalizzazione della querela nella fase delle indagini. Infine, tale modifica ha offerto la possibilità agli avvocati civilisti e ai vice procuratori onorari, che non sempre sono specializzati in questo genere di processi, di assistere allo svolgimento della delicata fase processuale dell'esame e del controesame della vittima di reati di violenza domestica.

4. Role Playing/linee comuni (incontro plenario): a causa dell'alto numero dei partecipanti, della conseguente impossibilità e della inefficacia di svolgere il classico role playing comune, è stato deciso di modificare la giornata nel seguente modo. Nel corso della mattinata i partecipanti sono stati suddivisi in gruppi. A ciascun gruppo è stato assegnato un tema di lavoro (scelto fra quelli di particolare interesse emersi durante il corso) da discutere con due o più tutor (almeno un avvocato e un magistrato relatori del corso) al fine di elaborare punti critici, operatività e suggerimenti. Alla fine di tale discussione i tutor hanno raccolto e sintetizzato tutti gli aspetti più rilevanti emersi con il contributo del gruppo stesso. Durante il pomeriggio, ogni tutor ha relazionato alla platea plenaria le sopra citate sintesi, al fine di poter elaborare e redigere le linee guida finali del corso trascritte successivamente in un documento finale.

IV.4.4. MILANO. PROTOCOL

PROTOCOL OF UNDERSTANDING 8 July 2012

For the definition of the guiding principles for a good cooperation among the Municipality of Milan, the non-profit association “Casa di accoglienza delle Donne maltrattate”; the non-profit association “SVS Donna Aiuta Donna”; the non-profit association “Telefono Donna”, the non-profit social cooperative “Cerchi d’Acqua”, the “Caritas Ambrosiana” Foundation, the non-profit association “Centro Ambrosiano di Solidarietà” and the First Aid Service for Sexual and Domestic Violence of the Foundation “IRCCS Ca’ Granda Ospedale Maggiore Policlinico”.

CONSIDERING THAT

- violence against women is a complex cultural phenomenon, which is transversal to any social sphere and is still underestimated;
- not enough gender data were collected on the phenomenon: the only official data can be taken from reported crimes and the number of women who access Emergency Rooms, expressly denouncing the violence;
- nowadays violence against women is recognized as a social problem which, because of its consequences, involves all citizens, public and private institutions, the labor market, the health sector, etc.;
- violence against women does not concern only the victims, but also children, victims of witnessed violence, and it affects everyone, men and women;
- women victims of violence often have complex problems, which should be tackled with different competences and methods and by different professionals: in particular, the effects of the trauma of violence are well-known, and in order to solve them it is necessary to take actions aimed at processing the traumatic event, also through specific psychotherapy sessions;
- the synergy among anti-violence centers, associations and bodies that deal with women victims of violence, territorial services, law enforcement agencies and magis-

trates is crucial not only for the activities of prevention, care, support and protection of women, but also to encourage a cultural and social change based on awareness-raising and information activities;

- in the city of Milan there are subjects/ associations/ bodies which have long been active, and have carried out interventions aimed at preventing and combating the phenomenon of violence against women, autonomously or cooperating with the Municipality of Milan;

- in 2006 the Municipality of Milan, together with the Services department for adults in difficulty, which is part of the Department for Social Policies and Health Culture, in order to promote interventions concerning the security, prevention, support and help for women victims of abuse and violence, signed the convention “Preventing and combating violence and abuse against women”, with the members of the network, namely: the non-profit association “Casa di accoglienza delle Donne Maltrattate”; the non-profit association “SVS Donna Aiuta Donna”; the non-profit association “Telefono Donna”; the non-profit social cooperative “Cerchi d’Acqua”; the “Caritas Ambrosiana” Foundation, the non-profit association “Centro Ambrosiano di Solidarietà”(which signed the convention in 2009)and the First Aid Service for Sexual Violence of the Foundation “IRCCS Ca’ Granda Policlinico Ospedale Maggiore” (with which the Municipality of Milan, in 2007, opened the First Aid Service for Domestic Violence);

- in 2009 the Municipality of Milan, in cooperation with the Network, organized the training course “Sicurezza ed Aiuto” (“Security and Help”), for the local police and law enforcement agencies of the territory of Milan, financed by the Department for Equal Opportunities;

- the Municipality of Milan is the leader of the Project “Prevenire e Contrastare la Violenza contro le donne – In Rete Si Può” (“Preventing and combating violence against women – Network We can), that was presented to the Department for Equal Opportunities in the framework of financed interventions aimed at “Strengthening the actions to prevent and fight the phenomenon of violence”, a project whose partners are all the current members of the network.

Considering (...):

Whereas the Municipality of Milan:

- recognizes the high competence of the Network and each of its partners in providing an integrated and diversified response to the needs of women who experience dramatic and complex situations, who have great difficulties in overcoming violent family and love relationships, with consequent problems at work and at health, at psychological, personal, relational and school level, and in general in social integration;

- identifies and recognizes the Network and each of its component as the main reference point to take action, study, do research and monitor this cultural and social phenomenon;

- identifies the Network and each of its components as the operational response

to provide support to women, in order to overcome situations of violence, from the first contacts to the victim's complete autonomy.

Considering that the Municipality of Milan:

- started cooperation with the partners of the Network, creating a good opportunity to highlight mutual competences, and to increase the knowledge of the phenomenon also from a cultural point of view, providing a real contribution to the social assistance and health system in the municipal, regional and national territory;
- has long been supporting the activity of associations, cooperatives and bodies which work with women victims of violence;
- is fully aware of the important social role played by the partners of the Network towards citizenship, which is more and more interested in discussions and interventions on violence against women;
- carries out activities aimed at preventing the phenomenon of violence;
- believes that the most important part of its strategy of intervention on violence against women is sharing, discussing and supporting the work of the partners of the Network. To this purpose, it takes the role of coordinator of the Network, in order to encourage constant communication between the network partners and the services of the Municipality in the areas of Family Policies, Minors, Adults in Difficulty and Immigration Service.

Considering that the Network “Preventing and combating violence and abuse against women”:

- is at present the most efficient women support policy and takes actions for women victims of violence;
- promotes initiatives aimed at assisting women who wish to overcome situations of violence, in order to help them achieve their well-being and their self-realization, which is a right of all citizens;
- cooperates with institutions and the Municipality of Milan, in decisions, also at a political level, and in the fields of information, education, prevention, constant monitoring of the phenomenon of violence and study and scientific research on the phenomenon.

It is hereby agreed as follows:

- the Municipality of Milan and the Network, which is made up of: the non-profit association “Casa di accoglienza delle Donne Maltrattate”, the non-profit association “SVS Donna Aiuta Donna”, the non-profit association “Telefono Donna”, the non-profit social cooperative “Cerchi d’Acqua”, the “Caritas Ambrosiana” Foundation, the non-profit association “Centro Ambrosiano di Solidarietà” and the First Aid Service for Sexual and Domestic Violence of the Foundation IRCCS Ca’ Granda Policlinico Ospedale Maggiore, are willing to adopt and propose projects/actions that can be carried out by all parties and / or by one of the parties with another party, on the concrete implementation of activities for the rights and support of women who wish to overcome situations of violence.

The Municipality of Milan and the Network identify their common objectives, namely:

- provide support to women in general and ensuring the protection of women, based on the assessment of the risk, and on their right to live a life without violence, completely independent and in a state of well-being. In order to reach that objective women need to be provided assistance in overcoming their temporary state of difficulty, due to violence, respecting their needs.

- develop a shared procedure to overcome situations of violence, thanks to the contribution given by the different partners of the network as a response to the different needs of women, assisting them as they try to overcome the situation of violence and activating all personal, external and institutional resources;

- the willingness to provide support, through assistance, information, care, protection and enabling the processing of the trauma, constantly monitoring the phenomenon and identifying new and more efficient strategies of political and social intervention;

- activate training activities for all the categories of people who meet women victims of violence;

- promote activities aimed at raising the awareness of citizens on gender violence issues.

- In order to reach its objectives, the Municipality of Milan signed non-exclusive agreements based on predetermined and common criteria with the partners of the Network, namely: the non-profit association “Casa di accoglienza delle Donne Maltrattate”; the non-profit association “SVS Donna Aiuta Donna”; the non-profit association “Telefono Donna”; the non-profit social cooperative “Cerchi d’Acqua”; the “Caritas Ambrosiana” Foundation, the non-profit association “Centro Ambrosiano di Solidarietà” and the First Aid Service for Sexual and Domestic Violence of the Foundation IRCCS Ca’ Granda Policlinico Ospedale Maggiore.

- The partners of the Network undertake to carry out updates, at least every three months, on the phenomenon, and on the consequences on women victims of violence, living in the town of Milan, both with a permanent or a temporary address.

- The parties undertake to set periodic meetings, at least once a month, aimed at developing common initiatives and assessing the progress of the projects agreed upon.

- In order to provide strong support to women victims of violence, the Municipality of Milan will carry out evaluations and will inform the signatories of the present Protocol of Understanding of any new subject which is willing to widen the Anti-violence network, sharing and endorsing the contents of the present Protocol of Understanding (signatures follow).

IV.4.5. MILANO. PROTOCOLLO

PROTOCOLLO QUADRO D'INTESA 8 luglio 2012

Per la definizione dei principi comportamentali per una buona collaborazione tra il Comune di Milano e l'Associazione Casa di accoglienza delle Donne maltrattate Onlus; l'Associazione SVS Donna Aiuta Donna Onlus; l'Associazione Telefono Donna Onlus; la Cooperativa Sociale Cerchi d'Acqua Onlus; la Fondazione Caritas Ambrosiana, il Centro Ambrosiano di Solidarietà Onlus e il Soccorso Violenza Sessuale e Domestica della Fondazione IRCCS Ca' Granda Ospedale Maggiore Policlinico.

CONSIDERATO CHE

- la violenza contro le donne è un fenomeno culturale complesso, trasversale ad ogni sfera sociale, ancora oggi sottostimato;
- è carente la raccolta di dati di genere sul fenomeno: gli unici dati ufficiali sono quelli ricavabili dalle denunce presentate e dal numero delle donne che accedono al Pronto Soccorso ospedalieri dichiarando esplicitamente la violenza subita;
- la violenza contro le donne è ormai riconosciuta come un problema sociale che coinvolge per le sue conseguenze tutta la cittadinanza, le istituzioni pubbliche e private, il mercato del lavoro, la sanità ecc.;
- la violenza contro le donne non riguarda solo chi la subisce ma anche gli eventuali figli, vittime di violenza assistita, e cade su tutti, uomini e donne;
- le donne vittime di violenza spesso presentano problemi complessi che rimandano alla messa in campo di differenti e molteplici competenze, metodologie e professionalità; in particolare sono noti gli effetti del trauma della violenza la cui risoluzione rende necessari interventi di elaborazione anche attraverso percorsi di psicoterapia mirati e specifici;
- il lavoro sinergico e la collaborazione tra Centri Antioviolenza, Associazioni ed Enti che si occupano delle donne vittime di violenza, Servizi territoriali, Forze

dell'Ordine e Magistratura si pone come snodo cruciale per far fronte non solo alle attività di prevenzione, cura, sostegno e di protezione delle donne, ma anche per favorire un cambiamento culturale e sociale che preveda attività di sensibilizzazione e d'informazione;

- nella città di Milano operano da diverso tempo soggetti/associazioni/enti che nella loro autonomia o in relazione alla collaborazione con il Comune di Milano hanno svolto interventi di prevenzione e contrasto al fenomeno della violenza sulle donne;

- il Comune di Milano con il settore Servizi per Adulti in difficoltà, che fa capo attualmente all'Assessorato Politiche Sociali e Cultura della Salute, al fine di promuovere interventi in grado di coniugare sicurezza, prevenzione, sostegno e aiuto alle donne vittime di maltrattamento e violenza, realizza fin dal 2006 la convenzione denominata "Prevenire e contrastare la violenza e il maltrattamento contro le donne" con i soggetti della Rete costituita da: l'Associazione Casa di accoglienza delle Donne Maltrattate Onlus; l'Associazione SVS Donna Aiuta Donna Onlus; l'Associazione Telefono Donna Onlus; la Cooperativa Sociale Cerchi d'Acqua Onlus; la Fondazione Caritas Ambrosiana, il Centro Ambrosiano di Solidarietà Onlus (convenzionato dal 2009) e il Soccorso Violenza Sessuale della Fondazione IRCCS Ca' Granda Ospedale Maggiore Policlinico (con cui il Comune di Milano ha aperto nel 2007 il servizio Soccorso Violenza Domestica);

- il Comune di Milano con la Rete ha gestito il corso di formazione "Sicurezza ed Aiuto" nel 2009 rivolto alla Polizia Locale e alle Forze dell'Ordine del territorio milanese finanziato dal Dipartimento per le Pari Opportunità – il Comune di Milano è capofila del Progetto Prevenire e Contrastare la Violenza contro le donne "In Rete Si Può" inviato al Dipartimento per le Pari Opportunità nell'ambito dell'avviso per il finanziamento di interventi finalizzati a "rafforzare le azioni di prevenzione e contrasto al fenomeno della violenza" di cui sono partner tutti gli attuali componenti della rete.

Visti (...):

Atteso che il Comune di Milano:

- riconosce alla Rete e ad ogni realtà che la compone, una competenza altamente specializzata nel rispondere in maniera integrata e diversificata alle necessità delle donne che vivono situazioni drammatiche e complesse con grandi difficoltà ad uscire da relazioni familiari e sentimentali di violenza, con conseguenti problematiche in ambito lavorativo, sanitario, psicologico e personale relazionale, scolastico e in generale di integrazione sociale;

- identifica e riconosce la Rete ed ogni realtà che la compone, come interlocutrice privilegiata per l'intervento, lo studio, la ricerca e il monitoraggio del fenomeno di rilevanza culturale e sociale;

- identifica nella Rete ed ogni realtà che la compone, la risposta operativa al sostegno della donna nel percorso di uscita dalla violenza che va dai primi momenti di accoglienza fino alla sua totale autonomia.

Considerato che il Comune di Milano:

- ha messo in atto una collaborazione con i soggetti della Rete che ha rappresentato un'opportunità per la valorizzazione delle reciproche competenze, la conoscenza e approfondimento del fenomeno anche in termini culturali, nonché un reale contributo al sistema socio assistenziale e sanitario sul territorio comunale, regionale e nazionale;
- da tempo sostiene il lavoro delle associazioni, delle cooperative e degli enti che operano con le donne che subiscono violenza;
- è pienamente consapevole dell'importante ruolo sociale che i soggetti della Rete svolgono rispetto alla cittadinanza sempre più interessata ad un confronto e intervento sui temi della violenza contro le donne;
- provvede alla prevenzione del fenomeno della violenza;
- considera parte fondamentale della propria strategia di intervento contro la violenza alle donne la condivisione, il confronto e il sostegno del lavoro dei partner della Rete. A tal fine assume il coordinamento della Rete che è volto anche a facilitare un costante dialogo tra i soggetti della Rete e i servizi del Comune nelle aree della Politiche per la Famiglia, Minori, Adulti in Difficoltà, Servizio Immigrazione.

Considerato che la Rete “Prevenire e contrastare la violenza e il maltrattamento contro le donne”:

- rappresenta attualmente la più efficace politica di sostegno alle donne e mette in atto azioni di intervento con le donne che subiscono violenza;
- promuove iniziative volte ad accompagnare le donne nel percorso di uscita dalla violenza al fine di raggiungere il benessere e l'autorealizzazione che sono diritto di tutti i cittadini;
- è interlocutrice delle Istituzioni e del Comune di Milano nelle decisioni anche a livello politico, nel campo dell'informazione, dell'educazione, della prevenzione, del costante monitoraggio del fenomeno della violenza e dello studio e della ricerca scientifica sul fenomeno.

Si conviene e si stipula quanto segue:

- Il Comune di Milano e la Rete costituita da: Associazione Casa di accoglienza delle Donne Maltrattate Onlus, Associazione SVS Donna Aiuta Donna Onlus, Associazione Telefono Donna Onlus, Cooperativa Sociale Cerchi d'Acqua Onlus, Fondazione Caritas Ambrosiana, Centro Ambrosiano di Solidarietà Onlus e Soccorso Violenza Sessuale e Domestica della Fondazione IRCCS Ca' Granda Policlinico Ospedale Maggiore, sono disponibili a recepire e proporre progetti/azioni che possono essere realizzate congiuntamente e/o da una delle parti in accordo con l'altra, rispetto ai temi della concreta realizzazione dei diritti e del sostegno alle donne che intendono intraprendere il percorso di uscita dalla violenza.

Il Comune di Milano e la Rete identificano che i loro comuni obiettivi sono:

- il sostegno alle donne in senso generale, la loro protezione sulla base della valutazione del rischio, e il loro diritto di vivere una vita lontana dalla violenza in piena autonomia e in situazione di benessere. Per raggiungere tale obiettivo è necessario offrire alle donne un percorso che, rispettando i loro desideri, consenta di uscire dallo stato di temporaneo disagio in cui si trovano a causa della violenza.

- lo sviluppo del percorso condiviso di uscita da situazioni di violenza, realizzato grazie al contributo che i diversi soggetti della Rete offrono in risposta ai molteplici bisogni che presentano le donne, affiancandole nel percorso di uscita dalla violenza e attivando tutte le risorse personali, esterne ed istituzionali;

- la disponibilità al sostegno tramite l'affiancamento, l'informazione, la cura, la protezione, e l'elaborazione del trauma, il costante monitoraggio del fenomeno e l'individuazione di nuove e più efficaci strategie d'intervento politico e sociale;

- l'attivazione di percorsi formativi rivolti a tutte le categorie di persone che incontrino donne che subiscono violenza;

- la promozione di attività di sensibilizzazione della cittadinanza sui temi della violenza di genere.

- Per raggiungere gli obiettivi il Comune di Milano stipula convenzioni non a titolo esclusivo e sulla base di criteri predeterminati ed uniformi con i soggetti della Rete costituita da: l'Associazione Casa di accoglienza delle Donne Maltrattate Onlus; l'Associazione SVS Donna Aiuta Donna Onlus; l'Associazione Telefono Donna Onlus; la Cooperativa Sociale Cerchi d'Acqua Onlus; la Fondazione Caritas Ambrosiana, il Centro Ambrosiano di Solidarietà Onlus e il Soccorso Violenza Sessuale e Domestica della Fondazione IRCCS Ca' Granda Policlinico Ospedale Maggiore.

- I Soggetti della Rete si impegnano a fornire un aggiornamento almeno trimestrale sul fenomeno e sulle conseguenze riferite alle donne vittime di violenza residenti o domiciliate nella città di Milano.

- Le parti si impegnano a fissare incontri periodici, almeno mensili, atti a sviluppare argomenti ed iniziative di comune interesse e valutare l'andamento delle progettualità concordate.

- Al fine di dare la maggiore possibilità di offerta di sostegno alle donne vittime di violenza, il Comune di Milano valuterà e informerà i soggetti sottoscrittori del presente protocollo di eventuali nuovi soggetti che si renderanno disponibili a ampliare la Rete Antiviolenza condividendo e sottoscrivendo i contenuti del presente protocollo. (Seguono le firme).

IV.5.1. BOLOGNA. RESEARCH REPORT

The network today. Summary

Despite the numerous high-quality initiatives, there is not yet a well-structured and formalized local network. The following initiatives were taken at an institutional level: The Round table for Urban Security, at the Prefecture, with actions aimed at combating violence against women and minors, as referred to in Art. 8 of the Security Pact of the City of Bologna and the Emergency Room for Sexual Violence (Italian acronym: PSVS) at the Hospital “Ospedale Maggiore”, Department of Obstetrics and Gynecology. As for associations, the most important initiatives are those of Women’s shelters (Italian: Case rifugio e ospitalità), which have an agreement with public authorities, and which, in Bologna, are run by “Casa delle donne per non subire violenza (Women’s shelter against violence)” and by “Mondodonna” and, in Imola, by “Trama di Terre”. A Metropolitan Anti-Violence Network is active, created from the national project INSIEME, with the support of the Center of documentation, research and initiative of women of the city of Bologna, made up of all associations, whose meetings are attended by the Municipality, the Province, universities and the Local Health Unit.

Legal framework of reference at a regional level

The Emilia-Romagna region does not have specific legislation for the prevention and fight of male violence against women.

The regional law of reference is still Regional Law 2/2003 “Regulations for the promotion of social citizenship and for the creation of an integrated system of interventions and social services”.

In the text of that law, Art. 5 (Interventions and services of the local system of network social services) point 5 letter f, prescribes that the services and interventions

of the local system include “services and interventions such as shelters and anti-violence centers, aimed at providing counseling, support and housing to women, also women with children, who are threatened or who were victims of physical, sexual and psychological violence and economic coercion”.

The programming and planning tool used for the regional government is the “Regional social health plan”, with a three-year validity.

The other field in which the Emilia-Romagna region is committed in fighting against violence on women is urban security policy (the reports and research projects are periodically published in the series “*Quaderni di Città sicure*” (*safe cities project documents*), the documents on gender violence are on the LEXOP Web site).

Another law which is considered important in this respect is Law no. 24 of 4 December 2003 “Regulations of the local administrative police and promotion of an integrated security system” which, at Art. 7, provides for the setting up of the Emilia-Romagna Foundation for crime victims and, at Art. 18, for training activities aimed at the local police.

The Emilia-Romagna Foundation for crime victims (which includes the Region, Provinces and Municipalities which are regional capitals) is a unique initiative in the Italian territory, because it intervenes, on the formal initiative of the Mayor, to support the victims of malicious crimes which caused the death of someone or serious damages. The support is provided immediately, as an emergency measure, with a concrete help or a donation, for any kind of difficulty. From 2005 to 2010 144 people were provided support, 50% of which women, victims of 97 crimes.

Another significant initiative is the promotion of SIPL (Interregional school of the local police), thanks to the Foundation which bears the same name, whose founding members are the regions Emilia-Romagna, Liguria, Tuscany and the Municipality of Modena. Violence against women has been included in the subjects of the training activities of the local police for years. The school is an associate partner of LEXOP.

The regional context

The regional context is one of the most diversified in Italy. Bologna, like the whole Region, is characterized by an extremely large number of women’s associations which have always been at the forefront in promoting women’s participation in public life and, from the Seventies, in fighting against male violence on women.

