

THE PROVISION OF GOOD COMPREHENSIVE CRISES CENTERS SERVICES

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THE SECRETARIAT OF THE SHELTER MOVEMENT

History

- The first shelter was established in Oslo in 1978, with public funding.
- Soon local woman's groups in different parts of the country started opening shelters. These women's groups constituted the unique and historic Shelter movement of Norway.
- Since 1980, the Movement grew with more shelters being started up in different parts of the country.



Shelters provide

- A safe place of refuge for women and their children who have been exposed to men's violence
- Support and counselling
- Support in meeting the social services, doctors, lawyers, housing authorities, and other services
- A meeting ground for battered woman to meet other woman in similar situations
- Possibility to call for information and help regarding women's rights
- Counselling and practical follow up during day time or by telephone

The shelter provide services for women, men and their children who have been exposed to:

- Economic violence
- Social violence
- Psychological violence/threats
- Physical violence
- Sexual assaults – rape
- Forced marriage
- Female genital mutilation
- Prostitution
- Trafficking in women

«My husband treated me like a slave, and I was not allowed to have my own bank account. I had to deposit the wage I recieved for my job as a nursing assistant in his account. He had full control of my finances.»

The women is satisfied with the help from the shelters

«I came here without legs and without arms. Now they are growing out again and I can manage on my own.»

Women in a report from 2010 tells of the hospitality, care and practical help that they have received in the shelter. It's about shared cooking and meals, child care, help to bring and collect children in kindergartens and schools, help with moving, etc.

Services at the shelter are described in family terms, "like coming home". The women emphasize particular employee accessibility and emotional support in a difficult situation.

Many women prefer the security and protection as an important factor to seek help at a shelter. A woman reviews the shelter as "the only safe place to be" and continues:

"If I had gone to others, he would have found me. I wanted a place of safety, to sign out from the world" and " ... where he does not find me". The women can get away and be "alone" from the abuser and family she don't want interference from.

"You know that there is a very good security here. There is someone at work to assure that we are safe."

(A home for us, a home for you" fra NKVTS 2010)

(Jonassen & Skogøy, 2010)

The uniqueness and the success of the shelters

- Shelter never mediate - they believe in a woman's story and her experience of violence
- The women's needs are put first - as opposed to the client needs to be adapted to a system
- Women and children are active actors in their own lives
- Closeness to the women – the women is not a client within a system- is on the woman's side
- Time - no waiting lists and appointments
- The shelters fills an unmet need in the support system
- Shelters have a clear gender perspective in their work



Crisis Centre Act - 2009

Section 1. *The purpose of the Act*

The purpose of this Act is to ensure the provision of a good, comprehensive crisis centre service for women, men and children who are subjected to domestic violence or threats of such violence.

The Act also confirm that women and men who are victims of trafficking and forced marriage shall have the same rights

Section 2. *Requirements for the crisis centre service*

The municipality shall ensure the provision of a crisis centre service that may be used by persons who are subjected to domestic violence or threats of such violence, and who need counselling or safe, temporary accommodation.

The service shall provide users with support, guidance and help to contact other parts of the public service system and shall comprise:

- (a) a crisis centre or similar free, year-round, 24-hour, safe, temporary accommodation, and
- (b) free daytime services, and
- (c) a year-round, 24-hour telephone help line where persons specified in the first paragraph can obtain advice and guidance, and
- (d) follow-up during the re-establishment stage;

Section 2. *Requirements for the crisis centre service*

- Individuals may contact the crisis centre service mentioned in the second paragraph directly, without a referral or an appointment.
- The municipality shall ensure a high-quality service, which includes ensuring that the employees are qualified to meet the special needs of the users.
- Accommodation for women and accommodation for men shall be physically separate.

Section 3. *Adaptation of services to individual needs*



- The municipality shall ensure that the service is adapted as far as possible to meet the needs of individual users.
- The municipality shall ensure that children are provided with adequate care that is adapted to their special needs, and shall also ensure that the rights of children under other legislation are fulfilled.
- The municipality shall ensure that accommodation and daytime service users have access to a qualified translator if this is necessary in order to ensure that they receive adequate services.
- The municipality shall ensure that procedures are established for quality assurance, procurement and payment of translator services.

Section 4. *Coordination of services*

- The municipality shall ensure that women, men and children who are subjected to domestic violence or threats of such violence are provided with comprehensive follow-up by coordinating the assistance provided by the crisis centre service with assistance provided by other parts of the public service system.

Section 5. *Duty of confidentiality*

Section 6. *Disclosure of information to the child welfare service*

All persons who perform a service or work under this Act shall, in the performance of their work, be alert to circumstances that may lead to action by the child welfare service.

Section 7. *Police certificate*

Any person who is employed by or is assigned responsibilities that entail contact with users of a crisis centre or similar accommodation or daytime services shall present a police certificate.

Section 8. *Internal control*

The municipality shall establish an internal control system to ensure that the undertakings and services constituting the crisis centre service perform their functions in accordance with the requirements laid down by statute or regulation. The municipality must be able to explain how this duty is fulfilled.

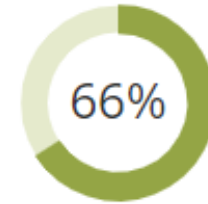
Statistics

1 806

In 2017, 1.806 adults lived in a shelter

10 620

54 % of the women who use the day offer was women with Norwegian background



66 % of the women who stayed in the shelters in 2017 had immigrant background. 25 % of these was married to a Norwegian man

Norwegian women stays ab. 18 days and nights in the shelters

Women with immigrant background stays ab. 31 days and nights in the shelter

1 483 children in 2017

Around half of the children were 0 – 5 years old.

Kvinner som rapporterer at
de er utsatt for vold ²⁾

Kvinner som ikke rapporterer
at de er utsatt for vold ³⁾

Toppen av et isfjell

Tall på volden

Det norske samfunn har noen indikasjoner på hvor mange som hver dag utsettes for overgrep, men manglende nasjonale forekomstundersøkelser og statistikk fra ulike etater er med på å undergrave et alvorlig samfunnsproblem.

The numbers we can see is only the tip of the iceberg.

Statistics on violence against women is an important indicator on gender equality, welfare and the insurance of human rights in a society.

1. Women at the shelters
2. Women who reports violence
3. Women who do not report violence

The Istanbul Convention

Action against violence against women and domestic violence

Article 1 – Purposes of the Convention

The purposes of this Convention are to a) protect women against all forms of violence, and prevent, prosecute and eliminate violence against women and domestic violence; b) contribute to the elimination of all forms of discrimination against women and promote substantive equality between women and men, including by empowering women (...)

Article 9 – Non-governmental organizations and civil society

Parties shall recognize, encourage and support, at all levels, the work of relevant non-governmental organizations and of civil society active in combating violence against women and establish effective co-operation with these organizations.

Article 23 – Shelters

Parties shall take the necessary legislative or other measures to provide for the setting-up of appropriate, easily accessible shelters in sufficient numbers to provide safe accommodation for and to reach out pro-actively to victims, especially women and their children.

Istanbul convention 1. year anniversary

ARTIKKEL 23

PARTENE SKAL TREFFE DE TILTAK SOM ER
NØDVENDIGE FOR Å **OPPRETTE ET TILSTREKKELIG**
ANTALL HENSIKTSMESSIGE OG LETT TILGJENGELIGE
KRISESENTRER SOM KAN GI HUSVÆRE TIL OFRENE,
OG SÆRLIG **TIL KVINNER OG DERES BARN**, OG
FOR Å HJELPE DEM PÅ EN PROAKTIV MÅTE.

ARTIKKEL 1

KONVENSJON HAR SOM FORMÅL Å **BESKYTTE**
KVINNER MOT ALLE FORMER FOR VOLD, OG Å
FOREBYGGE, RETTSFORFØLGE OG AVSKAFFE VOLD
MOT KVINNER OG VOLD I NÆRE RELASJONER (...)

The evaluation of the municipalities responsibility to provide a shelter service shows:

- Do not have sufficient services to victims of violence with severe drug abuse problems
- People with disabilities do not have sufficient service
- Men who are victims of violence
- Not all the services are available 24/7
- Variations in the services

(Bakketeig, E. m fl (2014) Krisesentertilbudet i kommunene. Evaluering av kommunenes implementering av krisesenterloven. Oslo: NOVA).

Special needs of victims of violence

- Prevent and stop all forms of violence against women and domestic violence
- That the totality of services are visible and user-friendly we need a national phone service and one website with information about rights and help.
- A model in each local authority who is responsible for ensuring the existence of adequate and coordinated services for victims of violence.
- It is important that all services are seen from the users point of view, in ensuring that services are available, flexible, meet quality standards, are unbureaucratic and coordinated
- Establishes special service and help for victims with mental illness or drug and alcohol-related problems.
- Abused women, men and children must be guaranteed mental health services when they are in need of this, and must have this provided free of charge.