The first Protocol of Understanding with “regional associations working in the field of violence against women” was signed on January 13, 2000 (see LEXOP site “Networks”). There are many specific initiatives, structured in different ways. Most of them are managed by women’s associations and are financed, completely or partly, through the public funding of local authorities, municipalities and provinces. There are also some initiatives that are managed by public authorities (for instance “Centro Donna” of Forlì). In addition to centers and shelters, there are also information and

reference points of different associations, aimed at providing housing, legal and psychological counseling, support and cultural promotion.

Women's associations are often the promoters and partners of local and national projects, which are carried out in a network context, with the cooperation of the local and the regional government, and which are financially supported by institutions (both local and national).

Associations can rely on a network of public services (welfare and other services), which is considered one of the most advanced in Italy.

The network activity between institutions and associations led, in some cases, to a formalization process by the members of the network, with the drafting and signing of Protocols of understanding (more or less detailed) for a mutual commitment. (*Women's security. Practices aimed at preventing and fighting gender violence: protocols and local networks in Emilia-Romagna*. Materials of safe cities, by the Service for security policies and the local police).

February 2011 – no. 1, analyzes the regional situation, especially outside Bologna, and can also be found on the LEXOP web site.

At a regional level, there is a Coordination point of anti-violence centers, that is the reference point of 11 non-institutional centers and shelters, which monitors the reception procedures of the centers throughout the region (see the last report of year 2011 – LEXOP web site).

Actually constant attention is paid to this subject, and there is an efficient coordination network between institutions and the civil society, which ensures the provision of different services (from beds in women's refuges to help desks), many more than in other Italian regions.

The network of Bologna (Bologna and province)

The Municipality of Bologna, with its 380,181 inhabitants (but there are about 1,000,000 inhabitants in the metropolitan area) is the regional capital of Emilia-Romagna, which has 4,459,246 inhabitants. Together with 59 other municipalities, it makes up the Province, with 991,924 inhabitants. Despite the many high-quality initiatives, both public and private, Bologna does not have a structured and formalized network.

The first step of the network activity is the Round Table for Urban Security, in its specification of the "Technical coordination table for the prevention and fight of violence against women and minors", as referred to in Art. 8 of the Security Pact of the City of Bologna; it has been operative at the Prefecture of Bologna since 2007.

After all, the Provincial committee for public order and security, coordinated by the Prefect, often put on its agenda the problem of violence against women within the city.

In 2007 the "Single Emergency Room against sexual violence (Italian: PSVS)" was set up at the Hospital "Ospedale Maggiore", a special emergency room equipped

for forensic tests and adequate for the reception of women in a reserved space. The Unit works with physicians, social workers, psychologists, the police and the Public Prosecutor's Office, and is a part of a network project with the 1522 telephone line (national telephone number for women victims of violence).

The project “Insieme (*Insieme contro la violenza di genere*)” (Together – *Together against gender violence*), promoted by the Municipality, coordinated by the former Office for Policies on Differences and financed by the Department for Equal Opportunities, created the basis for a non-formalized Network, the City Network (now Metropolitan) against violence, which is made up of associations and groups and whose meetings are attended by the Municipality, the Province, the Local Health Unit and universities.

The project was carried out between 2008 and 2010 and its partners were the following:

Municipality of Bologna (leader); Municipalities of Forlì and Cesena; University of Bologna (Legal Medicine area of the Department of Medicine and Public Health); Health Units of Bologna and Rimini; Medical Association of the Province of Bologna, Udi Bologna; “Orlando” Association; association “Tavola delle Donne Violenza (Women's round table on violence)”; S. Vitale Reading Group.

LEXOP gave continuity to that project, referring to the experience that had already been made.

The services and resources available in the metropolitan area of Bologna were mapped, among which the Single Emergency Room against sexual violence (Italian: PSVS) at the Hospital “Ospedale Maggiore”, Obstetrics, Gynecology and First Aid for the Imola district of the Hospital Nuovo S. Maria Della Scaletta, with a Single Information Point (in Italian: Punto Unico Aziendale, P.U.A).

In the metropolitan area of Bologna there is a service called Emergency Service for Social Issues (in Italian: Pronto Intervento Sociale, PRIS) which is activated in extremely serious and urgent situations due to social issues, which take place outside the opening hours of municipal services and which are considered as emergency. The service works through a telephone line that is active 24 hours a day, for law enforcement agencies, the Municipal Police and Health Services (Hospitals).

The telephone line handles the urgent situation on the phone, and if the call needs an immediate professional evaluation, the service gets in contact with the available Social Worker, who goes to the offices of the Law Enforcement Agencies or to the place where the emergency situation occurred (hospital, home, etc.).

The professional team, that is available 24 h a day, carries out a qualified technical investigation and, if necessary, ensures immediate protection to the woman and/or minor, issuing a summary report of the intervention, a necessary pre-requisite to take urgent measures if there is a minor (according to Art. 403 Civil Code) and to provide housing in a safe place. The Emergency Service for Social Issues (PRIS) will continue to deal with the case until identification of the territorial/ city/ provincial/ extra-provincial social service that is competent for the case.

Besides in the metropolitan area of Bologna there are Counseling points for social

issues, a point of access to the network of social assistance services of the Municipality. They provide counseling on rights, services and on how to get access to the municipal services and the local resources, acting as a filter. The counseling points for social issues in the city are in all districts (www.comune.bologna.it/sportellosociale). There are Counseling points for social issues also in the territory of the Province of Bologna.

There are many associations dealing with the problem of violence against women.

The main reference point for these places has definitely been, since 1990, Casa delle Donne per non subire Violenza (Women's shelter against violence)", the main anti-violence center of the city, a non-profit association which runs a women's refuge through an agreement with the Municipality of Bologna and all the municipalities of the Province of Bologna.

IV.5.2. BOLOGNA. RAPPORTO DI RICERCA

La rete oggi. Scheda di sintesi

Nonostante la ricchezza delle iniziative, molte e di qualità, non vi è ancora una rete locale strutturata e formalizzata. Sul versante istituzionale si rilevano: presso la Prefettura, il Tavolo per la Sicurezza Urbana, che prevede le azioni di contrasto alla violenza a donne e minori, di cui all'art. 8 del Patto per la Sicurezza della Città di Bologna, nonché il Pronto soccorso violenze sessuali (PSVS) presso l'Ospedale Maggiore, Ostetricia e ginecologia. Sul versante delle associazioni spiccano le iniziative di Case rifugio e Ospitalità (convenzionate con enti pubblici) gestite a Bologna dalla Casa delle donne per non subire violenza, da Mondodonna e, a Imola, da Trama di terre. È attiva una Rete Metropolitana Antiviolenza, nata dal progetto nazionale IN-SIEME, su impulso del Centro di documentazione, ricerca e iniziativa delle donne della città di Bologna, costituita da tutte le associazioni, alle cui riunioni partecipano Comune, Provincia, Università e ASL.

Quadro normativo di riferimento a livello regionale

La Regione Emilia-Romagna non si è dotata di una legislazione specifica in materia di prevenzione e contrasto alla violenza maschile sulle donne.

La legge regionale di riferimento è tuttora la legge regionale 2/2003 "Norme per la promozione della cittadinanza sociale e per la realizzazione del sistema integrato di interventi e servizi sociali".

In tale testo normativo, all'art. 5 (Interventi e servizi del sistema locale dei servizi sociali a rete), al punto 5 lettera f) si prescrive che i servizi e gli interventi del sistema locale comprendono in particolare "servizi ed interventi quali case e centri antiviolenza, finalizzati a fornire consulenza, ascolto, sostegno ed accoglienza a donne, anche con figli, minacciate o vittime di violenza fisica, sessuale, psicologica e di costrizione economica".

Lo strumento di programmazione e pianificazione utilizzato per il governo regionale è quello del “Piano socio-sanitario regionale” che interviene con valenza triennale.

L'altro ambito, oltre a quello socio-sanitario, in cui la Regione Emilia-Romagna esplica il proprio impegno a contrasto della violenza contro le donne è quello della politica della sicurezza urbana (rapporti e ricerche sono pubblicati periodicamente nella collana dei “*Quaderni di Città sicure*”; quelli sulla violenza di genere sono consultabili al sito web di LEXOP).

Infatti altra legge regionale importante è considerata la L. n. 24 del 4.12.2003 “Disciplina della polizia amministrativa locale e promozione di un sistema integrato di sicurezza” che prevede all’art. 7 l’istituzione della Fondazione emiliano-romagnola per le vittime dei reati e all’art. 18 la formazione della polizia locale.

La Fondazione emiliano-romagnola per le vittime dei reati (composta dalla Regione, Province e Comuni capoluogo della Regione Emilia-Romagna) costituisce una iniziativa unica nel panorama italiano perché interviene – su iniziativa formale del Sindaco – a favore delle vittime di reati non colposi che abbiano causato morte o danni gravissimi. Il sostegno è immediato, in emergenza, con un aiuto concreto o una elargizione in denaro per affrontare ogni tipo di difficoltà. Dal 2005 al 2010 sono state aiutate 144 persone di cui il 50% donne, vittime di 97 episodi criminosi.

Significativa è anche la promozione della SIPL (Scuola Interregionale di polizia locale), grazie alla Fondazione omonima, che vede quali soci fondatori le Regioni Emilia-Romagna, Liguria, Toscana e il Comune di Modena. Ormai da anni il tema della violenza contro le donne è inserito tra le materie della formazione della polizia locale. La Scuola è partner associato di LEXOP.

Il contesto regionale

Il panorama è tra i più ricchi d’Italia. Bologna – come tutta la Regione – è caratterizzata dalla presenza di un numero molto elevato di associazioni femminili che sono protagoniste da sempre nella promozione della partecipazione femminile alla vita pubblica e – dagli anni ’70 – nel contrasto alla violenza maschile sulle donne.

Risale al 13.1.2000 il primo Protocollo d’Intesa con “le associazioni operanti nel territorio regionale sul tema della violenza contro le donne” (nel sito LEXOP “Reti”). Molte sono le iniziative specifiche, variamente articolate e strutturate. La maggioranza sono gestite da associazioni di donne, finanziate – in tutto o in parte – con contributi pubblici provenienti da enti locali, comuni e provincie. Non mancano alcune iniziative gestite da enti pubblici (es. il Centro donna di Forlì). Oltre centri e case, vi sono sportelli e punti di riferimento, gestiti da realtà associative varie e finalizzati alla ospitalità, all’accoglienza, alla consulenza legale e psicologica, all’orientamento e appoggio, nonché alla promozione culturale.

Le associazioni femminili spesso si fanno promotrici e partner di progetti locali e nazionali, portati avanti in rete con il governo locale e regionale, e con un sostegno finanziario da parte delle istituzioni (locali e nazionali).

L'azione delle associazioni può giovare del riferimento a una rete di servizi pubblici (di welfare e altro) che è ritenuta tra le più avanzate d'Italia.

Il lavoro di rete fra istituzioni e associazioni è già approdato in alcune realtà alla formalizzazione da parte dei soggetti attori, con la stesura e la sottoscrizione di protocolli (più o meno dettagliati) di intesa e di reciproco impegno (*La sicurezza delle donne. Pratiche di prevenzione e di contrasto alla violenza di genere: protocolli e reti locali in Emilia-Romagna*. Materiali di città sicure, a cura del Servizio politiche per la sicurezza e la polizia locale).

Febbraio 2011 – n° 1 ricostruisce il panorama regionale, soprattutto fuori dal capoluogo bolognese; è consultabile anche nel web site LEXOP).

È operativo a livello regionale un Coordinamento dei centri antiviolenza, cui fanno riferimento n. 11 centri e case non istituzionali, che conduce il monitoraggio delle pratiche di accoglienza effettuate dai centri in tutta la regione (vedi ultimo Report relativo all'anno 2011 – sito web LEXOP).

Di fatto esiste un'attenzione costante al tema, ed è attiva una buona rete di coordinamento tra istituzioni e società civile, che consente una copertura di servizi (dai posti letto nelle case rifugio agli sportelli di assistenza) significativamente più alta rispetto ad altre regioni italiane.

La rete bolognese (Bologna e provincia)

Il Comune di Bologna con i suoi 380.181 abitanti (ma l'area metropolitana conteggia circa 1.000.000 di abitanti) è il capoluogo della Regione Emilia-Romagna, che ha 4.459.246 abitanti. Assieme agli altri 59 Comuni compone la Provincia con 991.924 abitanti. Nonostante la pluralità e la qualità delle iniziative pubbliche e private, manca a Bologna una rete strutturata e formalizzata.

Il primo embrione del lavoro di rete è costituito dal Tavolo per la Sicurezza Urbana, nella sua specificazione del "Tavolo Tecnico di Coordinamento per la prevenzione e il contrasto della violenza a donne e minori" previsto all'art. 8 del Patto per la Sicurezza della Città di Bologna; opera presso la Prefettura di Bologna dal 2007.

Del resto il Comitato provinciale per l'ordine e la sicurezza pubblica, coordinato dal Prefetto, ha più volte posto all'o.d.g. il problema cittadino della violenza contro le donne.

Nel 2007 è stato anche istituito presso l'Ospedale Maggiore il "Pronto Soccorso Unico Contro la Violenza sessuale (PSVS)", attrezzato per le prove forensi e in grado di ricevere le donne in uno spazio appositamente riservato. L'Unità opera in collaborazione con i professionisti medici, assistenti sociali, psicologi, polizia e l'ufficio del Procuratore, è inoltre in rete con il 1522 (numero di telefono nazionale per le donne vittime di violenza).

Il progetto INSIEME (*Insieme contro la violenza di genere*), promosso dal Comune coordinato dall'ex Ufficio Politiche delle Differenze e finanziato dal Dipartimento Pari Opportunità ha creato il tessuto da cui è nata una Rete non formalizzata, la Rete

cittadina (ora Metropolitana) antiviolenza costituita da associazioni e gruppi alle cui riunioni partecipano Comune, Provincia, ASL, Università.

Il progetto si è sviluppato tra il 2008 e il 2010 e ne sono stati partner:

Comune di Bologna (capofila); Comune di Forlì e di Cesena; Università di Bologna (Area Medicina Legale del Dipartimento di Medicina e Sanità Pubblica); Azienda Sanitaria di Bologna e Rimini; Ordine dei Medici della Provincia di Bologna; Udi Bologna; Associazione Orlando; Associazione Tavola delle Donne Violenza; Gruppo di Lettura S. Vitale.

LEXOP si è posto in ideale linea di continuità con tale progetto, rivolgendosi all'esperienza già lì svolta.

La mappatura dei servizi e delle risorse disponibili a Bologna Metropolitana vede in prima fila il Pronto soccorso Unico violenze sessuali (PSVS) presso l'Ospedale Maggiore, Ostetricia e ginecologia e il Pronto Soccorso per il Circondario Imolese dell'Ospedale Nuovo S. Maria Della Scaletta con Punto Unico Aziendale (P.U.A.).

Sul territorio metropolitano di Bologna è attivo il servizio di Pronto Intervento Sociale (PRIS) che si attiva in situazioni di particolare gravità e urgenza riconducibili a problematiche a rilevanza sociale, che si presentino al di fuori degli orari di apertura dei servizi comunali e che abbiano le caratteristiche dell'emergenza. Il servizio opera attraverso la Centrale Operativa Telefonica attiva 24 ore su 24 ed è riservata alle Forze dell'Ordine, alla Polizia Municipale e ai Servizi Sanitari (Ospedali).

Essa opera gestendo telefonicamente la situazione di urgenza preoccupandosi di attivare, qualora la chiamata richieda una valutazione professionale immediata, l'Assistente Sociale reperibile che si reca preferibilmente presso gli uffici delle Forze dell'Ordine del territorio o presso il luogo in cui si è verificata l'emergenza (Ospedale, abitazione ecc.).

Tale nucleo professionale reperibile h 24, svolge un'istruttoria tecnica qualificata e, ove necessario, provvede all'immediata protezione della donna e/o minore redigendo un documento di sintesi dell'intervento effettuato, presupposto indispensabile per l'eventuale adozione del provvedimento d'urgenza in caso di minore (ex art. 403 c.c.) e l'attivazione di un collocamento in luogo protetto. La presa in carico del caso resta affidata al PRIS fino a che non viene individuato il Servizio Sociale Territoriale cittadino/provinciale/extra-provinciale a cui il caso compete.

Sul territorio metropolitano di Bologna sono presenti inoltre gli Sportelli sociali, punto di accesso alla rete dei servizi socio assistenziali del Comune. Svolgono una funzione di orientamento sui diritti, le prestazioni e le modalità di accesso ai servizi comunali e sulle risorse disponibili nel territorio, nonché attuano una funzione di filtro. Gli sportelli sociali in città sono aperti in tutti i Quartieri (www.comune.bologna.it/sportellosociale).

Sportelli Sociali sono presenti anche nel territorio della Provincia di Bologna.

Numerose sono le realtà associative impegnate sul tema della violenza contro le donne.

Sicuramente il fulcro di questi luoghi è rappresentato, dal 1990, dalla "Casa delle Donne per non subire Violenza", principale centro antiviolenza cittadino, una as-

sociazione no-profit che gestisce una casa rifugio in convenzione con il Comune di Bologna e tutti i Comuni della provincia di Bologna.

Offrono Case rifugio e Ospitalità:

- Casa delle donne per non subire violenza (www.casadonne.it);
- Mondodonna (www.mondodonna-onlus.it);
- Trama di terre (www.tramaditerre.org);

Sono disponibili per consulenza legale e psicologica:

- Armonie (www.women.it/armonie/);
- Associazione Giuriste Italiane (Agi) (www.agi-bo.it);
- Casa delle donne per non subire violenza (www.casadonne.it);
- Cesd- Centro europeo studi sulla discriminazione (<http://www.cesd.eu/index.html>);

html);

- SOS Donna, tel. 051/434345 e numero verde 800.453.009;

- Trama di terre Imola (Bologna) (www.tramaditerre.org);

– Udi - Unione Donne In Italia (www.udibologna.altervista.org) che, oltre alla sede bolognese, ha vari punti di ascolto provinciali a S. Giovanni in Persiceto, alla sede Distretto pianura est e alla Zona Mosaico-Val Samoggia;

Per orientamento e appoggio offrono la loro attività:

– Centro Risorse di Genere, C/o Centro di Documentazione, Ricerca e Iniziativa delle Donne della Città di Bologna (www.women.it/ginger);

- Cgil - Sportello Donna (www.cgilbo.it);

Numerosissime sono le realtà associative di promozione culturale.

Da segnalare la particolare opportunità offerta dalla Fondazione emiliano-romagnola per le vittime dei reati, che fornisce sostegno immediato alle vittime dei crimini dolosi molto gravi o ai familiari delle vittime che siano residenti in Emilia-Romagna e/o qualora il fatto sia avvenuto nel territorio della RER (www.regione.emilia-romagna.it/fondazione-per-le-vittime-dei-reati).

La Fondazione ha sede a Bologna presso il Servizio per la Sicurezza e la Polizia locale della Regione Emilia-Romagna.

Precedenti iniziative formative e di rete, nonché prospettive future

L'iniziativa formativa è stata per lungo tempo assunta dalla AUSL Bologna, che oltre al proprio personale socio-sanitario aveva voluto coinvolgere alcuni operatori della legge pubblici (forze dell'ordine e polizia municipale).

Su iniziativa della Provincia di Bologna (unitamente alla Prefettura e al Comune di Bologna) si è svolto nella primavera 2011 un corso (per 30 operatori tra Polizia di Stato, Arma dei Carabinieri e Polizia Municipale) promosso dal Comune di Bologna, dalla Provincia di Bologna e gestito da Casa Donne, UDI, Sos Donna, GIUDIT e Università di Bologna.

Su iniziativa della Fondazione Forense bolognese, in collaborazione con l'Università di Bologna, 2 corsi formativi per avvocati sulla gestione del processo per violenza sessuale (nel 2009 e nel 2010).

Non mancano oggi a Bologna iniziative pubbliche e private dedicate alla consapevolezza della necessità di agire in rete per contrastare la dimensione strutturale della violenza maschile sulle donne. È infatti matura da tempo l'esigenza di un raccordo tra le varie attività e linee di intervento a partire dal già citato progetto.

Negli anni associazioni e istituzioni del territorio bolognese hanno sperimentato forme varie di collaborazione, ma, ad oggi, mancano forme e strutture dell'agire comune e la formalizzazione di un luogo di incontro e di procedure concordate di intervento.

Già il progetto "Insieme Contro la Violenza di Genere" si era proposto obiettivi sia formativi sia di rete e aveva dato impulso alla tuttora operante "Rete metropolitana antiviolenza".

Dal progetto Daphne III Wosafejus (ormai concluso) ha preso le mosse un'attività coordinata fra talune istituzioni e associazioni che nel 2010 hanno promosso un "Tavolo integrato sulla violenza contro le donne nelle relazioni di intimità", con la finalità di produrre un "Protocollo operativo per la definizione di strategie condivise a prevenire e contrastare la violenza contro le donne nelle relazioni di intimità" tra la Casa delle donne per non subire violenza; la Formazione Decentrata Magistratura Ordinaria Corte d'Appello di Bologna; il Comune di Bologna; la Provincia di Bologna; la Procura della Repubblica presso il Tribunale ordinario; l'Ufficio GIP; la Procura della Repubblica presso il Tribunale per i Minorenni; la Questura di Bologna; l'Arma dei Carabinieri; l'Ausl di Bologna; l'Asp Irides – Servizi alla Persona; l'Unione Donne in Italia, la Rete Metropolitana Antiviolenza. L'Alma Mater Studiorum – Università degli studi di Bologna con il progetto LEXOP partecipa dal dicembre 2012.

A tutt'oggi il risultato è di tipo ricognitivo, avendo ogni partecipante esposto e dichiarato le proprie procedure.

In tale contesto il progetto LEXOP si è posto l'obiettivo di raccogliere e formalizzare una dichiarazione di impegno al lavoro di rete. La bozza di Protocollo d'intesa, elaborata nel corso del ciclo formativo, è stata offerta alla disponibilità degli attori di rete locali, e in particolare alla Prefettura e al Tavolo Tecnico del Patto Bologna Sicura.

L'auspicio è che con la sottoscrizione del Protocollo d'intesa proposto, possano essere formalizzati e sottoscritti anche gli impegni procedurali condivisi e da condividere al Tavolo Integrato. Stimoli all'attività di rete deriveranno anche dal progetto ministeriale INRETE coordinato dal Comune di Bologna che ha preso recentemente le mosse.

IV.5.3. BOLOGNA. TRAINING PROGRAM

1. Privati - Sabato 14 gennaio 2012 Ore 9,30-13,30 – Via del Cane n. 10/A
Violenza di genere e violenza nelle relazioni di intimità – Riconoscere la violenza – Maria Virgilio, Maria Maffia Russo
Definizioni e tematiche nelle normative di fonte giuridica sovranazionale Pubblici – Marco Balboni
Nei dati statistici – Rossella Selmini e Arcidiacono
2. Pubblici - Lunedì 23 gennaio 2012 Ore 15,00-18,00 – Via E. Ferrari n. 42
Violenza di genere e violenza nelle relazioni di intimità – Riconoscere la violenza -Maria Virgilio, Maria Maffia Russo
Definizioni e tematiche nelle normative di fonte giuridica sovranazionale – Marco Balboni
Nei dati statistici – Rossella Selmini e Eugenio Arcidiacono
3. Privati - Sabato 28 gennaio 2012 Ore 9,30-13,30 – Via del Cane n. 10/A
Nuovi strumenti e misure giuridiche. Il contributo di tutti gli operatori – Massimiliano Serpi, Maria Novella Bugetti, Marta Tricarico, Giovanna Candolo
Gli stereotipi della donna e la violenza nei media – Giovanna Cosenza ore 11,30
4. Pubblici - Lunedì 6 febbraio 2012 Ore 15,00-18,00 – Via E. Ferrari n. 42
Nuovi strumenti e misure giuridiche. Il contributo di tutti gli operatori – Massimiliano Serpi Bruno Perla, Angela De Meo, Maria Novella Bugetti, Maria Virgilio
La notizia di reato. Il punto di vista dell'operatore giuridicamente qualificato tra empatia e obblighi di legge Renzo Orlandi, Giovanna Candolo
5. Privati - Sabato 11 febbraio 2012 Ore 9,30-13,30 – Via del Cane n. 10/A
La notizia di reato – Elena Valentini, Silvia Renzetti
Riconoscere e cogliere i segni diretti e gli indicatori della violenza – Maria Maffia Russo
Alessandra Serra

La valutazione del rischio – SARA e altri sistemi. Irene Paternostro Giovanna Candolo, Carlo Barbieri, Rossella Mariuz

Profili medico-legali – Susi Pelotti, Caterina Manca

6. Pubblici - Lunedì 13 febbraio 2012 Ore 15,00-18,00 – Via E. Ferrari n. 42 RINVIATO

Percezione e conseguenze della vittimizzazione (le studentesse universitarie) – Roberta Bisi e Raffaella Sette

Strumenti proc. penale e civile - Incidente probatorio - Riti alternativi – Bruno Perla, Flavio Lazzarini, Ferdinando di Francia, Donatella Ianelli, Alessandra Serra

7. Privati - Sabato 25 febbraio 2012 Ore 9,30-13,30 - Via del Cane n. 10/A

Strumenti proc. penale e civile - Strategie difensive - Incidente probatorio - Riti alternativi – Bruno Perla, Flavio Lazzarini, Ferdinando di Francia, Donatella Ianelli

Percezione e conseguenze della vittimizzazione (le studentesse universitarie) – Roberta Bisi e Raffaella Sette

8. Pubblici - Lunedì 27 febbraio 2012 Ore 15,00-18,00 – Via E. Ferrari n. 42

Riconoscere e cogliere i segni diretti e gli indicatori della violenza – Maria Maffia Russo, Maria Longo

La valutazione del rischio – SARA e altri sistemi. Irene Paternostro, Giovanna Candolo, Carlo Barbieri

6bis. Recupero pubblici - Martedì 6 marzo 2012 ore 14,45 - 17.45 Tribunale Via Farini 1

Strumenti proc. penale e civile - Incidente probatorio - Riti alternativi – Bruno Perla, Flavio Lazzarini, Ferdinando di Francia, Donatella Ianelli, Alessandra Serra

9. Privati - Sabato 10 marzo 2012 Ore 9,30-13,30 - Via del Cane n. 10/A

La costituzione di parte civile degli enti – Desirée Fondaroli

Il danno: le conseguenze della violenza sulle vittime Massimo Franzoni – Maria Teresa Semeraro, Maria Longo

Tecniche di accoglienza, ascolto e comunicazione in ambito istituzionale-giuridico – Maria Maffia Russo, Renata Galatolo

10. Pubblici - Lunedì 12 marzo 2012 Ore 15,00-18,00 – Via E. Ferrari n. 42

Gli stereotipi della donna e la violenza nei media – Giovanna Cosenza ore 15,00

Violenza assistita. Il Faro (Agnese Cheli e Maria Elena Montenegro) – Carlo Barbieri, Flavio Lazzarini

11. Privati - Sabato 24 marzo 2012 Ore 9,30-14,30 – Via del Cane n. 10/A

5 ore / Focus di approfondimento con ospiti.

Le donne migranti Maria Grazia Ruggerini;

Reti politiche, carte cittadine, protocolli operativi Maria Rosa Lotti;

La presa in carico: ruolo dell'assistente sociale; strutture che accolgono sul territorio; raccordo tra servizi/strutture;

Rapporti con l'Area sanitaria: strutture nel territorio per l'assistenza medica e psicologica; mediazione linguistica-culturale; raccordo tra i servizi;

Intervengono:

Donatella Donati, Chiara Sebastiani, Maria Elena Guarini, Annalisa Faccini, Rossella Marchesini, Lucia Biavati

Ospiti:

Ordini professionali Associazioni di avvocate sul territorio Associazioni della Rete anti-violenza cittadina

Verbalizzazione e elaborazione contenuti: Zappaterra, Casciola, Angelini

12. Pubblici - Lunedì 26 marzo 2012 Ore 14,00-19,00 – Piazza dei Servi 3

Tecniche di accoglienza ascolto e comunicazione – Maria Maffia Russo, Renata Galatolo

Profili medico legali – Susi Pelotti, Caterina Manca

Che fare con gli uomini maltrattatori – Roberto Poggi

13. Pubblici - Lunedì 2 aprile 2012 Ore 14,00-19,00 – Via E. Ferrari n. 42

5 ore / Focus di approfondimento con ospiti:

Fonti giuridiche sovranazionali – Matilde Betti

Le donne migranti – Maria Grazia Ruggerini

Reti politiche, carte cittadine, protocolli operativi – Maria Rosa Lotti

La presa in carico: ruolo dell'assistente sociale; strutture che accolgono sul territorio; raccordo tra servizi/strutture

Rapporti con l'Area sanitaria: strutture nel territorio per l'assistenza medica e psicologica; mediazione linguistica-culturale; raccordo tra i servizi

Intervengono:

Donatella Donati, Chiara Sebastiani, Maria Elena Guarini, Annalisa Faccini, Rossella Marchesini

Ospiti:

Ordini professionali Associazioni di avvocate sul territorio Associazioni della Rete anti-violenza cittadina

Verbalizzazione e elaborazione contenuti: Zappaterra, Casciola, Angelini

c) Azione partecipata OST i due gruppi insieme – totale ore 15

Partecipano

Corsiste/i, ospiti dei focus, i soggetti coinvolti sul territorio, i politici

conduzione generale OST: Marianella Sclavi

facilitazione dei gruppi: Paola Zappaterra, Giovanna Casciola, Alessandra Angelini; verbalizzazione, elaborazione contenuti: tutte + Carlotta Cassani + Barbara Spinelli

Lunedì 16 aprile 2012 Ore 14,00-19,00 – Sede: Questura Centrale

1° incontro: tema emerso nel focus

Lunedì 30 aprile 2012 Ore 14,00-19,00 – Sede: Comando C.C. Piazza dei Servi n. 3

2° incontro: tema emerso nel focus

Lunedì 14 maggio 2012 Ore 14,00-19,00 – Sede: Fondazione Forense Via del Cane n. 10/A

3° incontro: tema emerso nel focus

Elenco relatori e facilitatori

Marco Balboni – Docente UNIBO - Diritto Internazionale
 Maria Virgilio – Docente UNIBO - Diritto Penale
 Maria Maffia Russo – AUSL Rimini – Psicologa e Coordinatrice della rete Dafne contro la violenza
 Rossella Selmini – RER Responsabile del Servizio Politiche per la sicurezza e la polizia locale; docente UNIMO Sociologia Giuridica della devianza
 Eugenio Arcidiacono – RER Servizio Politiche per la sicurezza e la polizia locale
 Giovanna Cosenza – Docente UNIBO – Semiotica
 Massimiliano Serpi – Proc. aggiunto – Pool CSF
 Bruno Perla – GIP
 Renzo Orlandi – Docente UNIBO – Diritto Processuale Penale
 Elena Valentini – Docente UNIBO – Diritto Processuale Penale
 Silvia Renzetti – Docente UNIBO – Diritto Processuale Penale
 Gianna Candolo – AUSL Bologna – Psicologa
 Angela De Meo – Giudice Tribunale Civile Presidente Sezione Famiglia
 Carlo Barbieri – Polizia di Stato – Psicologo
 Roberta Bisi – Docente UNIBO – Criminologia
 Raffaella Sette – Docente UNIBO – Criminologia
 Maria Longo – Procura generale Corte Appello Bologna
 Irene Paternostro – Arma C.C. – Criminologa
 Agnese Cheli e/o Maria Elena Montenegro – Psicologa AUSL Bologna – Il Faro
 Alessandra Serra – Sostituto Procuratore – Pool CSF
 Laura Sola – Sostituto Procuratore – Pool CSF
 Roberto Poggi – Associazione Il Cerchio degli Uomini – Torino
 Renata Galatolo – Docente UNIBO – Psicologia della Comunicazione e Analisi dell'interazione
 Susi Pelotti – Docente UNIBO – Medicina Legale
 Caterina Manca – AUSL Bologna – Medico-legale
 Maria Grazia Ruggerini – Esperta Politiche di genere in ambito transnazionale; Le Nove, Studi e ricerche sociali srl
 Matilde Betti – Giudice Tutelare Bo
 Donatella Ianelli – Avv. penalista
 Maria Novella Bugetti - Docente UNIBO – Diritto Civile
 Rossella Mariuz – Avvocata UDI BO
 Marta Tricarico – Avvocata UDI BO
 Flavio Lazzarini – Sostituto Procuratore Trib. Min. BO
 Ferdinando di Francia – Avv. penalista
 Massimo Franzoni – Docente UNIBO diritto civile (sul danno)
 Maria Teresa Semeraro – Avv. civilista (sul danno)
 Desirée Fondaroli – Docente UNIBO - Diritto penale
 Chiara Sebastiani – Docente UNIBO - Governo locale e Politiche della città
 Maria Elena Guarini – Avv. civilista
 Marianella Sclavi – Sociologa Milano – Gestione creativa dei conflitti, Ascolto Attivo
 Giovanna Casciola – Ass. Orlando
 Alessandra Angelini – Ass. Orlando

Paola Zappaterra – Ass. Orlando e direttrice del Centro delle donne della Città di Bologna

Donatella Donati – GIP Modena-Advisory Board

Lucia Biavati – Fondazione emiliano romagnola per le vittime di reato

Annalisa Faccini – Comune di Bologna – Servizi Sociali

Rossella Marchesini – Comune di Bologna – Politiche delle differenze

Carlotta Cassani – UNIBO – Diritto penale

Maria Rosa Lotti – Ass. Le Onde Palermo – Esperta esterna in materia di Reti

Invitati come ospiti ai focus:

Associazioni locali della rete antiviolenza

Ass. Maschile plurale

Ordine Medici

Ordine Psicologi

Ordine Assistenti Sociali

Ufficio Scolastico Provinciale Maria Luce Bongiovanni

Comune, Provincia (Rosanna Poluzzi) e Regione (Antonella Grazia)

Invitati All'OST

Associazioni locali della rete antiviolenza

Ass. Maschile plurale

Ordine Medici

Ordine Psicologi

Ordine Assistenti Sociali

Politici

Ufficio Scolastico Provinciale Maria Luce Bongiovanni

Comune, Provincia e Regione

Caratteristiche della formazione

L'attività di formazione a Bologna si è svolta a partire dal mese di gennaio 2012 e si è conclusa nel mese di maggio 2012.

Strutturazione delle ore:

– h 25 per operatori pubblici, distribuite in incontri n. 5 di h. 3 ciascuno e in 2 incontri di h 5 ciascuno;

– h 25 per operatori privati, distribuite in incontri n. 5 di h. 4 ciascuno e in incontri n. 1 di h. 5;

– h 15 comuni a operatori pubblici e privati: n. 3 incontri di h. 5 ciascuno.

I destinatari del corso sono stati individuati tra gli operatori pubblici e privati che hanno *il primo impatto* con le relazioni violente.

In particolare tra gli operatori pubblici sono stati coinvolti: Pubblici Ministeri scelti tra quelli operanti nel Pool CSF e in servizio presso il Tribunale per i Minorenni, Giudici per le Indagini Preliminari, Giudici civili in servizio presso la sezione famiglia del Tribunale ordinario di Bologna, per le Forze di Polizia rappresentanti dell'Arma dei Carabinieri, Polizia di Stato e Polizia Municipale, Medici legali in servizio presso le AUSL di Bologna e Provincia e docenti UNIBO.

n. complessivo dei partecipanti (target pubblico e privato) 112.

Partecipanti target pubblico: 62 di cui:

Magistrati n. 1

(distinguere il tipo di ufficio)

– P.M. n. 1.

– G.I.P. n. 0.

– Magistrati onorari n. 0.

– Altri n. 0.

Forze dell'ordine/Polizia complessivamente n. 55 distinti in:

– Polizia di Stato n. 17.

– Arma CC n. 25.

– Polizia Municipale n. 13.

Medici legali n. 6.

Note: 3 operatori pubblici, pur iscritti, non hanno mai partecipato

Tra gli operatori privati, gli avvocati sono stati scelti provenienti da diversi Ordini (Bologna, Forlì, Modena, Ravenna) e tra coloro che avevano già maturato esperienza in ambito civilista-familiarista o penale e già avevano avuto esperienze di collaborazione professionale con associazioni che si occupano nello specifico di violenza. Non è stato possibile accogliere tutti i richiedenti la partecipazione.

Partecipanti target privato: n. 50 avvocati.

I formatori sono partner del progetto ed esperti consulenti esterni.

Come partner del progetto ha curato la formazione UNIBO insieme a Orlando.

Gli esperti sono stati scelti tra operatori della legge e sanitari, pure di primo impatto con le relazioni violente, portatori di esperienze di lavoro di rete (Docenti UNIBO, AUSL, UDI, Associazione Il Cerchio degli uomini, magistratura, C.C.).

La formazione è stata funzionale anche alla creazione di proposte di protocollo operativi interni e di rete intergrata, creando pertanto i presupposti per una successiva formalizzazione istituzionale.

I momenti di formazione comune (15 ore) sono stati dedicati ad approfondimenti ed esperienze sul lavoro di rete.

Per valorizzare le conoscenze e le esperienze già acquisite e la capacità di lavorare in team sono state adottate, nei momenti comuni, metodologie interattive (focus group, OST).

La formazione è stata svolta attraverso lezioni frontali e momenti di dibattito.

Monitoraggio della formazione svolta.

Strumenti utilizzati:

questionario iniziale per raccogliere le aspettative degli operatori;

questionari di gradimento al termine per valutare il corso in termini di aspettative, utilità e ricadute nel lavoro di ogni partecipante;

raccolta in scheda appositamente predisposta, nei momenti di formazione comune, di eventuali suggerimenti per facilitare la stesura del vademecum-linee guida finali;

rilevazione dei risultati in termini di adesione e partecipazione degli operatori, raggiungimento degli obiettivi del corso.

La valutazione della formazione

Target dei docenti

Numero complessivo dei docenti 46:

- Avvocati n. 6.
- Magistrati n. 9.
- Docenti universitari n. 15.
- Associazioni n. 5.
- Ginecologi n. 0.
- Medici legali n. 2.
- Psicologi n. 3.
- Criminologi n. 2.
- Assistenti sociali n. 0.
- Forze dell'ordine n. 1.
- Altro n. 7.

Note: vi sono alcuni cumuli di posizioni

Numero dei docenti retribuiti 6.

Numero dei docenti che hanno prestato la loro opera gratuitamente 40.

Tecniche di docenza:

- lezione frontale SI
- discussione SI
- uso proiezione di slides e power point SI
- role playing NO
- analisi di casi SI
- gruppi di lavoro SI
- proiezione di filmati SI

Registrazione degli incontri SI

Sbobinatura della registrazione degli incontri SI (solo alcuni)

Invitati della rete locale

Rete Antiviolenza;

Associazione delle Docenti Universitarie Università di Bologna (A.d.D.U.);

Associazioni locali della rete antiviolenza: UDI, Mondo donna, SOS donna, Casa delle donne per non subire violenza, GIUDIT;

Azienda Pubblica di Servizi alla Persona per Minori e Disabili (I.R.I.D.eS.);

Enti locali: Comune di Bologna, Provincia di Bologna, Regione Emilia-Romagna.

Altre istituzioni:

Magistratura: GIP, Giudice tutelare, PM;

Ordini professionali: Ordine dei Medici, Ordine degli Psicologi, Ordine degli Assistenti sociali, Ordine forense;

Prefettura;

Scuola interregionale di Polizia locale (SILP) – Modena.

Altro: Università degli Studi di Bologna, Associazione “Maschile Plurale”, esperti di politiche di genere, Fondazione emiliano romagnola per le vittime di reato, Centro donna del Comune di Forlì, Ufficio Scolastico Provincia di Bologna, Questura di Bologna, Arma dei Carabinieri di Bologna.

Indicatori per il monitoraggio e la valutazione della qualità:

Richieste di partecipazione e/o iscrizione (non accolte) n. 25 target privato.

Adesione di almeno 30 operatori per ogni target (pubblico e privato) SI.

Continuità nella presenza (secondo le ore):

– Partecipanti che hanno presenziato ad almeno l'80% delle ore formative:

n. 32 operatori privati (su n. 50 partecipanti totali);

n. 28 operatori pubblici (su n. 62 partecipanti totali);

– Partecipanti che hanno presenziato ad almeno il 60% delle ore formative:

n. 13 operatori privati (su n. 50 partecipanti totali);

n. 18 operatori pubblici (su n. 62 partecipanti totali);

– Partecipanti che hanno presenziato ad almeno il 40% delle ore formative:

n. 2 operatori privati (su n. 50 partecipanti totali);

n. 16 operatori pubblici (su n. 62 partecipanti totali);

Continuità nella presenza (secondo il numero di incontri – totale incontri target privato n. 9 e totale incontri target pubblico n. 10)

– Partecipanti che hanno presenziato ad almeno l'80% degli incontri:

n. 44 operatori privati (su n. 50 partecipanti totali);

n. 33 operatori pubblici (su n. 62 partecipanti totali);

– Partecipanti che hanno presenziato ad almeno il 60% degli incontri:

n. 3 operatori privati (su n. 50 partecipanti totali);

n. 14 operatori pubblici (su n. 62 partecipanti totali);

– Partecipanti che hanno presenziato ad almeno il 40% degli incontri:

n. 2 operatori privati (su n. 50 partecipanti totali);

n. 3 operatori pubblici (su n. 62 partecipanti totali);

Dai 47 questionari compilati: valutazione e gradimento della iniziativa.

I questionari finali compilati (in data 14 maggio 2012) sono pari a n. 47, di cui n. 26 compilati da operatori del target privato e n. 21 compilati da operatori del target pubblico.

– Hanno valutato positivamente quanto a raggiungimento delle aspettative:

(indici di valutazione adottati: NO PER NULLA, 1, 2, 3, 4, 5, 6, SI TOTALMENTE);

almeno 80%: 9 operatori privati e 5 operatori pubblici;

almeno 50%: 13 operatori privati e 11 operatori pubblici.

I contenuti del corso, così come sono stati svolti, hanno corrisposto alle tue aspettative? (a partire da 4 la valutazione è da intendersi positiva)	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
No, per nulla	0	0	0
1	0	0	0
2	1	3	4
3	4	1	5
4	3	4	7

5	8	9	17
6	5	8	13
Sì, totalmente	0	1	1

– Hanno valutato positivamente quanto a utilità nel proprio lavoro (ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita):

Operatori privati:

- n. 23 su 26;
- n. 2 abbastanza;
- n. 1 direi di sì;

Operatori pubblici:

- n. 12 su 21;
- n. 1 meglio orientato;
- n. 1 più confortato;
- n. 1 un po';
- n. 1 forse dopo la preparazione del vademecum;
- n. 1 poco;
- n. 4 non hanno risposto alla domanda.

Raggiungimento degli obiettivi:

incremento della sensibilizzazione sui temi della violenza di genere: 85% non raccolto

Miglioramento della capacità di accoglienza e di ascolto: 85% non raccolto

Creazione vademecum: 85% non raccolto

creazione dei presupposti per la formalizzazione di un protocollo operativo: 85% 17 operatori privati e 16 operatori pubblici su 47

Ritieni che i risultati dell'attività formativa abbiano creato i presupposti per stipulare protocolli operativi? (a partire da 4 la valutazione è da intendersi positiva)	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
No, per nulla	0	0	0
1	0	1	1
2	0	0	0
3	2	2	4
4	2	6	8
5	10	11	21
6	6	4	10
Sì, totalmente	0	2	2

NOTE: 1 operatore pubblico non ha risposto alla domanda.
creazione dei presupposti per la formalizzazione di un protocollo di rete integrata: 85%
21 operatori privati e 15 operatori pubblici su 47.

Ritieni che i risultati dell'attività formativa abbiano creato i presupposti per lavorare in rete? (a partire da 4 la valutazione è da intendersi positiva)	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
No, per nulla	0	0	0
1	0	1	1
2	1	1	2
3	3	2	5
4	1	1	2
5	10	12	22
6	5	6	11
Sì, totalmente	0	3	3

NOTE: 1 operatore pubblico non ha risposto alla domanda
scambio di esperienze e di metodo di lavoro: 85% NON RACCOLTO

Ulteriori rilievi dai 47 questionari:

Esprimi un giudizio complessivo sul corso a cui ha partecipato (a partire da 4 la valutazione è da intendersi positiva)			
	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
Negativo	0	0	0
1	0	0	0
2	0	0	0
3	2	0	2
4	5	6	11
5	6	9	15
6	8	9	17
Ottimo	0	2	2

I contenuti del corso, così come sono stati svolti, hanno corrisposto al programma? (a partire da 4 la valutazione è da intendersi positiva)	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
No, per nulla	0	0	0
1	0	0	0
2	0	0	0
3	1	1	2
4	4	5	9
5	9	8	17
6	7	9	16
Sì, totalmente	0	3	3

A tuo giudizio, ritieni che siano stati raggiunti i principali obiettivi che il corso si proponeva? (a partire da 4 la valutazione è da intendersi positiva)	Target pubblico (n. 21 questionari compilati)	Target Privato (n. 26 questionari compilati)	Target pubblico e privato (n. 47 questionari complessivamente compilati)
No, per nulla	0	0	0
1	0	1	1
2	1	0	1
3	3	2	5
4	4	4	8
5	6	10	16
6	7	8	15
Sì, totalmente	0	1	1

IV.5.4. BOLOGNA - Maria Virgilio (EN.)

Evaluations and reflections

The problem of the training in Italy (and so also in Bologna) must be put in the Italian social and juridical context.

The Italian legal and social context it is absolutely not favourable to women: they are unemployed, they are temporary workers, underpaid, the first being fired, they must face difficulties in conciliating the work with their own autonomy.

This is true also for the Northern cities (Torino, Milano, Bologna) which are the territories involved in the LEXOP project.

The national and regional juridical context is based on the primacy of the penal reaction to the male violence on women (included the one developing on the intimate relationships). Only in 2001 “protection orders” (and other similar measures) have appeared in our normative system. They are not only penal but also civil measures with an immediate effectiveness.

Regarding the contents, it can be said that the violence against women is generally considered more carefully when minors are involved (both when it is assisted violence and when they directly suffer the violence).

As a matter of fact in Italy some women both in associations and individually have preferred the political line of “doing” (“politically acting”) instead of the one of modifying the laws and the normative system.

So they have fostered and constructed antiviolence centers which are inspired by the principle of the autonomy from the institutions, notwithstanding they are totally or partially financed by the institutions. And they have been expressing the demand of a training for the operators and for the action in the network for a long time.

The result of all this is that from a few years in Italy there are many training experiences for the operators and particularly for the legal operators.

I am talking about the trainings referred to gender, familiar and domestic violence, and also to the violence (“abuse”) on minors. They are developed calling internal, external and also not local experts.

However they are the result of an initiative of the single institution, mainly directed to its employees.

For the most part the initiatives have been those arisen in the Health field. And this is why the choice of LEXOP have been innovative: it trains the legal operators, and the it includes the lawyers as public operators. All of them are normally those supporting the woman in her first impact with the justice system.

The beginning of the activities has been planned for January 2012. In order to take the maximum advantage of this opportunity, it has been considered useful to make a first meeting between all the local institutions involved in the project and where all the legal operators could find themselves all together exactly as the name of the project says...

The highest management has been invited on the 5th December 2011 to a Seminar/ Round Table (not open to the public) with the aim of focusing on the expectations to the first training moments, in order to best plan it. But also of involve – factually and since the beginning – the highest level of the management.

In order to ease the exchange and to make it more productive some questions have been set.

Which are the initiatives planned in the schedule of the institution that You represent in the matter of the gender violence (and particularly the one perpetrated by partners or by former partners?)

How on this matter the institution develops its collaboration with other institutions or public bodies or other private subjects?

The outcome and the balance of these initiatives have led to changes in the organization of the offices? Or in the procedures? Or in the intervention protocols?

Which is the contribution the “legal operators” can offer (both private and public) both to the poor inclination that the women have in reporting the violence, and to the sense of impunity of the authors?

Which changes can be brought to the actual practices of intervention of the legal operators (both public and private ones) In case of violence on women perpetrated by the partner or by the former partner?

Is it opportune to formalize the procedures followed in practice in agreement and /or intervention protocols?

The answer has been prompt. The highest management of the local institutions was attending the Round table: the Prefettura, the Judicial Offices involved (Procura Generale, Corte d’Appello, Procura Ordinaria and Minori, Ufficio GIP and Giudice di Pace), Forze di Polizia, Comando Provinciale dell’Arma dei Carabinieri (that has hosted the event in the eminent room Sala of Monticelli), Questura, Polizia Municipale di Bologna, Consiglio dell’Ordine e Fondazione Forense Bolognese, AUSL and Rete Antiviolenza Città di Bologna.

The series of training meetings was aimed to give to those who daily cope with the violence more effective professional instruments and also to implement the network activity.

The series was inspired by multidisciplinary criteria: the groups were composed

by trainers who were not only jurists, and they were not uniform, but mixed. The experience has been positive. There have been 20 hours of specialized training and 5 hours of focus group broadened also to the actors of the local network (service sector, social, health, school etc. who act concretely in order to strengthen the local network).

At the end the last 15 hours have been developed with all the participants and with all the local representatives using the OST method Open Space Technology.

Both at the beginning and at the end of the training a questionnaire have been given to evaluate the experience.

Another aspect that has been innovative and very fertile it has been the double way of working: first separately into uniform groups, then collecting together the different typologies and the different points of view.

This has been fundamental for the network. The participants have all underlined and appreciated the fact that of being informed on the activities, organizational structures and procedures of the others.

Each operator portrays the activity that has been carried out communicating it to the others.

So it has been clear the importance of the recognition and of the mutual communication. (I did not know the others did this way...”).

The original choice of a training lasting 65 hours, divided into 25 specifically targeted to the public operators and 25 to the private ones, beyond the 15 hours shared by both the groups has committed each participant for a total amount of 40 hours.

The choice for two meetings per week, and the choice for the most favourable day to who is already very busy with the own work has been taken to guarantee the continuity, that has been generally very high. The effort has been to balance two opposite demands: the one expressed by the Procura magistrates (because of their commitments) and the demand expressed by the law enforcement and by the lawyers to compare with the magistrate with who they have to professionally deal every day.

IV.5.5. BOLOGNA - Maria Virgilio (IT.)

Valutazioni e riflessioni

Il problema della formazione in Italia (e dunque anche a Bologna) deve essere collocato nel contesto sociale e giuridico italiano.

Il contesto sociale e giuridico italiano non è per nulla favorevole alle donne: disoccupate, precarie, sottopagate, le prime a essere licenziate, hanno difficoltà a conciliare il lavoro con la propria autonomia.

Questo vale anche per le città del nord (Torino, Milano e Bologna) che sono le realtà territoriali impegnate nel progetto LEXOP.

Il contesto giuridico nazionale e regionale è fondato sulla primazia della risposta penale alla violenza maschile sulle donne (ivi compresa quella che si sviluppa nelle relazioni di intimità). Solo nel 2001 hanno fatto ingresso nel nostro sistema normativo gli “ordini di protezione” (e altre misure simili). Sono misure non solo penali, ma anche civili e sono misure con effetto immediato nel tempo.

Nel merito, in generale, possiamo dire che la violenza sulle donne è considerata con più attenzione in presenza di figli minori (sia come violenza assistita sia quando i minori stessi subiscono violenza).

Di fatto in Italia alcuni movimenti delle donne, le associazioni e le donne singole hanno preferito la linea politica del fare (“agire politico”), piuttosto che quella di modificare le leggi e l'impianto normativo.

Hanno pertanto promosso e costruito centri antiviolenza, ispirati al principio della autonomia dalle istituzioni, anche se in tutto o in parte finanziati dalle istituzioni. E da tempo hanno manifestato l'esigenza della formazione degli operatori e dell'operare in rete.

La conseguenza di tutto questo è che – da pochi anni – in Italia le esperienze formative agli operatori e in particolare agli operatori della legge non mancano.

Le formazioni di cui sto parlando sono riferite alla violenza di genere, familiare e domestica e anche alla violenza (“abuso”) sui minori. Sono svolte chiamando esperti

interni e talora esterni, anche non locali. Tuttavia sono frutto della iniziativa di singole istituzioni, prevalentemente indirizzate ai propri dipendenti.

Le iniziative di formazione più numerose sono state quelle in ambito sanitario. E dunque la scelta di LEXOP si è presentata come particolarmente innovativa sia per aver scelto di formare gli operatori della legge sia per aver incluso gli avvocati, quali operatori privati. Tutti questi spesso sostengono il primo impatto della donna con il sistema della giustizia.

L'inizio della attività di formazione è stata programmata per gennaio 2012. Per valorizzare appieno questa opportunità, è stato ritenuto utile farla precedere da un momento di incontro, di cui fossero protagoniste le stesse istituzioni locali coinvolte in primo piano ed in cui gli "operatori della legge" si trovassero "tutti insieme", proprio come nel titolo del progetto.

I massimi vertici dirigenziali sono stati invitati il 5 dicembre 2011 a un Seminario/Tavola rotonda (non aperto al pubblico), con lo scopo di mettere a fuoco le aspettative e le attese rispetto al momento formativo, per meglio programmarlo e strutturarlo. Ma anche di coinvolgere – fattivamente e fin dall'inizio – il più alto livello dirigenziale nel progetto e nella sua tensione costruttiva.

Per facilitare lo scambio e rendere più produttivo il confronto erano state predisposte alcune domande.

Il tema della violenza di genere (e specificamente la violenza da partner o ex partner) nella agenda della istituzione che Lei rappresenta su quali iniziative si articola (come promosse e a chi destinate)?

Come – sul tema che qui interessa – la istituzione sviluppa la sua collaborazione con le altre istituzioni o enti pubblici o soggetti privati del territorio?

Il risultato e il bilancio di tali iniziative hanno comportato modifiche nei modelli stessi organizzativi degli uffici? O nelle procedure effettivamente praticate? O nei protocolli di intervento?

Quale contributo possono offrire gli "operatori della legge" (sia pubblici sia privati) nei confronti sia della scarsa propensione delle donne a denunciare/querelare sia del senso di impunità degli autori?

Quali cambiamenti possono essere apportati alle attuali pratiche di intervento degli "operatori della legge" (sia pubblici sia privati) nei casi di violenza sulle donne del partner o ex partner?

È opportuno che le procedure seguite nella prassi siano formalizzate in protocolli di intesa e/o intervento?

La risposta e l'adesione sono state pronte. La Tavola rotonda ha visto la partecipazione dei rappresentanti di vertice delle principali Istituzioni cittadine: la Prefettura, gli Uffici Giudiziari interessati (Procura Generale, Corte d'Appello, Procura Ordinaria e dei Minori, Ufficio GIP e Giudice di Pace), le Forze di Polizia, il Comando Provinciale dell'Arma dei Carabinieri (che ha ospitato l'evento nella prestigiosa e suggestiva Sala del Monticelli), la Questura e la Polizia Municipale di Bologna, il Consiglio dell'Ordine e la Fondazione Forense Bolognese, l'AUSL e la Rete Antiviolenza Città di Bologna.

Il ciclo di incontri formativi ha inteso sia fornire strumenti professionali più efficaci a coloro che, quotidianamente, contrastano tutte le forme di violenza sulle donne sia implementare l'attività di rete.

Il ciclo è stato ispirato ai criteri di multidisciplinarietà in compresenza di trainers giuristi e non, di specializzazione per gruppi omogenei, ma anche di incrocio tra i gruppi. L'esperienza è stata positiva. Alle 20 ore di training specialistico hanno fatto seguito 5 ore secondo la modalità focus group con allargamento agli attori di rete locale (terzo settore, sociali, sanitarie, scolastiche ecc. che operano concretamente sul campo al fine di rafforzare la rete locale).

Alla conclusione le 15 ore finali sono state articolate con tutti i partecipanti e con tutte le istanze locali, utilizzando il metodo dell'OST- Open Space Technology.

Sia all'inizio che al termine della formazione è stato somministrato un questionario di valutazione dell'esperienza. Innovativo – nonché assai fecondo – è stato anche l'aver voluto far lavorare in modo duplice, prima separatamente per gruppi omogenei, anche con aperture verso altri operatori e referenti della rete locale, poi riunendo insieme le diverse tipologie e i diversi punti di vista. Questo è stato fondamentale per il lavoro di rete. I partecipanti hanno tutti sottolineato e apprezzato di essere stati posti al corrente delle attività, delle strutture organizzative e dei modi di procedere altrui. E questo direttamente dai protagonisti. ognuno fotografa cosa fa, lo enuncia e lo comunica agli altri operatori. È insomma emersa l'importanza del momento ricognitivo e reciprocamente comunicativo (“non sapevo che gli altri facessero questo e così...”).

La scelta iniziale delle 65 ore formative totali, distinte in 25 ore specifiche per gli operatori pubblici e 25 per gli operatori privati, oltre 15 ore in comune ad entrambe le platee, ha visto ogni partecipante impegnato per il rilevante numero di 40 ore. La cadenza bisettimanale e la scelta del giorno della settimana più favorevole a chi è già assai impegnato nel proprio lavoro ha cercato di favorire la continuità, che è stata complessivamente elevata. Lo sforzo è stato quello di combinare le due opposte tensioni: la difficoltà a partecipare manifestata dai magistrati della Procura (motivata con i loro pressanti impegni) e la istanza da parte delle forze dell'ordine e degli avvocati di potersi confrontare con il magistrato con cui professionalmente si trovano a relazionarsi quotidianamente.

IV.5.6. BOLOGNA. PROTOCOL

Protocol of Understanding (Draft) October 1, 2012

PROTOCOL OF UNDERSTANDING FOR THE PROVINCIAL ANTI- VIOLENCE COORDINATION POINT

among

Prefecture of Bologna, Police Headquarters, Carabinieri, Finance Police, Province of Bologna,

Municipality of Bologna

Municipalities of the Province (all municipalities, including Imola)

Local Health Units of the Province

Public Prosecutor's Office of Bologna

Public Prosecutor's Office at the Juvenile Court

Court of Bologna

Juvenile Court of Bologna

CSM decentralized training

Bar Association of Bologna

Forensic Foundation of Bologna

School provincial office

Alma Mater Studiorum – University of Bologna

Association of psychologists

Medical Association

Association of social workers

the associations...

Introduction

- (international, national and regional data)
- definition and focus: violence against women in intimate relationships (by partners or former partners)

Considering that:

The following have played and are still playing an active and pro-active role in the local situation of Bologna (description of the initiatives):

- Technical roundtable at the Prefecture (Pact for a Safe Bologna)
- Single Emergency Room (at the Hospital “Ospedale Maggiore”)
- Municipality and Province
- City Network against Violence at the center “Centro delle Donne della Città di Bologna”

CONSIDERING THE ACTIVITIES OF THE FOLLOWING PROJECTS:

national ministerial project “INSIEME”, concluded

“Wosafejus” Project, concluded

Lexop project, under way

national ministerial project “INRETE”, about to start

it is deemed advisable

to formalize the present “Protocol of Understanding”, in order to create a specific meeting point within the province, defined as “Antiviolence METROPOLITAN coordination point”, with the following general objective:

– to implement and facilitate stable relations and connections among local institutions, services and associations

and with the following specific objectives:

To define the regulations of the Coordination Point (to be signed and attached to the present Protocol of Understanding, with the Municipality of Bologna and the Province as coordinators).

To draw up Protocols (to be signed and attached) for the coordinated intervention procedure of the parties, defining the specific roles of each party, ensuring efficient and integrated actions and defining, as agreed by the parties, the organization and management procedures, and the guidelines for specific reception and support activities for women who were victims of violence.

To propose coordinated actions to combat the phenomenon of violence, through prevention, information and support activities for women victims of violence.

To share and encourage the undertaking of responsibility on the issue, by all the involved sectors, especially at a public level (local and national authorities, social and health services, the judicial field, law enforcement agencies, school institutions, etc.)

To build a shared data collection system (on committed and / or reported crimes).

To develop annual projects for a shared planning of integrated actions.

To promote the implementation of training activities (also common training) on specific subject areas and in the different services that are involved.

To promote and strengthen local actions aimed at preventing violence against women.

To support and strengthen an education and prevention program, both at school and at a university level.

IV.5.7. BOLOGNA. PROTOCOLLO

BOZZA 1 ottobre 2012

PROTOCOLLO DI INTESA PER IL COORDINAMENTO PROVINCIALE ANTIVIOLENZA

tra

Prefettura Bologna, Questura, Arma CC, Guardia di Finanza, Provincia
Bologna

Comune Bologna

Comuni della Provincia (tutti, Imola compresa)

ASL Provinciali

Procura della Repubblica Bologna

Procura Tribunale Minorenni

Tribunale di Bologna

Tribunale Minorenni Bologna

CSM Formazione decentrata

Ordine Avvocati Bologna

Fondazione Forense bolognese

Ufficio Scolastico Provinciale

Alma Mater Studiorum - Università di Bologna

Ordine degli Psicologi

Ordine dei Medici

Ordine degli Assistenti Sociali

Le Associazioni...

premesso che

- (dati internazionali, nazionali e regionali)

- definizione e messa a fuoco: violenza sulle donne nelle relazioni di intimità (da partner o ex partner)

Constatato che

Nella realtà locale bolognese hanno svolto e svolgono tuttora un ruolo attivo e propositivo (fotografia delle iniziative):

- Tavolo tecnico presso la Prefettura (Patto Bologna Sicura)
- Pronto Soccorso Unico (presso l'Ospedale Maggiore)
- Comune e Provincia
- Rete Antiviolenza cittadina, presso il Centro delle donne della Città di Bologna

CONSIDERATO CHE DALLE ATTIVITÀ DEI PROGETTI

nazionale ministeriale INSIEME, già concluso

Progetto Wosafejus, già concluso

– Progetto LEXOP, in corso

Progetto nazionale ministeriale INRETE, di imminente inizio

si ritiene opportuno formalizzare il presente “Protocollo d’Intesa” al fine di creare e istituire uno specifico luogo di incontro su base provinciale definito “Coordinamento METROPOLITANO antiviolenza”

con l’obiettivo generale di :

– implementare, facilitare e agevolare stabili relazioni e connessioni fra istituzioni, servizi, associazioni e realtà locali

e con gli obiettivi specifici di:

– elaborare un regolamento del Coordinamento (da sottoscrivere e allegare al presente Protocollo di Intesa, che preveda come coordinatori il Comune di Bologna e la Provincia).

– elaborare Protocolli (da sottoscrivere e allegare) procedurali di intervento coordinato dei componenti che presentino una ricognizione dei rispettivi specifici ruoli e che favoriscano azioni efficaci ed integrate, definendo – in accordo tra le parti – modalità organizzative e gestionali, nonché di comportamento ottimale per le specifiche attività di accoglienza e supporto alle donne che hanno subito violenza.

Proporre azioni coordinate di contrasto al fenomeno della violenza a livello preventivo, conoscitivo e di sostegno alle donne vittime di violenza.

Condividere e stimolare l’assunzione di responsabilità rispetto al tema da parte di tutti i settori coinvolti, soprattutto in ambito pubblico (enti locali e nazionali, servizi sociali e sanitari, mondo giudiziario, forze dell’ordine, istituzioni scolastiche ecc.).

Costruire un sistema condiviso di rilevamento dei dati (sui fatti commessi e/o denunciati).

Sviluppare piani annuali per la programmazione condivisa di azioni integrate.

Promuovere la realizzazione di interventi di formazione (anche comune) su specifiche aree tematiche e nei diversi servizi coinvolti.

Promuovere e consolidare azioni locali di prevenzione della violenza sulle donne.

Sostenere e consolidare un programma di educazione e prevenzione sia in ambito scolastico sia in ambito universitario.

V.1. CONCLUSIONS AND REMARKS

It was in April 2010 when we have planned LEXOP. Since then many political and economical changes have occurred in almost all the lives of the project partners.

These changes have affected the organizational structures involved in the project by the partners, modifying their identities and substance, and also the people employed, the guidelines and the spending power. Also the reference people, almost everywhere, have changed.

Of course all this has led to a continuous call into question of contents and methods, to which it followed a need to share every move. So the route has been more difficult, but under certain aspects more effective and prolific, because it has forced us to go into depth of the questions that from time to time were rising.

The problems concerning the language and the political-cultural contexts have raised under many aspects, as a consequence of the deep differences existing between the partners and of the specificity of the subject matter: violence against women and legal operators.

In fact the partnership of LEXOP is characterized by many cultural political and social differences which entail different languages and approaches.

First of all our project has involved different countries (Spain, Greece and Italy), and, also in Italy, it has involved three different cities, all in the north of the country, but each with its own features. This is proved by the Research Reports, showing five territories which are different on many levels, from the legislative ground to the one concerning the concrete and effective commitment on violence against women.

But the partnership is heterogeneous also regarding another profile such as the identity and nature of the involved subjects: public authorities, public institutions, private associations of many kind. Undoubtedly the approaches to the subject matter of LEXOP have been affected by this objective element.

Also the features of the legal operators involved are different: public and private subjects, sometime in a relationship of enduring competition and rivalry (magistrates-police; magistrates-lawyers; in Italy the historical internal rivalry between the

two law enforcement bodies of Polizia di Stato and Arma dei Carabinieri) sometime influenced by not equal hierarchical superiority, formal or informal.

And in fact this is the double originality of LEXOP. The first one is the choice of legal operators as its targets. This distinguishes the LEXOP project from other Daphne ones, still based on the training, but more often oriented to the social and healthcare spheres. For instance the Daphne PRO-TRAIN was oriented to the healthcare reality and it proposed multidisciplinary training model, but to a target professionally undifferentiated. We rather think that legal operators need specific training models, as the LEXOP practice has confirmed.

The second originality is the choice of referring to lawyers, reserving them a special training course, partly differentiated from the one of the public operators. The reason is that the lawyer does not play an impartial and third role being it in the particular and subjective interest of the client. And above all – this is true in systems such as the Italian one – the lawyer does not have any duty to report crimes, as on the other hand some public operators have.

Furthermore there are two specific problems related to lawyers. There are mainly civil lawyers- family lawyers – who deal with cases of violence against women and, regarding the criminal lawyers, they mainly assist the defendants rather than the victims of crimes. Both of these factors must be taken into consideration since they affect training programs and methods.

Our decision (that has been relevant in the choice of the partners) to compare similar Civil Law legal systems, such as Spain Italy and Greece, has been prolific decrease this multiplicity. In fact the public features of (some) legal operators are highlighted in the subject matter of violence against women, with the consequent duties to report and procedural bonds (the so called the obligatory criminal action) as opposed to the Common Law systems where they are unknown.

All these factors strongly affect the comparison and make poorly meaningful the confrontation between preemptive precautionary and provisional imprisonment impeding any evaluation about impunity in this subject matter.

The unifying common point of all this diversity is the tight connection existing between training experiences and the realization of the local network. This aspect has been and it still is the more interesting and prolific for developments.

The outcomes are evident and they come to light in all the different LEXOP productions.

This book is one of those. Here there is a report and an evaluation of all the training programs and methods (program/curriculum). The web site (www.lexop.org) and the CD (containing all the materials already uploaded on the web site) they also contain the materials used during the training and delivered to disciples (SYLLABUS), and above all the two vademecum/handbook produced in each training period. These have been already handed over to the operators, both to those involved in the LEXOP project and to the others (to multiply and widespread the effect): one for public and one for the private operators in Barcelona, Athens, Turin, Milan and Bologna.

In the book the outcomes of the network activity can still be examined: the Catalogne plan, the protocol already formalized in Milan, the protocol that is going to be signed in Turin, the one drafted in Bologna, and the one still at its earliest stages of developments in Athens (the point is dealt in the final part of their *Vademecum*).

So the promotion of the institution of the formalized network has showed to be an higher goal than the training one, and this because of the political impulse it needs (in addition to the willingness of working together overcoming the competitiveness).

In the training context the confrontation between the different experiences of each operator has allowed a reflection about the relationships between the operators.

The partakers have all underlined and appreciated of having shared the activities carried out by the others, their organizational structures. And this directly from the other operators involved. This has showed the importance of exchange and communication between the operators ("I did not know that the others did this way...") for an end of personal professional knowledge and for the network activity.

Original and prolific it has been also the decision of making the operators work in two ways, firstly separately into uniform groups (with moments of confrontation with other operators and representatives of the local network), then putting together the different typologies and points of view, in order to reinforce the local network with a final meeting with all the local representatives (service sector, social, health-care, school representatives etc. who separately work in the field).

The original choice of a total amount of 65 hours training, divided into 25 hours specifically addressed to public operators and 25 hours to the private ones, in addition to 15 hours common to both the audiences, means that each partaker has been committed for the considerable amount of 40 hours. Each partner has tried to fulfill the needs of the partakers. The regularity (weekly or bi-weekly), the concentration of the hours (from 3 hours to the entire day) and a selection of the week day more advantageous for who is already very busy with his own job (Saturday morning for the lawyers and one working afternoon for public operators) has aimed to support the continuity, that has been generally high.

The effort of all the partners has been the one of matching two opposite tensions: the difficulty to attend expressed especially by the magistrates (due to their tasks) and the need expressed by the other operators (especially by the public force operators) to have the opportunity to confront with the magistrates who normally they professionally deal with. Also other needs have been pointed out: one of a first level training for everyone (from the top to the basis) and one of an higher training addressed to an already specialized staff, personally motivated in requesting it.

The need of a common program emerged, one which includes determined training moment-based on specific requirements, promoted and coordinated by institutional bodies fit for the training of magistrates, police forces, medico-legals, lawyers. Moreover, in the common program should be included also shared moment of debate among all the law's operator and the others operators of the territory.

The contents of a training suitable for the legal operators have been developed

under the two aspects both of the psycho-social knowledge of the violence and of the professional legal capability. But this duplicity has often revealed to be illusory, because (the vademecum highlights it!) the two aspects have constantly interlocked. The in-depth analysis of the legislation has interlocked with the need of an in-depth analysis of the different methods of approach and listening, as well as the psychological and cognitive aspects of the violence aimed to understand how to manage the relationship.

An effective solution to this complexity has been – especially in the light of the considerable amount of hours committed – the continuity of a specialistic-legal presence, guiding through the different profiles which have been approached.

Another tool has been the compresence in each meeting of legal experts and other. This has fostered the solution of language problems that very often rise in the matter of the violence against women. The legal terminology often correspond to the socio-polical in the matter of violence against women, but with another value and effectiveness: as it is clear only by thinking for instance at the term “violence” (all handbooks has dealt with this ambivalence commonly underestimated).

Actually, all the training cycles ended hoping to prosecute the project and undertaking to meet again. In Athen a facebok-meeting has been planned and, in Bologna, a group of lawyers already organized a new date.

In all Research Reports the indications for the normative changes suggested to the national and regional legislators have been pointed out. During the works of the LEXOP projects it has been particularly discussed the proposal to put into question the Italian system about the prosecution of crimes against women and about the provision of a criminal sanction for the public official (“pubblico ufficiale”) who does not respect the duty to report the prosecutable ex officio crimes he is aware of. This criminally sanctioned obligation breaches the confidence between the public operator (compelled to report in any case) and the woman who is seeking for help.

The ex officio prosecution entails that everyone can report the violence, even if who has undergone it dissents. In Italy there are some subjects in a qualified position public officials or people charged with a public service (“pubblici ufficiali” or “incariati di pubblico servizio”) that in some cases are compelled to report the prosecutable ex officio facts they have notice of during their service, otherwise they incur in a crime for their neglect.

This can lead to conflicting dynamics related both to the poor inclination to report violence by who undergoes it and to the fact that sometimes the attitude of the victim is to recompose the relationship. Then the need to remove a criminal process that has become cumbersome. But when the crime is not prosecutable ex officio, it is not possible to withdraw the report, with the consequent risk for the victim to be reported for slander.

This problem has been solved in different ways by the legal systems. So there is a proposal for the Commission to promote a comparative law investigation (naturally only referring to those systems where the principle of legality is in force, so excluding Common law systems).

The indication of normative changes is not disconnected to the awareness that the impunity of the male violence cannot be solved with (still necessary) normative adjustments. It is above all a cultural problem.

Under this light the knowing of the operators' point of view, and of their professional responsibility related to their position, has contributed to highlight the need to understand the real necessities of the women victims of violence and to not overturn against them their reluctance to report. There is no doubt that the professional growth of each one (from the top to the basis) and the organizational transformations affect the suitability of the judicial system and they can bring about relevant changes to the actions in contrasting the violence against women (in the intimate relationships).

V.2. CONCLUSIONI E INDICAZIONI

Era aprile 2010 quando abbiamo progettato LEXOP. Rispetto ad allora molti cambiamenti politici e socio-economici sono intervenuti nella vita di quasi tutti i partner del progetto. Tali cambiamenti hanno inciso sulle strutture organizzative che i partner hanno impegnato a lavorare nel progetto, modificandone identità e consistenza, nonché mutandone le persone impegnate, le linee di indirizzo e la capacità di spesa. Anche le persone di riferimento, quasi ovunque, sono cambiate.

Ovviamente tutto questo ha comportato una continua messa in discussione di contenuti e di metodi, con la conseguente esigenza di sottoporre ogni passo alla condivisione. Il percorso è stato dunque più faticoso, ma per certi aspetti più efficace e fecondo, perché ci ha costretto continuamente ad andare alle radici delle questioni che di volta in volta si presentavano.

I problemi di condivisione del linguaggio e della impostazione politico-culturale sono emersi ripetutamente sotto vari aspetti come conseguenza sia delle notevoli differenze tra i partners sia della specificità della tematica scelta: la violenza contro le donne intesa come campo di intervento da parte degli operatori della legge.

Infatti il partenariato di LEXOP è caratterizzato da notevoli differenze culturali, politiche e sociali che comportano linguaggi e approcci differenti. Innanzitutto il nostro progetto ha impegnato tre differenti paesi (Spagna, Grecia e Italia), e, anche all'interno dell'Italia, ha coinvolto tre città diverse, tutte del nord Italia, ma ognuna con caratteristiche proprie. Lo dimostrano i Research Report, che narrano cinque realtà territoriali ben diversamente configurate a tutti i livelli, da quello normativo/legislativo a quello del concreto ed effettivo impegno sulla violenza contro le donne.

Ma il partenariato è eterogeneo anche sotto un altro profilo, quello della identità e natura dei soggetti partecipanti: enti pubblici, istituzioni pubbliche, associazioni private di vario tipo. Questo elemento oggettivo ha indubbiamente influenzato gli approcci al tema oggetto di LEXOP.

Diverse sono anche le caratteristiche dei vari operatori della legge coinvolti, pub-

blici e privati, anche in storica competitività e rivalità tra di loro (magistrati-polizia; magistrati-avvocati; polizia-avvocati; in Italia la nota rivalità interna alle forze dell'ordine tra Polizia di Stato e Arma dei Carabinieri) oppure condizionati da rapporti non paritari di sopraordinazione gerarchica, formale o informale.

Questa è infatti la doppia originalità di LEXOP. La prima è quella di aver scelto come destinatari gli operatori della legge. Ciò distingue il progetto LEXOP rispetto ad altri progetti Daphne, anch'essi impostati sulla formazione, ma più spesso rivolti al sociale e al sanitario. Per esempio il Daphne PRO-TRAIN era rivolto al mondo sanitario e proponeva modelli di formazione multidisciplinare, ma con destinatario professionalmente indifferenziato. Riteniamo invece che gli operatori della legge esigano modelli formativi specifici, come la pratica di LEXOP ha confermato.

La seconda originalità è di aver scelto di riferirsi anche agli avvocati, riservando loro una linea formativa speciale, differenziata – almeno in parte – da quella degli operatori pubblici. Lo giustifica il fatto che l'avvocato non è in posizione imparziale e terza; è invece “di parte”, esercita un mandato difensivo sì nel rispetto della legge, ma nell'interesse particolare e soggettivo del cliente. E soprattutto – questo vale in alcuni sistemi, come quello italiano – non ha obblighi di denuncia dei reati di cui abbia notizia, come è invece per taluni operatori pubblici.

Si aggiungano due problematiche specifiche riferite agli avvocati. Sono prevalentemente avvocati civilisti – matrimonialisti-familiaristi – a trattare casi di violenza contro le donne e, per quanto concerne gli avvocati specializzati penalisti, questi assistono prevalentemente imputati e non vittime di reati. Entrambi questi fattori devono essere considerati ed incidono sui programmi e metodi formativi.

A ridurre tante diversità si è dimostrata fruttuosa la nostra impostazione (che ha condizionato all'inizio la scelta stessa dei partner) di praticare e verificare la comparazione tra ordinamenti giuridici simili, tutti tradizionalmente ascrivibili ai sistemi di Civil Law, come sono Spagna, Grecia e Italia. Infatti nella materia della violenza contro le donne vengono in evidenza le particolari caratteristiche pubblicistiche di (alcuni) operatori della legge, con conseguenti obblighi di procedere e vincoli processuali nell'esercizio dell'azione penale (la cosiddetta obbligatorietà dell'azione penale) che sono invece sconosciuti ai sistemi di Common Law. Sono tutti fattori che condizionano fortemente l'uso del prezioso strumento della comparazione e che, per esempio, rendono poco significativo il confronto tra i tassi di carcerazione preventiva o cautelare o provvisoria di sistemi giuridici assai diversamente impostati, e conseguentemente non consentono valutazioni corrette sulla impunità in materia.

Il punto unificante comune di tante diversità è stata la stretta connessione tra esperienze formative e realizzazione della rete locale. Questo aspetto è stato ed è quello più interessante e più produttivo di sviluppi.

I frutti sono visibili e emergono da tutte le varie produzioni di LEXOP.

Questo volume è una delle produzioni. In esso sono riportati e valutati i programmi ed i modelli formativi (program/curriculum) adottati in ogni realtà territoriale. Quanto al sito web (www.lexop.org) e al CD (che offre tutti i materiali già caricati nel sito) contengono anche i materiali utilizzati e consegnati ai discenti durante i cicli

formativi (SYLLABUS), e soprattutto i due vademecum/handbook prodotti in ogni ciclo formativo. Questi sono già stati distribuiti agli operatori interessati, sia quelli già coinvolti nel progetto LEXOP sia quelli rimasti ad esso esterni (per moltiplicarne e disseminarne l'effetto): uno per gli operatori pubblici e uno per i privati a Barcellona, Atene, Torino, Milano e Bologna.

Ancora nel volume sono consultabili i risultati del lavoro di rete: il Piano della Catalogna, il protocollo quadro di intesa già formalizzato a Milano, il protocollo in corso di sottoscrizione a Torino, quello ancora in bozza di Bologna, e quello ancora in fase embrionale di Atene (il punto è trattato nella parte finale del loro Vademecum).

Insomma la promozione della istituzione formalizzata della rete si è rivelata un obiettivo di elevato livello rispetto alla attività di formazione. Una meta di non scontato raggiungimento, anche se perseguita intensamente, in forza dello slancio di volontà politica che richiede (oltre che la disponibilità a lavorare insieme, superando protagonismi e competitività).

Nell'ambito della formazione, la riflessione sulle relazioni createsi tra gli operatori e sul significato stesso del lavorare in rete, ha trovato lo spazio opportuno a partire dal momento di confronto ricognitivo delle esperienze di ciascuno.

I partecipanti hanno tutti sottolineato e apprezzato di essere stati posti al corrente delle altrui attività, strutture organizzative e modi di procedere altrui. E questo direttamente dagli altri operatori protagonisti. È insomma emersa con forza l'importanza del momento ricognitivo e reciprocamente comunicativo ("non sapevo che gli altri facessero questo e così..."). Questo si è dimostrato assai propizio sia alla conoscenza professionale sia al lavoro di rete.

Innovativo – nonché assai fecondo – è stato anche l'aver voluto far lavorare gli interessati in modo duplice, prima separatamente per gruppi omogenei (inserendo momenti di confronto con altri operatori e referenti della rete locale), poi riunendo insieme le diverse tipologie e i diversi punti di vista, e riproponendo l'incontro finale con tutte le istanze locali (terzo settore, sociali, sanitarie, scolastiche, ecc. che operano concretamente sul campo) al fine di rafforzare la rete locale.

La scelta iniziale delle 65 ore formative totali, distinte in 25 ore specifiche per gli operatori pubblici e 25 per gli operatori privati, oltre 15 ore in comune ad entrambe le platee, ha visto ogni partecipante impegnato per il rilevante numero di 40 ore. Ogni partner ha cercato di assecondare la esigenza dei partecipanti. La cadenza (settimanale o bisettimanale), la concentrazione delle ore (da 3 a tutto il giorno) e la scelta del giorno della settimana più favorevole a chi è già assai impegnato nel proprio lavoro (sabato mattina per gli avvocati e un pomeriggio lavorativo per i pubblici) ha cercato di favorire la continuità, che è stata complessivamente assai elevata.

Lo sforzo – di tutti i partners – è stato quello di combinare le due opposte tensioni: la difficoltà a partecipare manifestata soprattutto dai magistrati (motivata con i loro pressanti impegni) e la istanza formulata più volte dagli altri operatori (e in particolare dalle forze dell'ordine) di avere la opportunità di confrontarsi con il magistrato con cui professionalmente si relazionano.

Come pure sono state sottolineate le contrapposte esigenze: di una formazione di

primo livello per tutti (dai vertici alla base) e di una formazione più elevata da destinare a personale già specializzato, personalmente motivato a richiederla.

Ne è emersa la esigenza di una unitaria programmazione che preveda momenti formativi specifici (organizzati secondo le specifiche esigenze e promossi (o cogestiti) dagli organi istituzionalmente preposti alla formazione di magistrati, forze dell'ordine, medico legali, avvocati). Ma nella programmazione unitaria devono essere compresi anche momenti comuni di confronto tra tutti gli operatori della legge e poi ancora tra gli operatori della legge e gli altri operatori del territorio.

I contenuti della formazione adeguata agli operatori della legge sono stati declinati sotto il duplice aspetto sia della conoscenza psico-sociologica della violenza sia sotto il punto di vista della capacità professionale giuridica. Ma tale duplicità si è spesso rivelata apparente, perché (la consultazione dei vademecum lo indica con chiarezza in ogni passaggio!) i due piani si sono costantemente intrecciati. L'approfondimento tecnico legislativo si è intrecciato con il bisogno di approfondire le modalità di approccio e di ascolto, nonché gli aspetti psicologici e conoscitivi della violenza finalizzati a come gestire la relazione.

Una soluzione efficace per tale complessità si è dimostrata – soprattutto alla luce del rilevante numero di ore impegnate – la continuità di una presenza tecnico-giuridica, che fungesse da conduttore attraverso i vari profili affrontati.

L'altro strumento è stato quello della compresenza agli incontri tra esperti del sapere giuridico e di altri saperi. Questo ha favorito la soluzione dei problemi di linguaggio che si presentano con elevata evidenza in materia di violenza contro le donne. La terminologia giuridica coincide spesso con quella socio-politica della violenza contro le donne, ma con ben diversa valenza ed efficacia: basti pensare alla parola “violenza” (tutti i vademecum hanno affrontato questa ambivalenza, sovente sottovalutata).

Di fatto tutti i cicli formativi si sono conclusi con l'augurio della prosecuzione e con l'impegno a rincontrarsi. Concretamente ad Atene è stato programmato uno scambio via facebook e, a Bologna, un gruppo di avvocate si è dato nuovo appuntamento.

In tutti i Research Report sono state messe in luce le indicazioni di modifiche normative suggerite ai legislatori, nazionali e regionali. In particolare nel corso dei lavori del progetto LEXOP è emersa la proposta di rimettere in discussione il sistema italiano sulla procedibilità dei delitti di violenza sulle donne e sulla previsione di una sanzione penale per il pubblico ufficiale che non rispetti l'obbligo di denunciare i reati procedibili d'ufficio di cui sia venuto a conoscenza. Tale dovere penalmente sanzionato spezza il rapporto di fiducia tra l'operatore pubblico (obbligato comunque a denunciare) e la donna che chiede aiuto.

La procedibilità d'ufficio comporta che chiunque possa denunciare le violenze, anche se chi la subisce sia contrario. In Italia vi sono alcuni soggetti in posizione qualificata (pubblici ufficiali o incaricati di pubblico servizio) che in certi casi sono obbligati per legge a denunciare i fatti procedibili d'ufficio di cui abbiano notizia nell'esercizio delle loro funzioni, a pena di incorrere a loro volta in un reato a causa della loro omissione.

Questo può provocare dinamiche conflittuali in relazione sia alla scarsa propensione a denunciare la violenza da parte di chi la subisce sia al fatto che talvolta l'evolversi dei vissuti vede una ricomposizione della relazione. E questo determina la esigenza di rimuovere un processo penale divenuto ingombrante. Ma quando il reato non è procedibile a querela, non è possibile ricorrere alla remissione di querela, con il rischio della imputazione di calunnia per chi ha subito violenza e ritratta.

Questo problema è risolto in modo diverso dai vari sistemi giuridici. Viene pertanto suggerita alla Commissione la promozione di una indagine di diritto comparato (ovviamente riferita ai soli sistemi giuridici dove vige il principio di legalità dell'iniziativa penale, e dunque escludendo i sistemi giuridici di Common Law).

La indicazione di modifiche normative non si disgiunge dalla consapevolezza che la impunità della violenza maschile non appare certo risolvibile con (pur doverosi) aggiustamenti e adattamenti normativi. È soprattutto un problema culturale. In questo senso aver assunto il punto di vista degli operatori, e della loro responsabilità professionale di posizione, ha contribuito a mettere in primo piano la necessità di comprensione dei bisogni reali delle donne vittime di violenza e a non ribaltare sulle donne la loro riluttanza a denunciare. Indubbiamente l'accrescimento professionale dei singoli (dai vertici alla base) non può essere disgiunto da trasformazioni organizzative che incidano sulla adeguatezza del sistema giudiziario e congiuntamente possano determinare cambiamenti significativi nelle azioni di contrasto della violenza contro le donne (nelle relazioni di intimità).

VI. ATTACHMENTS. ALLEGATI

1. Form: Legal aspects national law *Maria Virgilio*

Form for the collection and the comparison of the national legal instruments (in the web site and CD there are the filled forms referred to Spain, Greece, France, Italy).

A. Crimes concerning violence against women

1.1. Episodic violence

- a. Physical violence ...
- b. Psychological violence ...
- c. Sexual violence ...
- d. Economic violence...

1.2. Continued violence...

B. Other legal instruments

- Procedural ...
- In the judicial system ...
- Woman's legal fees ...

C. Legal report obligation

- For which kind of people? ...
- For which crimes? ...

D. Appendix. Selected laws...

2. What is a Protocol?

Maria Virgilio

What is a protocol?

The word protocol comes from the Medieval Latin term *protocollum*, which is taken from the Greek word *prôtos*, first, and *kólla*, glue, the first glued [sheet] of a roll. In its original meaning, it was a set of initial formulas of a “diplomatic” document.

Then the word was used to refer to the register, in which the incoming and outgoing documents and deeds of a notary are registered and, in a broader sense, of any subject or institution (public or private).

Foolscap, in Italian “foglio protocollo” = standard sheet of paper

Today, in the strict sense, it means a formal document which certifies an agreement among States or social partners.

Agreement protocol: commitment to mutual cooperation, undertaken by many subjects.

In a broader sense, “protocol” means formal procedure (imposed or agreed).

Communication protocol: set of rules that are established in order to ensure a correct communication among different subjects.

Procedure protocol:

- rules that regulate the carrying out of an activity
- definition of organization and management procedures, agreed among the parts, to follow in order to reach a specific goal
- standard “scheme”, that was established and implemented for an optimal behavior for specific operational activities.

3. Cosa è un protocollo?

Maria Virgilio

Cosa è un protocollo?

Il protocollo deriva dal latino medievale *protocollum*, a sua volta dal greco *prôtos*, primo, e *kólla*, colla, cioè primo [foglio] incollato di un rotolo. Nella sua accezione originaria era l'insieme di formule iniziali di un documento “diplomatico”.

In seguito la parola venne usata per indicare il registro, su cui vengono trascritti progressivamente i documenti e gli atti in entrata e in uscita di un notaio e, per estensione, di un qualsiasi soggetto o ente (pubblico o privato).

Foglio protocollo = foglio predefinito

Oggi, inteso in senso stretto, è un documento formalizzato attestante un accordo tra stati o parti sociali.

Protocollo di intesa: impegno alla collaborazione reciproca, assunto da più soggetti.

In senso esteso “protocollo” significa *iter*, procedura formalizzata (imposta o concordata).

Protocollo di comunicazione: insieme di regole che vengono stabilite per instaurare una comunicazione corretta fra più soggetti.

Protocollo procedurale:

- norme che regolano lo svolgimento di una attività
- definizione di modalità organizzative e gestionali, concordate tra le parti, cui attenersi per raggiungere una determinata finalità
- “schema” predefinito, stabilito e reso operativo, di comportamento ottimale per specifiche attività operative.

4. Network and Networking

Maria Rosa Lotti

The aim of this report, which is the result of an adaptation of theories and procedures, is to provide information for those who are working or who are about to start an activity using the networking methodology.

A. Five essential elements of networking

- *The starting point*: the request from which the network activity starts, it can be elaborated by a single subject or by many different subjects.
- *The fundamental action*: enabling the subjects involved in the problem to meet each other.
- *The subjects*: those who make the request, the key persons, the operators.
- *The conditions*: the consent and the willingness of the involved subjects.
- *The layout*: the place, the timetable, the procedures.

B. Type of networks

Primary network: It refers to a group of people that are related to each other by kinship relations or friendship, neighborhood or working relations.

Formal secondary network: it refers to the social institutions that are formally made up of all the public institutions and their staff (inter-institutional networks, thematic, sectorial and multiagency networks).

Informal secondary network: it refers to the people who come together by initiative of the members of a primary network, in order to provide a response to common needs (proximity networks that form a project network based on a common goal).

C. An operational model of networking

As for anti-violence networks, the reference model, that can also be used for any kind of intervention based on actions which involve many different actors, in order to tackle a social problem, is *networking meant as the set of resources used for a specific need*. This model is based on a formal commitment through agreements, protocols, and shared procedures. In this case it is fundamental to consider the territory as the environment for networking, focusing on some important aspects:

- Network as multidimensional concept, in other words a network that is made of many connections which create a relational/ operational space among different nodes/ vertices, with many different dimensions: the requests made by the women victims of violence (social issues, justice issues, and protection, health, work and housing issues), the social-cultural context of reference, the value and organization systems whose protagonists are the constituents of the network, the socio-economic framework and the regulatory context.
- Network as a tool to interpret the territory, as shared view among different subjects who analyze the context they are in, analyzing it according to the vertex that was identified in the networking agreement.
- Network as result of the social activity, as the framework that enables a shared vision of the needs of the “users” and which strengthens the relations among the nodes/ vertices, in order to deal with those needs in an adequate way, focusing on the change of the quality of social relations and on women empowerment.

In this way it is possible to create a high-level connection of the resources and strategies developed for the demand that is the starting point of the “network”, so that the subjects can meet in an efficient way and in order to guarantee the best conditions to develop networking. It is necessary to consider the multifunctional aspect of networking, because:

- It reorganizes the existing networks;
- It creates new networks where there are no networks;
- It coordinates the employed strategies;
- It coordinates the different resources on the territory.

The interventions that create network activities and projects integrate and coordinate different variables, lead to different operational paths, and interact on a defined territory with different subjects. Networking derives from inter-organizational and inter-institutional agreements, which can lead to the creation of real:

– *network protocols*, or official documents, formally signed by the members, which define the goals of the network, the membership rules, the work and responsibilities of the individual members and of all the subjects;

– *operational protocols, shared procedures*, or organization/ management procedures that were agreed upon on the basis of known and shared intervention procedures of each single subject (anti-violence center, hospital, law enforcement agencies, courts, social service, etc.), based on the adoption of common rules which regulate intervention.

D. In the context of fight against gender violence: THE NETWORK

It is made up of those public and private subjects (network nodes) that decide to experiment and create interconnections, starting from the different vertices they work in, and to take action aimed at increasing and sharing knowledge and strengthening relations, with the purpose of improving interventions and making them more efficient and interactive in gender violence prevention and in the fight against gender violence.

The levels of action of an anti-violence network are usually structured according to the features that characterize it, that is according to the model implemented to tackle the problem together.

So there can be choices to be made, that direct the activities and the projects of the network to:

- *Networks of sectorial action*, consisting of entities or people working in the same field (security, health, social sector, etc.).
- *Networks of specific action* consisting of bodies or people dealing with specific matters (research, interventions on a specific subject, studies, etc.).
- *Inter-institutional networks* consisting of public or private entities taking action against violence on women, for reasons of competence and / or by choice.
- *Multi-professional networks* consisting of professionals who work to solve specific problems or to answer individual requests (for instance a network of operators which tackles a situation of violence).

E. The local network

It is usually made up of subjects who work in the following fields: first aid (emergency services, protection services and urgent care); management of requests for help (anti-violence centers, social services, health services such as hospital wards, advisory centers or psychology services, law firms but also police and Carabinieri stations, municipal police and educational services); support to overcome the situation of violence, usually they are the same services which provide support to the woman, and women's refuges, courts, law firms which deal with the judicial practices, employment services, housing services, etc.

If all these subjects are coordinated in the right way, they can promote and guarantee a deep knowledge of

- a. Characteristics of the territory (social, economic and cultural context, etc.);
- b. Available resources;
- c. Concrete limitations to action (regulatory and economic limitations, limits linked to specific competences, structural limitations).

The network nodes are the key persons who can promote specific actions on the following needs:

- Knowing the phenomenon and its effects in the operational sector of competence; informing and raising the awareness of the other local players (general practitioners, teachers, parish priests, local leaders, etc.); reaching agreements on operational protocols and procedures to be adopted to support the victims; putting in place institutional and inter-institutional changes in the response to the phenomenon; promoting and supporting innovative strategies.

5. Rete e lavoro di rete

Maria Rosa Lotti

Con questo contributo, frutto di un adattamento di teorie e pratiche, si vogliono fornire alcune informazioni per chi opera, o sta per iniziare un'attività, utilizzando la metodologia del lavoro di rete.

A. Cinque elementi base del lavoro di rete

- *Il punto di partenza*: la domanda da cui parte l'attività di rete, può essere elaborata da un singolo soggetto o da una pluralità di soggetti.
- *L'azione portante*: fare incontrare i soggetti coinvolti dal problema.
- *I soggetti*: chi esprime la domanda, le persone chiave, le/gli operatrici/ori.
- *Le condizioni*: il consenso e la disponibilità dei soggetti coinvolti.
- *L'assetto*: il luogo, il tempo, le modalità.

B. Tipologia delle reti

Rete primaria: Si riferisce all'insieme di persone unite da legami / relazioni parentali, di amicizia di vicinato, di lavoro.

Rete secondaria formale: Si riferisce ad istituzioni sociali formalmente costituite dall'insieme delle istituzioni pubbliche, e del personale che vi opera (reti interistituzionali, tematiche, settoriali, multiagency).

Rete secondaria informale: Si riferisce all'insieme di persone che si uniscono per iniziativa dei componenti una rete primaria, in funzione della risposta a bisogni comuni (reti di prossimità che costituiscono un reticolo progettuale su un obiettivo comune).

C. Un modello operativo del lavoro di rete

Nel caso delle Reti antiviolenza il modello a cui si fa riferimento, utilizzabile anche per qualsiasi intervento che preveda azioni che coinvolgano una molteplicità di attori per affrontare un problema sociale, è quello del *lavoro di rete come unione delle risorse in risposta ad un bisogno*, che prevede l'assunzione formalizzata di reciproci impegni attraverso accordi, protocolli, procedure condivise. In questo caso è fondamentale considerare il territorio quale ambiente in cui sviluppare il lavoro di rete, focalizzando alcuni aspetti fondamentali:

- Rete come concetto multidimensionale, ovvero rete che si struttura su molteplici connessioni che creano uno spazio relazionale/operativo tra differenti nodi/vertici, in cui rientrano differenti dimensioni: le domande poste dalle donne vittime di violenza (sociali, di giustizia, di tutela, sanitarie, di lavoro, di alloggio ecc.), il contesto socio-culturale di riferimento, i sistemi valoriali ed organizzativi di cui sono portatori i componenti la rete stessa, la realtà socio-economica, il contesto normativo.
- Rete come strumento di lettura del territorio, ovvero come sguardo condiviso tra differenti soggetti che analizzano il contesto in cui si operano sottoponendolo ad analisi in funzione del vertice individuato nell'accordo di lavoro rete.

- Rete come risultato del lavoro sociale, ovvero come ambito che favorisce la condivisione riguardo le necessità dell'utenza e rinforza i legami tra i nodi/vertici per affrontarle adeguatamente, focalizzando il cambiamento della qualità dei rapporti sociali e l'empowerment della donna.

Questo permette lo sviluppo di un alto livello di connessione delle risorse e delle strategie poste in essere per affrontare la domanda da cui parte il "reticolare", garantendo un incontro efficace dei soggetti e le condizioni più adeguate per lo sviluppo del lavoro di rete. Va considerato l'aspetto polifunzionale del lavoro di rete, in quanto:

- riorganizza le reti esistenti;
- crea nuove reti là dove non ne esistono;
- coordina le strategie messe in atto;
- media tra le diverse risorse presenti sul territorio.

Gli interventi che sviluppano lavoro e progettualità di rete integrano e coordinano variabili diverse, animano percorsi operativi differenti, interagiscono su un territorio definito con soggetti diversi.

Il lavoro di rete è frutto di accordi interorganizzativi e interistituzionali che possono pervenire alla strutturazione di veri e propri:

- *protocolli di intesa*, ovvero atti ufficiali, sottoscritti formalmente dagli aderenti, che definiscono finalità ed obiettivi della rete, regole di partecipazione, impegni e responsabilità dei singoli aderenti e dell'insieme dei soggetti;

- *protocolli operativi, procedure condivise*, ovvero modalità organizzative/gestionali concordate sulla base della conoscenza e condivisione delle procedure di intervento del singolo soggetto (centro antiviolenza, ospedale, forze dell'ordine, tribunali, servizio sociale, ecc.), basate sull'adozione di comuni norme che regolano gli interventi.

D. Nella prospettiva della lotta contro la violenza di genere: la rete

È quell'insieme di soggetti pubblici e privati (nodi di rete) che decidono di sperimentare e realizzare interconnessioni, a partire dai differenti vertici da cui operano, ed azioni volte a aumentare le conoscenze, condividere i saperi, rafforzare le relazioni, al fine di migliorare gli interventi e renderli più efficaci ed interattivi nella prevenzione e nel contrasto alla violenza di genere.

I livelli di azione di una rete antiviolenza sono strutturati generalmente in base alle caratteristiche che la contraddistinguono, cioè in base al modello che si adotta per lavorare insieme sul problema. Possono esserci pertanto scelte da operare, che orientano il lavoro e la progettualità di rete verso

- *Reti di azione settoriale* composte da organismi o persone che lavorano nello stesso ambito di intervento (sicurezza, sanità, sociale ecc.).

- *Reti di azione tematica* composte da organismi o persone che operano questioni specifiche (ricerche, interventi focalizzati su un tema precìpuo, studi ecc.).

- *Reti interistituzionali* composte da organismi pubblici o privati che intervengono per competenza e/o per scelta contro la violenza alle donne.

- *Reti multiprofessionali* composte da professionisti/e che lavorano per risolvere specifici problemi o rispondere a domande individuali (la rete di operatori per affrontare una situazione di violenza, ad es.).

E. La rete locale

È composta generalmente da chi si occupa di: primo intervento (servizi di emergenza, protezione, urgenza); accoglienza delle domande di aiuto (centri antiviolenza, servizi sociali, servizi sanitari come reparti ospedalieri, consultori o servizi di psicologia, consultori o studi legali, ad es., ma anche commissariati e stazioni dei carabinieri, polizia municipale, ed infine i servizi educativi); percorso/accompagnamento all'uscita dalla violenza; in genere sono gli stessi che accolgono la donna, a cui si aggiungono le

case rifugio, i tribunali, studi legali che seguono le pratiche giudiziarie, i servizi per l'impiego e l'inserimento lavorativo, i servizi alloggiativi, ecc.

L'insieme di questi soggetti, se adeguatamente coordinati, promuove e può garantire una conoscenza approfondita di:

- a. Caratteristiche del territorio (da un punto di vista di contesto sociale, economico, culturale, ecc.).
- b. Risorse disponibili.
- c. Concreti vincoli di azione (normativi, economici, di competenze specifiche, strutturali).

I Nodi di rete sono le persone chiave in grado di promuovere azioni specifiche sulle necessità di:

- Conoscere il fenomeno ed i suoi effetti nel settore operativo di competenza; informare e sensibilizzare gli altri attori locali (medici di base, insegnanti, parroci, leader del territorio, ecc.); produrre accordi su protocolli operativi e procedure da adottare per l'accoglienza e il supporto delle vittime; determinare cambiamenti istituzionali ed inter-istituzionali nella risposta al fenomeno; promuovere e sostenere strategie innovative.

6. Training

Marcella Pirrone

These notes are closely linked to those of the other external expert, Maria Rosa Lotti; so I will not repeat the typical characteristics of this project (such as the considerable differences in the territories and realities that are involved in the project), which will have to be considered throughout the project.

Focusing on one of the fundamental goals of LEXOP, the training of lex-operators, it is necessary to highlight two topics tackled by Mrs Lotti:

Common language

The attention and the ability of all partners to develop a common language is certainly one of the pre-requisites to obtain a good basis for comparison and to share knowledge, in order to work efficiently.

The differences are not only territorial and cultural differences, they are also due to the different professional and institutional experiences within the project.

The proposal of creating a common basis on keywords and on the use of a specific terminology is very useful, and it should be one of the first topics to deal with. The experience of other comparative studies/projects on different legal systems can only strengthen such need, because with the legal language we have to deal with a very specific and peculiar topic, which changes considerably from country to country.

The attention to a common comprehension of the legal framework the project has to consider, would create a good cooperation and would be crucial for the creation of the outputs of this project (training programs, agreed curricula, vademecum) which have to be useful for all targets.

Methods to create a common language in a project

Focusing on the influence this project aims to implement on the legal/judicial response to violence against women (and their children); a particular effort from the very first meetings to compare and really understand the legal framework everyone refers to – without taking anything for granted – is recommended; writing down a little “common glossary” of the key-words on which the single actions are going to be built up might be useful. A good and necessary effort in this direction has already been made by defining the field of this project, when Ms. Virgilio (see minute of k.o. meeting, on 31st of March) recommends “to stick to the definition of domestic violence already stated in the project, i.e.

violence perpetrated on women, minor or adults, victim of partner or ex-partner's physical, sexual, psychological and/or economic violence"; on the other hand it has still to be clarified and definitively stated that the definition commonly used by all partners of this project has to be "intimate partner violence (IPV)" in order to avoid the confusing use of other definitions. It is certainly recommendable to stick to this definition given in the project, having agreed upon what it defines.

Networking through training?

A common training for a target group consisting of different professionals involved on the same problem on a specific territory might help networking, but it is not a "natural" result of a training. Many obstacles might hinder that: the length and the methods of the training, i.e. too short or non- interactive; participants who have never worked together or – even worse – who have no reciprocal knowledge about the different professional competences and fields of action; negative experiences in the past; formal and "informal" hierarchies (p.e. little recognition of specific professionalism); no common language; no shareable approach to the problem, etc.

Offering training with the surplus value of promoting networking as a consequence of it has to be strongly considered when the training programs are created: through choice of trainers, definition of contents (programs, curricula), definition of target groups, choice of the actual participants.

The purpose declared in this project ("*training should always be conducted considering the connection to networking activity*", see minutes of k.o. meeting Bologna 1.4.2011) is a desired high goal, but must be strongly pursued throughout the whole project considering the suggestions of Ms. Lotti's notes. Even more if the connected result/effect of the trainings is meant to be a sort of multiplier effect in all interested territories.

SPECIFICALLY ON TRAINING

Other experiences

Before giving some comments on the outlined training project some general considerations are necessary.

It is to be considered – and to be taken as a valuable resource – that all over Europe (and in many countries all over the world) there have already been many training – projects on DV for operators of the legal systems.

A reference European model "The Daphne Toolkit http://ec.europa.eu/justice_home/daphne-toolkit/ provides on-line the results and impacts of the Daphne Program; in the Daphne Toolkit you will find presentations of all projects financed under the Daphne Program since 1997, with descriptions of their objectives, actions, results and consequent considerations, with related links and resources (such as d publications, reports, etc.).

Thus the first suggestion (and recommendation by the European Commission) is that every new projects refers to and coordinates itself with existing resources which can be a precious starting point to work on.

Comparative collection by project partners of regional training experiences (using Demetra's template and attached supplementary questionnaire/scheme)

Furthermore all project-partners can certainly refer to training experiences in this field already carried out in their own countries (locally or nationally) and it is certainly the first necessary step in this project to compare what has already been done.

For this purpose the Demetra's template is a good tool to start with: every partner has to fill in the table in order to describe as precisely as possible all training experience already developed and carried out in this field. But it is suggested to add another questionnaire (see alleged scheme) where partners

have the chance to express a sort of evaluation of their experience and to suggest improvements in the spirit of the LEXOP project.

What does the Project LEXOP say about the training?

As repeatedly described, one of the main objectives on the project is

“1. A high degree of cross-training aimed at two target groups: a) legal practitioners and law enforcement, prosecutors and judges, medico-legal physicians. To improve their skills by identifying violence in intimate relationships relationships both in the first intervention and in the judicial responses.

b) lawyers (both private and linked to women associations).

To equip a legal assistance suitable for supporting the decision to accuse. To provide a coordinated and effective response against violence in intimate relationships.

The final handbook (or vademecum, guidelines), as a result of the training sessions, will be the effective tool, specifically designed for the two target groups.” (see in minute of k.o. meeting Bologna 1.4.2011).

Women's right to justice and protection and the justice system

The crux of the problem tackled by LEXOP project is the failure of the criminal justice system in many countries to understand women's perceptions, experiences and expectations towards the justice system (in general and specifically the criminal one) when they are victims of intimate relationship violence. The result is unfortunately very often an omission and an inadequacy of the justice system to provide them protection and justice.

Usually the specific problems are:

- lack of understanding by the operators (of all services/systems involved) of the women's reluctance to press charge against partners and ex-partners who perpetrate violence against them;
- lack of awareness about the functioning of the criminal justice system in practice, and the consequent stigmatization of women who do not press charges against their aggressors, amongst professionals, criminal justice system personnel and the general public;
- this “victim-blaming” attitude tends to stigmatize the women's unwillingness to press charge as the only reason for impunity of the perpetrators;
- the high level of impunity and lack of protection are due to institutional dysfunctions and contradictions of the criminal justice system and lead to a dangerous escalation of violence with an increasing difficulty of a proper evaluation of the risk;
- absence or inadequacy of quantitative and/or qualitative data on the implementation and impact of criminal law in many regions and countries: it is the context-specific, relevant and reliable knowledge of “justice in facts” that counts if the point of view is the one of the victim!
- lack of coordination and cooperation between the different judicial systems involved (p.e. criminal and civil courts or juvenile courts) with severe damages to the woman and their children victims of domestic violence;
- lack of awareness by justice personnel of the problem of children who witness violence and the consequent lack of protection;
- lack of knowledge (or of consideration) by justice personnel of the specific services (i.e. women's shelters) which give professional support to the women in her difficult way out of a violent relationship;
- lack of efficient networking/cooperating between all professionals who should intervene to protect the woman and their children in situations of violence.

Goals of the LEXOP training

Considering the above indicated issues the challenge of the LEXOP training is to improve – by an interdisciplinary cross-training targeted to personnel of the legal criminal system (public and private)

– professionals’ understanding of the real needs of the women victims of violence, to enhance their awareness on the effectiveness/ineffectiveness of the performance of the judicial systems they belong to, in terms of measures implemented and final results (p.e. sanctions), building up the possibility of improvement of professionals’ capabilities to intervene in case of violence against women in intimate relationship with appropriate actions in order to produce significant changes and to improve women’s rights to justice and protection.

A recent evaluation research on specialist Domestic Violence Courts and Fast Track Systems conducted in UK (see www.standingtogether.org.uk) seem to indicate a circular relationship between the 2 sides of the problem: when the ability of the system to tackle domestic violence is improved, women seem more willing to initiate prosecution and sustain prosecution over time.

Structure of the LEXOP training

In specific the LEXOP training is meant to be structured as follows (see minutes of k.o. meeting Bologna 1.4.2011) “The foreseen 65 hours of training (omissis) will be addressed to, at least, 60 people in each local context. The training activity is designed as follows:

- 25 hours of training addressed to group 1 (public: Lex-operators as Police, Prosecutors, judges who receive the first report on the violence, medico legal physician);

The project will select not only prosecutors but also judges who receive reports of violence from emergency first responders. These judges are identified according to the legal system of each country. For example in Italy it may happen that civil courts issue protection orders.

- 25 hours of training addressed to group 2 (private: lawyers);
- 15 hours of common training addressed to both groups”.

Professional qualities of trainers

The range of problems listed above (under “*Womens rights...*”) shows that a highly qualitative professional and efficient approach to the problem in the interest of the victim requires not only best skills in its own profession (of whatever service involved).

It is important to be an expert in its own field, but facing the complexity of problems involved, it is not enough: an interdisciplinary approach is just as essential as the willingness and the habit to network with other services/professionals, recognizing and valuing their expertise.

This approach to the problem, keeping the “woman in the centre” (i.e. considering her needs prior to everything else), is typical of the women’s shelters who in their experience over the last 40 years have developed a highly professional interdisciplinary approach promoting strong networking. Through specific trainings for personnel of the social-health- police and justice system women’s shelters operators (especially their lawyers) have provided very specific highly qualified professional training.

Through many national and regional training programs, just as well as Daphne Programs on Training the women’s shelters reached an internationally recognized high quality training level in many European countries (see “The Daphne Toolkit http://ec.europa.eu/justice_home/daphnetoolkit/), also involving many other professionals (from the legal, police, health, social and educational system) and could be taken as a model for the LEXOP training.

Especially the particular skill in interviewing the women victims of violence, the empathy and other different professional skills typical of the psychological/social sciences are tools which personnel from the justice system (just as the health staff) is missing in its typical studies and professional training. Those skills can be taught with various efficient methods such as role-playing, work in groups and other methods. The above listed professional and didactic qualities, just as well as a significant professional experience in this field and in networking are important elements to be considered in the selection of the trainers of the LEXOP training program.

Target groups

As for the two target groups of the training activity, it is important to carefully evaluate the contents both of the common part (15 hours) and of the specific sessions (25 hours each), in order to strengthen the networks and to overcome the problem of a lack of interdisciplinary knowledge on the specific professional competences.

It is also necessary to consider what was written in the minutes of the meeting of Milan of May 11, 2011, in the part that refers to the possibility of having a different level of education (starting level I, intermediate level II; high level III), an element which could be considered only for specific training, whereas the common part should include all the interdisciplinary competences that are lacking at all levels.

Curriculum (program) for training and vademecum (handbook–guidelines)

The program and the vademecum should be structured taking into consideration the goals of the project and the right of women to justice and protection, and they should not include only precise legal contents (taught with the traditional frontal method), but also different interactive teaching methods, encouraging and strengthening the psycho-social abilities on partner violence in intimate relationships (IPV), which legal system operators do not have.

7. Formazione

Marcella Pirrone

Queste note sono da considerare in stretta relazione con quelle dell'altra esperta esterna, Maria Rosa Lotti; quindi non ripeterò in questa sede le caratteristiche tipiche di questo progetto (come le notevoli differenze sussistenti nei territori e nelle realtà coinvolte), che dovranno ovviamente essere considerate nel corso della sua intera durata.

Focalizzando l'attenzione su uno degli obiettivi rilevanti di LEXOP, la formazione dei lex-operator, è necessario rafforzare due dei suggerimenti della Dott.ssa Lotti:

Linguaggio comune

L'attenzione e la capacità di tutti i partner a sviluppare un linguaggio comune è certamente una delle condizioni necessarie per raggiungere una buona base su cui confrontarsi e una conoscenza comune per essere in grado di lavorare in modo efficiente.

Le differenze non sono solo territoriali e culturali, ma sono anche dovute alle differenti esperienze professionali e istituzionali presenti all'interno del progetto.

La proposta di creare una base comune sulle parole chiave e l'utilizzo di una terminologia specifica è molto utile e deve essere uno dei primi passi di cui occuparsi. L'esperienza di altri studi/progetti comparativi su sistemi giuridici differenti non può che rafforzare tale esigenza, in quanto con il linguaggio giuridico ci dobbiamo occupare di un argomento molto specifico e peculiare, che muta in modo considerevole da un paese all'altro.

Occorre mettere con forza in evidenza la necessità di una comprensione comune del quadro giuridico del progetto, perché questa creerebbe una buona collaborazione e sarebbe fondamentale per i risultati ottenibili (attività di formazione, programmi concordati, vademecum).

Metodi per creare un linguaggio comune

Focalizzare l'attenzione sull'obiettivo del progetto al fine di migliorare la risposta alla violenza sulle donne (e i loro figli) sul piano giudiziario.

Occorre, fin dalle prime riunioni, confrontarsi sul contesto giuridico di appartenenza di ciascuno, senza dare nulla per scontato.

Sarebbe utile altresì stilare un piccolo “glossario comune” delle parole chiave di riferimento.

In questa direzione è stata fornita la definizione del tema su cui verte il progetto.

La Prof.ssa Virgilio, nell’incontro del 31 marzo 2011, ha raccomandato di “attenersi alla definizione di violenza domestica già espressa nel progetto, cioè la violenza perpetrata su donne, minorenni o adulte, vittime della violenza fisica, sessuale, psicologica e/o economica da parte del partner o dell’ex partner” (v. verbale dell’incontro di presentazione del 31 marzo 2011).

La definizione comunemente utilizzata da tutti i partner di questo progetto dovrà essere “violenza del partner nelle relazioni di intimità (IPV)”, dopo avere raggiunto una visione comune sul significato di tale espressione.

Collegamento in rete attraverso la formazione?

La realizzazione di un’attività di formazione comune per un gruppo di destinatari composto da persone appartenenti a categorie professionali differenti le une dalle altre può essere utile nella creazione della rete, ma può anche fare insorgere alcune difficoltà, quali i tempi occorrenti per lo svolgimento della formazione (che potrebbero essere, a seconda dei casi, troppo brevi oppure eccessivamente lunghi), le modalità della sua realizzazione, che potrebbero risultare problematiche qualora essa fosse indirizzata a persone che non hanno mai lavorato insieme, oppure che non sono a conoscenza delle reciproche competenze professionali, dei settori di intervento di ciascuno, ovvero che hanno avuto esperienze precedenti negative, ovvero, ancora, che siano tra loro in rapporto gerarchico, formale o “informale”, oppure che non hanno un linguaggio comune o un approccio condiviso alle singole tematiche.

La realizzazione di un’attività di formazione con il valore aggiunto di promuovere l’istituzione di una rete è un obiettivo di alto livello, che deve essere perseguito con forza nel corso dell’intero progetto, ancor più se si persegue l’ulteriore scopo di conferire ai corsi di formazione una sorta di effetto moltiplicatore in tutti i territori interessati.

A tal fine è opportuno seguire i suggerimenti forniti dalla Dott.ssa Lotti.

SULLA FORMAZIONE IN PARTICOLARE

Altre esperienze

Prima di svolgere osservazioni sul progetto di formazione è necessario premettere alcune considerazioni di carattere generale.

Occorre rilevare, e valutare come risorsa preziosa, che in tutta Europa (e in molti paesi di tutto il mondo) sono già stati realizzati molti progetti di formazione in DV per gli operatori dei sistemi giuridici.

Il modello di riferimento europeo “Daphne Toolkit”, http://ec.europa.eu/justice_home/daphnetoolkit, fornisce on-line i risultati e gli impatti del Programma Daphne.

In esso sono contenute le presentazioni di tutti i progetti finanziati nell’ambito del Programma Daphne a partire dal 1997, con le descrizioni di obiettivi, azioni, risultati e considerazioni conseguenti, link e risorse correlate (pubblicazioni, resoconti e così via).

Il primo suggerimento, che corrisponde alle raccomandazioni della Commissione Europea, è che tutti i nuovi progetti si riferiscano e si coordinino con le risorse esistenti, che rappresentano un prezioso punto di partenza su cui lavorare.

Raccolta comparativa delle esperienze di formazione regionali dai partners del progetto (utilizzando il modello e l’allegato questionario/schema di Dimitra)

Tutti i partners del progetto possono fare riferimento a esperienze di formazione in questo campo già

svolte nei propri paesi (a livello locale o nazionale); il primo passo necessario è infatti un'analisi delle attività che sono già state realizzate.

A tal fine il modello Dimitra è un valido punto di partenza: ogni partner deve compilare la tabella per descrivere nel modo più dettagliato possibile tutte le esperienze di formazione già compiute in questo campo.

Si suggerisce inoltre di aggiungere un altro questionario (v. schema allegato) in cui i partner abbiano la possibilità di esprimere una valutazione della propria esperienza e suggerire miglioramenti in linea con il progetto LEXOP.

Cosa prevede il Progetto LEXOP sulla formazione?

Uno degli obiettivi principali del progetto è la realizzazione di:

“1. Un alto grado di formazione incrociata rivolta a due gruppi di destinatari: a) gli operatori della giustizia e le forze dell'ordine, pubblici ministeri e giudici, medici legali. Per migliorare le proprie competenze, individuando la violenza nelle relazioni di intimità sia nel primo intervento sia nelle risposte giudiziarie.

b) gli avvocati (sia privati che legati ad associazioni di donne).

Offrire un'assistenza legale idonea per sostenere la decisione di sporgere denuncia. Fornire una risposta coordinata ed efficace contro la violenza nelle relazioni di intimità.

Il manuale definitivo (o vademecum, linee guida), come risultato delle sessioni di formazione, sarà lo strumento efficace, studiato appositamente per i due gruppi di destinatari” (v. verbale della riunione di Bologna, presentazione dell'1 aprile 2011).

Diritto delle donne a giustizia e tutela e il sistema giudiziario

Il punto nodale dei problemi che LEXOP deve affrontare è rappresentato dalla mancata valorizzazione, da parte dei sistemi di giustizia penale di molti paesi, delle percezioni, delle esperienze e delle aspettative delle donne vittime di violenza nelle relazioni di intimità nei confronti dell'apparato giudiziario in generale e in particolare di quello penale.

Da tale situazione deriva purtroppo in numerose occasioni l'inadeguatezza del sistema giudiziario nel fornire loro protezione e giustizia.

I problemi che sorgono più frequentemente sono i seguenti:

- mancanza di comprensione, da parte degli operatori (di tutti i servizi e sistemi coinvolti), della riluttanza delle donne a denunciare i partners ed ex partners per le violenze subite;
- assenza di consapevolezza del funzionamento del sistema giudiziario penale nei fatti e conseguente stigmatizzazione delle donne che non sporgono denuncia contro i loro aggressori, tra i professionisti, gli operatori all'interno dell'apparato giudiziario e l'opinione pubblica;
- la “incolpazione della vittima”, che comporta la stigmatizzazione della mancanza di volontà delle donne di sporgere denuncia, individuata come unica ragione dell'impunità dei responsabili;
- l'elevato livello di impunità e la mancanza di tutela, dovute a disfunzioni istituzionali e contraddizioni del sistema giudiziario, che conducono a una pericolosa escalation di violenza, con una difficoltà crescente di compiere una corretta valutazione del rischio;
- assenza o insufficienza di dati quantitativi e/o qualitativi sull'attuazione e sull'impatto del diritto penale in questa materia in molte regioni e paesi: la conoscenza della giurisprudenza nelle differenti realtà territoriali è essenziale nell'analisi del problema nell'ottica della vittima;
- mancanza di coordinamento e cooperazione tra i diversi sistemi giudiziari coinvolti (ad esempio tribunali penali e civili o tribunali per i minorenni), con gravi danni per la donna e i suoi bambini vittime di violenza domestica;
- mancanza di consapevolezza, da parte dei lex-operators nell'ambito dell'apparato giudiziario, dei

- problemi legati ai bambini testimoni delle violenze e della conseguente necessità di fornire ad essi tutela;
- mancata conoscenza o considerazione, da parte degli operatori nel sistema della giustizia, dell'esistenza di servizi specifici (ad esempio le case delle donne) che forniscono un supporto professionale alla donna per uscire da una relazione violenta;
 - mancanza di attività di rete/collaborazione tra tutti i professionisti che dovrebbero intervenire per proteggere la donna e i suoi bambini in situazioni di violenza.

Obiettivi della formazione LEXOP

Sulla base delle considerazioni svolte la sfida dell'attività di formazione di LEXOP è quella di aumentare, con un approccio interdisciplinare di formazione incrociata degli operatori del sistema giudiziario penale (pubblico e privato), la comprensione dei bisogni reali delle donne vittime di violenza, nonché le conoscenze sull'efficacia/inefficacia delle possibilità offerte dai sistemi giudiziari di appartenenza, con riguardo alle misure attuate e ai risultati conseguiti (ad esempio le sanzioni), attraverso un miglioramento delle capacità professionali nella realizzazione di attività di intervento in casi di violenza contro le donne nelle relazioni di intimità con azioni appropriate, al fine di apportare cambiamenti significativi e di conseguenza garantire i diritti delle donne ad ottenere giustizia e tutela.

I risultati di una ricerca recente su tribunali specializzati in violenza domestica e procedure “Fast Track” condotta nel Regno Unito (v. www.standingtogether.org.uk) sembrano indicare una relazione circolare tra due aspetti del problema: quanto più il sistema è in grado di affrontare la violenza domestica, tanto più le donne sono disposte ad avviare e affrontare il procedimento penale.

Struttura della formazione LEXOP

La formazione di LEXOP è destinata ad essere strutturata come segue (v. verbale della riunione di presentazione di Bologna dell'1 aprile 2011): “Le 65 ore di formazione previste (omissis) saranno indrizzate, almeno, a 60 persone per ogni contesto locale. L'attività di formazione è strutturata nei seguenti termini:

- 25 ore di formazione indirizzata al gruppo 1 (pubblico: operatori della legge, come polizia, pubblici ministeri, giudici, medici legali). Con riferimento ai magistrati saranno selezionati sia i pubblici ministeri sia i giudici che ricevono segnalazioni di violenza dagli operatori di pronto intervento. Questi giudici sono identificati in base al sistema giuridico di ciascun paese. In Italia, ad esempio, gli ordini di protezione sono emanati dai giudici civili;
- 25 ore di formazione indirizzate al gruppo 2 (privato: avvocati);
- 15 ore di formazione comune rivolta ad entrambi i gruppi”.

Competenze professionali dei formatori

I problemi elencati dimostrano che un approccio di elevato livello professionale ed efficiente al problema nell'interesse della vittima richiede non solo le migliori competenze in capo a ciascuna figura professionale (di qualsiasi servizio tra quelli considerati).

È infatti di fondamentale importanza anche che il progetto sia realizzato secondo un approccio interdisciplinare, considerando la “donna al centro” (valorizzando cioè i suoi bisogni prima di tutto il resto). Tale è il metodo seguito dalle case delle donne, che nella loro esperienza nel corso degli ultimi quaranta anni hanno sviluppato un approccio di alto livello professionale interdisciplinare per la promozione di attività di rete efficaci. Attraverso corsi di formazione specifici per operatori nel settore sociale, della salute, di polizia e della giustizia gli operatori delle case delle donne (specialmente i loro avvocati) hanno svolto attività di formazione professionale specifica altamente qualificata. Attraverso numerosi programmi di formazione nazionali e regionali, come i Progetti Daphne per la formazione, le case delle donne hanno raggiunto un livello di formazione riconosciuto a livello internazionale di alta

qualità in molti paesi europei (v. Daphne Toolkit, "http://ec.europa.eu/justice_home/daphnetoolkit/"), coinvolgendo anche molti altri professionisti (sistema legale, polizia, sanità, sistema sociale ed educativo) che potrebbe essere preso in esame come modello per la formazione di LEXOP. In particolare, la specifica abilità nell'intervistare le donne vittime di violenza, l'empatia e altre diverse competenze professionali tipiche delle scienze psicologiche/sociali sono assenti, a livello sia di studio, sia di formazione professionale, con riguardo alla categoria degli operatori del sistema della giustizia e del personale sanitario. Tali competenze possono essere insegnate con diversi metodi efficienti come il role-playing, il lavoro di gruppo e altri metodi. Le qualità professionali e didattiche elencate, unitamente a una significativa esperienza professionale in questo campo e in rete, sono elementi importanti da considerare nella scelta dei formatori.

Gruppi di destinatari

Con riguardo ai due gruppi di destinatari dell'attività di formazione occorre valutare attentamente i contenuti sia della parte in comune (15 ore) sia delle sessioni specifiche (25 ore ciascuna), in un'ottica di potenziamento delle reti e di superamento della mancanza di conoscenza interdisciplinare rispetto alle specifiche competenze professionali.

Occorre altresì considerare quanto riportato nel verbale della riunione di Milano dell'11 maggio 2011, nella parte in cui viene rilevata l'eventualità di un differente livello di istruzione (livello di partenza I, livello intermedio II, alto livello III), elemento che potrebbe essere tenuto in considerazione solamente per la parte di formazione specifica, mentre la parte comune dovrebbe comprendere tutte quelle competenze interdisciplinari sconosciute a tutti i livelli.

Curriculum (programma) per la formazione e vademecum (manuale-linee guida)

Il programma e il vademecum dovrebbero essere strutturati tenendo conto degli obiettivi del progetto e del diritto delle donne alla giustizia e alla tutela e comprendere non solo i contenuti normativi precisi (insegnati con il consueto metodo frontale), ma anche variegati metodi didattici interattivi, incoraggiando e rafforzando le abilità psico-sociali sulla violenza del partner nelle relazioni di intimità (IPV), assenti negli operatori del sistema giudiziario.

8. Template

Petrou George (Dimitra)

A. Name

B. Name of Institution / Sector (eg. Name of institution/women associations or public social services, etc.)

C. Professional Activity (eg. Lawyer/jurist, psychologist, sociologist, criminologist, etc.)

D. Experience Background (max 100 words)

(Please specify your relevant working experience on the subject; eg. Which target group, which field of experience, for how many years, etc.)

E. Knowledge of English

9. Template

Marcella Pirrone

SCHEME/QUESTIONARY as integration to the DIMITRA template

- A. Name of Partner/Organisation
- B. With reference to your training activities/experiences described already on Dimitra template what has in your opinion worked very well (good practice)?
- C. With reference to training activities/experiences described already on Dimitra template what has in your opinion not worked well?
- D. What was/is in your opinion missing in your local/national context to provide a successful training for the legal operators?
- E. Proposals to improve the situation

10. Initial Questionnaire for Law Enforcement Agencies and the Local Police

A. Sex: M ☐ F ☐

How long have you been in service?

For which force: State Police ☐
 Carabinieri ☐
 Municipal Police ☐

What kind of activity do you carry out?

Flying squad	
Investigation activity	
Office	
Other	

Do you know the meaning of the expression “gender violence”?

During your activity, have you ever intervened in cases of violence against women?

If that was the case, can you describe the situation briefly?

How often do you deal with cases of violence against women? Often Rarely Never

B. If you have taken part in previous training courses on gender violence/ violence against women

Of all the subjects dealt with in the previous training courses, what were the most useful ones for your job?

Of all the training experiences

- What did you like? What was useful?
- What was not useful?

What important subject for the cases of violence against women was not tackled?

Do you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?
- Work method (e.g. frontal lessons, work group, case study, etc.)

- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

C. If you have never taken part in training courses on gender violence/ violence against women

According to your professional experience, what important subject for the cases of violence against women should be tackled?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?
- Work method (e.g. frontal lessons, work group, case study, etc.)
- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

11. Questionario iniziale rivolto alle Forze dell’Ordine e Polizia Locale

A. Sesso: M ☐ F ☐

Da quanto tempo sei in servizio?

Presso quale corpo: Polizia di Stato ☐
 Carabinieri ☐
 Polizia municipale ☐

Che tipo di lavoro svolgi?

Volante	
Attività investigativa	
Ufficio	
Altro	

Sai cosa si intende con “violenza di genere”?

Nel tuo lavoro sei mai intervenuta/o in casi di violenza contro le donne?

Se sì, puoi descrivere brevemente di cosa si trattava?

Quanto spesso ti occupi di violenza contro le donne? Spesso Raramente Mai

B. Se hai partecipato a precedenti corsi formativi sulla violenza di genere/contro le donne

Tra i temi/argomenti affrontati nelle precedenti formazioni, cosa è stato più utile per il tuo lavoro?

Rispetto alle esperienze formative nel loro complesso,

– cosa ti è piaciuto? cosa è stato efficace?

– cosa non lo è stato?

Quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

Ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?

C. Se non hai mai partecipato a corsi formativi sulla violenza di genere/contro le donne

Sulla base della tua esperienza professionale quale tema/argomento importante per i casi di violenza sulle donne dovrebbe essere affrontato?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?

12. Initial Questionnaire for Magistrates

A. Sex: M ☐ F ☐

How long have you been in the magistrature?

What kind of function are you carrying out and how long have you been carrying out this function?

Do you know the meaning of the expression “gender violence”?

During your activity, have you ever intervened in cases of violence against women?

If that was the case, can you describe the situation briefly?

How often do you deal with cases of violence against women? Often Rarely Never

B. If you have taken part in previous training courses on gender violence/ violence against women

Of all the subjects dealt with in the previous training courses, what were the most useful ones for your job?

Of all the training experiences:

- What did you like? What was useful?
- What was not useful?

What important subject for the cases of violence against women was not tackled?

Do you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?

- Work method (e.g. frontal lessons, work group, case study, etc.)
- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

C. If you have never taken part in training courses on gender violence/ violence against women

According to your professional experience, what important subject for the cases of violence against women should be tackled?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?
- Work method (e.g. frontal lessons, work group, case study, etc.)
- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

13. Questionario iniziale rivolto a Giudici e Magistrati

A. Sesso: M ☐ F ☐

Da quanto tempo sei in Magistratura?

Quale funzione svolgi attualmente e da quanto tempo?

Sai cosa si intende con “violenza di genere”?

Nel tuo lavoro sei mai intervenuta/o in casi di violenza contro le donne?

Se sì, puoi descrivere brevemente di cosa si trattava?

Quanto spesso ti occupi di violenza contro le donne? Spesso Raramente Mai

B. Se hai partecipato a precedenti corsi formativi sulla violenza di genere/contro le donne

Tra i temi/argomenti affrontati nelle precedenti formazioni, cosa è stato più utile per il tuo lavoro?

Rispetto alle esperienze formative nel loro complesso,

– cosa ti è piaciuto? cosa è stato efficace?

– cosa non lo è stato?

Quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

Ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?

C. Se non hai mai partecipato a corsi formativi sulla violenza di genere/contro le donne

Sulla base della tua esperienza professionale quale tema/argomento importante per i casi di violenza sulle donne dovrebbe essere affrontato?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?

14. Initial Questionnaire for Lawyers

A. Sex: M ☐ F ☐

How long have you been registered in the Bar?

What is your main field of activity?

Criminal lawyer ☐

Civil lawyer ☐

Other ☐

Do you know the meaning of the expression “gender violence”?

During your activity, have you ever intervened in cases of violence against women?

If that was the case, can you describe the situation briefly?

How often do you deal with cases of violence against women? Often Rarely Never

B. If you have taken part in previous training courses on gender violence/ violence against women

Of all the subjects dealt with in the previous training courses, what were the most useful ones for your job?

Of all the training experiences

– What did you like? What was useful?

– What was not useful?

What important subject for the cases of violence against women was not tackled?

Do you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?
- Work method (e.g. frontal lessons, work group, case study, etc.)
- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

C. If you have never taken part in training courses on gender violence/ violence against women

According to your professional experience, what important subject for the cases of violence against women should be tackled?

What kind of advice would you give for the organization of a future course, as for:

- The subjects to deal with
- Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?
- Work method (e.g. frontal lessons, work group, case study, etc.)
- Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)
- Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)
- Who should take part in the course, in your opinion?

15. Questionario iniziale per Avvocato/i

A. Sesso: M ☐ F ☐

Da quanto tempo sei iscritta/o all'ordine?

Quale è il tuo settore prevalente di attività?

Penalista ☐

Civilista ☐

Altro ☐

Sai cosa si intende con "violenza di genere"?

Nel tuo lavoro sei mai intervenuta/o in casi di violenza contro le donne?

Se sì, puoi descrivere brevemente di cosa si trattava?

Quanto spesso ti occupi di violenza contro le donne? Spesso Raramente Mai

B. Se hai partecipato a precedenti corsi formativi sulla violenza di genere/contro le donne

Tra i temi/argomenti affrontati nelle precedenti formazioni, cosa è stato più utile per il tuo lavoro?

Rispetto alle esperienze formative nel loro complesso,

– cosa ti è piaciuto? cosa è stato efficace?

– cosa non lo è stato?

Quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

Ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

– argomenti da trattare?

– aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?

– metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?

– profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)

– composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?

– chi pensi dovrebbe frequentare il corso?

C. Se non hai mai partecipato a corsi formativi sulla violenza di genere/contro le donne

Sulla base della tua esperienza professionale quale tema/argomento importante per i casi di violenza

sulle donne dovrebbe essere affrontato?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?

16. Initial Questionnaire for the Public Target

1. GENDER M ☐ F ☐

2. AGE

☐ under 30 ☐ 31-40 ☐ 41-50 ☐ over 50

3. PROFESSION

- ☐ Public Prosecutor
- ☐ Preliminary investigations magistrate
- ☐ Public prosecutor's office of ...
- ☐ Carabinieri
- ☐ State Police
- ☐ Municipal police
- ☐ Forensic scientist

4. HOW LONG HAVE YOU BEEN CARRYING OUT YOUR PROFESSION

- ☐ up to 2 years ☐ from 3 to 5 years ☐ from 6 to 10 years
- ☐ from 11 to 20 years ☐ for more than 20 years

5. HOW OFTEN, IN YOUR JOB, DO YOU ENCOUNTER WOMEN WHO SUFFER VIOLENCE IN INTIMATE RELATIONSHIPS?

	by partners/ former partners	by someone else
very often	<input type="checkbox"/>	<input type="checkbox"/>
often	<input type="checkbox"/>	<input type="checkbox"/>
sometimes	<input type="checkbox"/>	<input type="checkbox"/>
rarely	<input type="checkbox"/>	<input type="checkbox"/>
very rarely	<input type="checkbox"/>	<input type="checkbox"/>
almost never	<input type="checkbox"/>	<input type="checkbox"/>
never	<input type="checkbox"/>	<input type="checkbox"/>

6. DURING YOUR PROFESSIONAL CAREER, WHAT KIND OF VIOLENCE AGAINST WOMEN HAVE YOU ENCOUNTERED?

	by partners/ former partners	by someone else
physical	<input type="checkbox"/>	<input type="checkbox"/>
psychological	<input type="checkbox"/>	<input type="checkbox"/>
sexual	<input type="checkbox"/>	<input type="checkbox"/>
verbal	<input type="checkbox"/>	<input type="checkbox"/>
economic	<input type="checkbox"/>	<input type="checkbox"/>
social	<input type="checkbox"/>	<input type="checkbox"/>

7. HOW OFTEN IN YOUR JOB DO YOU ENCOUNTER MEN WHO EXERT VIOLENCE ON THEIR FEMALE PARTNERS?

	partners/ former partners	someone else
very often	<input type="checkbox"/>	<input type="checkbox"/>
often	<input type="checkbox"/>	<input type="checkbox"/>
sometimes	<input type="checkbox"/>	<input type="checkbox"/>
rarely	<input type="checkbox"/>	<input type="checkbox"/>
very rarely	<input type="checkbox"/>	<input type="checkbox"/>
almost never	<input type="checkbox"/>	<input type="checkbox"/>
never	<input type="checkbox"/>	<input type="checkbox"/>

8. IS THIS TRAINING COURSE HELD DURING WORKING HOURS?

Yes

No

9. WHAT ARE YOUR PERSONAL REASONS FOR TAKING PART IN THIS COURSE? (*you can choose more than one answer*)

- ☐ increasing my knowledge of the phenomenon of violence against women
- ☐ becoming more aware of the problem of gender violence
- ☐ being able to provide adequate support to women in situations of violence
- ☐ sending women to the services/ associations/ entities which are the most appropriate for providing support to them
- ☐ becoming part of a support network
- ☐ finding other collaborations and other contacts in other services that are involved in the project
- ☐ improving my ability to listen and to communicate
- ☐ strengthening my competences in the future management of cases of gender violence
- ☐ other

10. DO YOU HAVE ANY DOUBTS ON THIS TRAINING COURSE YOU ARE ABOUT TO TAKE PART IN? YES NO

10.1 If yes, which ones?

11. WHAT DO YOU EXPECT FROM THIS TRAINING PROJECT? *(you can choose more than one answer)*

- ☐ new knowledge/ information and results of research
- ☐ finding new partners for cooperation among services/ associations/ entities
- ☐ having information about the working method/ the method of intervention of other entities/ institutions/ associations/ services
- ☐ knowing how to support women who experience situations of violence
- ☐ knowing how to deal with women who suffer violence
- ☐ receiving guidelines for action
- ☐ being stimulated by new ideas on how to tackle the problem of violence with the victims
- ☐ being stimulated by new ideas on how to tackle the problem of violence with the aggressors
- ☐ I have no expectations
- ☐ other

DO YOU THINK THAT WHAT YOU HAVE LEARNT CAN BE USEFUL MAINLY

	A little	To some extent	Quite a lot	Very much
to me, for general knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
for my daily work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to my organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. HAVE YOU TAKEN PART IN PREVIOUS TRAINING COURSES ON GENDER VIOLENCE/ VIOLENCE AGAINST WOMEN? YES NO

13.1 If you have answered yes, of all the training experiences:

13.1.a. what did you like most?

13.1.b. what were the most useful parts of the experiences?

13.1.c. what was not useful?

13.1.d. What important subject for the cases of violence against women was not tackled?

13.1.e. Did you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

12.2. If you have never taken part in training courses on gender violence/ violence against women, according to your professional experience, what important subject for the cases of violence against women should be tackled?

Do you have any suggestions for the organization of a future course?

17. Questionario iniziale rivolto al target pubblico

1. GENERE M ☐ F ☐

2. ETÀ

☐ fino a 30 anni ☐ 31-40 ☐ 41-50 ☐ sopra 50

3. PROFESSIONE

☐ Pubblico Ministero

☐ Giudice Indagine Preliminari

☐ Procura della Repubblica di ...

☐ Arma dei Carabinieri

☐ Polizia di Stato

☐ Polizia Municipale

☐ Medico Legale

4. DA QUANTO TEMPO SVOLGE LA SUA PROFESSIONE

☐ fino a 2 anni ☐ dai 3 ai 5 anni ☐ dai 6 ai 10 anni

☐ dagli 11 ai 20 anni ☐ da più di 20 anni

5. QUANTO SPESSO NELLA SUA PROFESSIONE, LE CAPITA D'INCONTRARE DONNE CHE SUBISCONO VIOLENZA NELLE RELAZIONI D'INTIMITÀ?

	da parte di partner/ex	da altri
molto spesso	<input type="checkbox"/>	<input type="checkbox"/>
spesso	<input type="checkbox"/>	<input type="checkbox"/>
qualche volta	<input type="checkbox"/>	<input type="checkbox"/>
raramente	<input type="checkbox"/>	<input type="checkbox"/>
molto raramente	<input type="checkbox"/>	<input type="checkbox"/>
quasi mai	<input type="checkbox"/>	<input type="checkbox"/>
mai	<input type="checkbox"/>	<input type="checkbox"/>

6. NELLA SUA PRATICA PROFESSIONALE QUALE FORMA DI VIOLENZA CONTRO LE DONNE HA FINORA INCONTRATO?

	da parte di partner/ex	da altri
fisica	<input type="checkbox"/>	<input type="checkbox"/>
psicologica	<input type="checkbox"/>	<input type="checkbox"/>
sessuale	<input type="checkbox"/>	<input type="checkbox"/>
verbale	<input type="checkbox"/>	<input type="checkbox"/>
economica	<input type="checkbox"/>	<input type="checkbox"/>
sociale	<input type="checkbox"/>	<input type="checkbox"/>

7. QUANTO SPESSO NELLA SUA PROFESSIONE, LE CAPITA D'INCONTRARE UOMINI CHE AGISCONO VIOLENZA SULLE LORO PARTNER?

	da parte di partner/ex	da altri
molto spesso	<input type="checkbox"/>	<input type="checkbox"/>
spesso	<input type="checkbox"/>	<input type="checkbox"/>
qualche volta	<input type="checkbox"/>	<input type="checkbox"/>
raramente	<input type="checkbox"/>	<input type="checkbox"/>
molto raramente	<input type="checkbox"/>	<input type="checkbox"/>
quasi mai	<input type="checkbox"/>	<input type="checkbox"/>
mai	<input type="checkbox"/>	<input type="checkbox"/>

8. QUESTA FORMAZIONE SI SVOLGE DURANTE L'ORARIO DI SERVIZIO? Sì No,
in altro orario

9. QUAL È LA SUA MOTIVAZIONE PERSONALE PER LA PARTECIPAZIONE A QUESTA FORMAZIONE? *(sono possibili più risposte)*

- ☐ maggiore conoscenza del fenomeno della violenza contro le donne
- ☐ diventare più sensibile ai temi della violenza di genere
- ☐ essere in grado di sostenere al meglio le donne in situazioni di violenza
- ☐ poter inviare le donne ai servizi/associazioni/Enti più adatti a sostenerle
- ☐ diventare parte di una rete di sostegno
- ☐ trovare altre collaborazioni e referenti in altri servizi coinvolti
- ☐ migliorare la capacità di ascolto e di comunicazione
- ☐ rafforzare le mie competenze nella futura gestione di casi di violenza di genere
- ☐ altro

10. HA PERPLESSITÀ SU QUESTA FORMAZIONE A CUI STATE PER PARTECIPARE?

SÌ NO

10.1 Se sì, quali?

11. COSA SI ASPETTA DA QUESTA FORMAZIONE? *(sono possibili più risposte)*

- ☐ nuove conoscenze/informazioni e risultati di ricerche
- ☐ trovare nuovi partner per la cooperazione fra servizi / associazioni /enti
- ☐ conoscere il metodo di lavoro/intervento di altri enti/istituzioni/associazioni/servizi
- ☐ sapere come sostenere le donne che vivono in situazioni di violenza
- ☐ sapere come affrontare il disagio di trovarsi di fronte a donne che subiscono violenza
- ☐ ottenere linee guida d'intervento
- ☐ essere stimolati da nuove idee su come affrontare il problema della violenza con le vittime
- ☐ essere stimolati da nuove idee su come affrontare il problema della violenza con i maltrattanti
- ☐ non ho alcuna aspettativa
- ☐ altro

RITIENE CHE QUANTO APPRESO POTRÀ ESSERE UTILE PRINCIPALMENTE

	poco	abbastanza	molto	moltissimo
a me, per cultura generale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
per il mio lavoro quotidiano	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alla mia organizzazione di appartenenza	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. HA PARTECIPATO A PRECEDENTI CORSI FORMATIVI SULLA VIOLENZA DI GENERE/CONTRO LE DONNE? SI NO

13.1 se sì, rispetto alle esperienze formative nel loro complesso:

13.1.a. cosa le è piaciuto di più?

13.1.b.cosa è stato più efficace?

13.1.c. cosa non lo è stato?

13.1.d. quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

13.1.e. ti sei sentita/sentito più preparata/preparato ad affrontare nel suo lavoro i casi di violenza sulle donne dopo la formazione seguita?

12.2. Se non hai mai partecipato a corsi formativi sulla violenza di genere/contro le donne, sulla base della sua esperienza professionale quale tema/argomento importante per casi di violenza sulle donne dovrebbe essere affrontato?

Avrebbe qualche suggerimento da dare per l'organizzazione di un futuro corso?

18. Final Questionnaire for Public Operators

A. Sex: M ☐ F ☐

How long have you been in service?

For which force:

State Police ☐Carabinieri ☐Municipal Police ☐

What kind of activity do you carry out?

Flying squad	
Investigation activity	
Office	
Other	

During your activity, have you ever intervened in cases of violence against women?

If that was the case, can you describe the situation briefly?

How often do you deal with cases of violence against women? Often Rarely Never

Express an overall judgment on the course you took part in:	Negative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent
---	----------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------

Did the contents of the course coincide with the program?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, totally
---	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------

In your opinion, have the main goals of the course been met?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
--	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------------

Have the contents of the course met your expectations?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
--	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------------

Of all the subjects dealt with in this training cycle, what were the most useful ones for your job?

– What did you like? What was useful?

– What was not useful?

What important subject for the cases of violence against women was not tackled?

Do you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

What kind of advice would you give for the organization of a future course, as for:

– The subjects to deal with

– Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?

– Work method (e.g. frontal lessons, work group, case study, etc.)

– Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)

– Composition of the class group (e.g. professionals: of the same force, of the same institution but with a different level of responsibility, different professionals, also from other institutions, etc.)

– Who should take part in the course, in your opinion?

– Other suggestions for the organization of a future course...

14. Do you think that the results of the training activity have created the conditions:								
to stipulate operational protocols <i>if yes, what kind of protocols?</i>	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
for networking <i>if yes, for what operators?</i>	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely

19. Questionario finale per operatori pubblici

A. Sesso: M ☐ F ☐

Da quanto tempo sei in servizio?

Presso quale corpo:

Polizia di Stato ☐

Carabinieri ☐

Polizia municipale ☐

Che tipo di lavoro svolgi?

Volante	
Attività investigativa	
Ufficio	
Altro	

Nel tuo lavoro sei mai intervenuta/o in casi di violenza contro le donne?

Se sì, puoi descrivere brevemente di cosa si trattava?

Quanto spesso ti occupi di violenza contro le donne? Spesso Raramente Mai

Esprimi un giudizio complessivo sul corso a cui ha partecipato:	Negativo	①	②	③	④	⑤	⑥	Ottimo
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I contenuti del corso, così come sono stati svolti, hanno corrisposto al programma?	No, per nulla	①	②	③	④	⑤	⑥	Sì, totalmente
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A tuo giudizio, ritiene che i principali obiettivi che il corso si proponeva siano stati raggiunti?	No, per nulla	①	②	③	④	⑤	⑥	Sì, totalmente
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I contenuti del corso, così come sono stati svolti, hanno corrisposto alle tue aspettative?	No, per nulla	①	②	③	④	⑤	⑥	Sì, totalmente
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Tra i temi/argomenti affrontati in questo ciclo formativo, cosa è stato più utile per il tuo lavoro?

– cosa ti è piaciuto? cosa è stato efficace?

– cosa non lo è stato?

Quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

Ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

– argomenti da trattare?

– aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?

– metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?

– profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)

– composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?

– chi pensi dovrebbe frequentare il corso?

– altri suggerimenti per l'organizzazione di un futuro corso...

14. Ritieni che i risultati dell'attività formativa abbiamo creato i presupposti per:								
stipulare protocolli operativi se sì, vuole specificarne la tipologia?	No, per nulla	①	②	③	④	⑤	⑥	Sì, totalmente
lavorare in rete se sì, vuole specificare gli operatori?	No, per nulla	①	②	③	④	⑤	⑥	Sì, totalmente

20. Final Questionnaire for Lawyers

A. Sex: M ☐ F ☐

How long have you been registered in the Bar?

What is your main field of activity?

Criminal lawyer ☐

Civil lawyer ☐

Other ☐

During your activity, have you ever intervened in cases of violence against women?

If that was the case, can you describe the situation briefly?

How often do you deal with cases of violence against women? Often Rarely Never

Express an overall judgment on the course you took part in:	Negative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent
--	----------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------

Did the contents of the course coincide with the program?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, totally
--	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------

In your opinion, have the main goals of the course been met?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
---	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------------

Have the contents of the course met your expectations?	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
---	------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-----------------

Of all the subjects dealt with in this training cycle, what were the most useful ones for your job?

– What did you like? What was useful?

– What was not useful?

What important subject for the cases of violence against women was not tackled?

Do you feel better prepared in dealing with cases of violence against women in your job, after the training courses you took part in?

What kind of advice would you give for the organization of a future course, as for:

– The subjects to deal with

– Organizational aspects (e.g. length of each lesson, frequency of the lessons, lesson timetable, etc.)?

– Work method (e.g. frontal lessons, work group, case study, etc.)

– Profile of the teachers (e.g. university professors, professionals working in the field, volunteers)

– Composition of the class group (e.g. professionals: of the same force, of the same institution but with

a different level of responsibility, different professionals, also from other institutions, etc.)

– Who should take part in the course, in your opinion?

– Other suggestions for the organization of a future course...

14. Do you think that the results of the training activity have created the conditions:								
to stipulate operational protocols <i>if yes, what kind of protocols?</i>	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely
for networking <i>if yes, for what operators?</i>	Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, absolutely

21. Questionario finale per Avvocato/i

A. Sesso: M ☐ F ☐

Da quanto tempo sei iscritta/o all'ordine?

Quale è il tuo settore prevalente di attività?

Penalista ☐

Civilista ☐

Altro ☐

Nel tuo lavoro sei mai intervenuta/o in casi di violenza contro le donne?

Se sì, puoi descrivere brevemente di cosa si trattava?

Quanto spesso ti occupi di violenza contro le donne? Spesso Raramente Mai

Esprimi un giudizio complessivo sul corso a cui ha partecipato:	Negativo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ottimo
--	----------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------

I contenuti del corso, così come sono stati svolti, hanno corrisposto al programma?	No, per nulla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sì, totalmente
---	---------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	----------------

A tuo giudizio, ritiene che i principali obiettivi che il corso si proponeva siano stati raggiunti?	No, per nulla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sì, totalmente
---	---------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	----------------

I contenuti del corso, così come sono stati svolti, hanno corrisposto alle tue aspettative?	No, per nulla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sì, totalmente
---	---------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	----------------

Tra i temi/argomenti affrontati in questo ciclo formativo, cosa è stato più utile per il tuo lavoro?

– cosa ti è piaciuto? cosa è stato efficace?

– cosa non lo è stato?

Quale tema/argomento importante per i casi di violenza sulle donne non è stato affrontato?

Ti senti più preparata/o ad affrontare nel tuo lavoro i casi di violenza sulle donne dopo la formazione seguita?

Quali suggerimenti daresti per l'organizzazione di un futuro corso rispetto a:

- argomenti da trattare?
- aspetti organizzativi (es. durata di ogni lezione, frequenza delle lezioni, orario di lezione nella giornata, ecc.)?
- metodologia di lavoro (es. lezioni frontali, lavoro di gruppo, studio di casi, ecc.)?
- profilo delle/dei docenti (es. docenti universitari, operatori professionisti dell'ambito, volontari)
- composizione del gruppo classe (es. figure professionali: di uno stesso corpo, della stessa istituzione ma con diverso livello di responsabilità, diverse figure professionali anche di altre istituzioni, ecc.)?
- chi pensi dovrebbe frequentare il corso?
- altri suggerimenti per l'organizzazione di un futuro corso...

14. Ritieni che i risultati dell'attività formativa abbiamo creato i presupposti per:								
stipulare protocolli operativi se sì, vuole specificarne la tipologia?	No, per nulla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sì, totalmente
lavorare in rete se sì, vuole specificare gli operatori?	No, per nulla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sì, totalmente

22. Training Activity Evaluation Form

Partner...

Date...

Total amount of hours: 65

Started on...ended on...

Reason for any change of the initial schedule...

SUBDIVISION OF THE TRAINING HOURS

no. 25 hours for public operators: no. ...meetings each one of no. ...hours

no. 25 hours for private operators: no. ...meetings each one of no. ...hours

no. 15 hours for both public and private operators: no. ...meetings each one of no. ...hours

Reason for any change of the initial schedule...

DESCRIPTION OF THE TARGET GROUPS

Number of participants...

Magistrates no. ...

(specifying the different office in which they work)

Public Prosecutors no. ...

Examining judges no. ...

Lay magistrates no. ...

Other magistrates no. ...

Law Enforcement agents/Police no.

(specifying the different office in which they work)

State Police no. ...

Arma dei Carabinieri no. ...

Local Police no. ...

Forensic pathologists no. ...

Lawyers no. ...

Other notes ...

TARGET OF THE TEACHERS

Number of the teachers ...

– Lawyers no. ...

– Magistrates no. ...

– Academic teachers no. ...

– Associations no. ...

– Gynecologists no. ...

– Forensic pathologists no. ...

– Psychologists no. ...

– Criminologists no. ...

– Social workers no. ...

– Law Enforcement agents no. ...

– Others no. ...

Number of paid teachers ...

Number of unpaid teachers ...

Teaching techniques:

☐ lesson

☐ discussion

☐ slides and power point

☐ role playing

☐ analysis of practical cases

☐ working groups

☐ information videos

☐ other techniques...

Recording of the meetings

YES

NO

Transcription of the meetings recordings

YES

NO

VISITING MEMBERS OF THE LOCAL NETWORK

Associations (listing which ones) ...

Local authorities (listing which ones)...

Other institutions:

Judiciary ...

Professional bodies ...

Law enforcement ...

Prefecture ...

Other visiting members ...

INDICATORS FOR THE MONITORING AND THE QUALITY EVALUATION:

Refused requests of participation and/or application no....

Participation of at least 30 operators for each target

Continuity of the participation percentage (on the basis of the number of the hours)

Participants who have attended at least 80% of the hours of the training course no.

Participants who have attended at least 60% of the hours of the training course no.

Participants who have attended at least 40% of the hours of the training course no.

Continuity of the participation percentage (on the basis of the number of the meetings)

Participants who have attended at least 80% of the lessons of the training course no.

Participants who have attended at least 60% of the lessons of the training course no.

Participants who have attended at least 40% of the lessons of the training course no.

Other notes...

Evaluation and approval of the training activity

Percentage of participants who have positively evaluated the training course with regard to expectations:

80% no. ...

50% no.

Percentage of participants who have positively evaluated the training course with regard to its usefulness for their job:

80% no.

50% no.

Other notes...

ACHIEVEMENTS OF THE GOALS:

- increase of awareness on the field of gender violence: 85%
- improvement of the reception and listening skills: 85%
- editing of vademecum: 85%
- creation of the conditions to elaborate an operative protocol: 85%
- creation of the conditions to elaborate an integrated network protocol: 85%
- sharing of experience and working method: 85%

Other notes...

Formulation of proposals and amendments...

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Presso Officine Grafiche Litosei (Rastignano)