



**Interdepartmental work in  
combating mens violence against  
woman**



**Krisesenter**  
sekretariatet

# The success of the shelters is:

Shelter never mediate - we 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 the work

The Secretariat of The Shelter  
Movement 2011



## The women is satisfied with the help from the shelters



Women in the 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, she 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.

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

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

➤(Jonassen & Skogøy, 2010, s. 139).

**”It felt nice to be locked inside and finally be able to sleep in peace”**



Hanne is in prison.

She was abused as a child and she has lived with several men who abused her.

The lack of help and support from professionals to live a life without violence early thought her to think that "this is something I have to live with".

Today she get help though group sessions/counseling for victims of violence in prison.

**”Finally I get help”**



Thanks to close follow-up from the shelter for over 2 years, Mira and her children is living an independent life without violence in her own apartment.

She and the children lived for several years of severe violence from her husband.

In the emergency and resettlement phase, she and the children have been in contact with 120 helpers in 100 departments and subordinate agencies.

## National policy



- The Government states that there is an overriding goal to promote the development of comprehensive, accessible and academically excellent services.

Men's violence against women should be made visible, prevented, defeated, and measures should be taken to provide assistance, support and protection, both in an acute situation and in the re-establishment phase for the victim.

The Government emphasizes that it is a priority to ensure that victims of violence receive adequate help, protection and assistance. At the same time emphasizes that it is required with greater openness and knowledge about how it is possible to get assistance so that all women victims of violence can benefit from the opportunities that exist

- **Competence and skills=**

**Knowledge about and insight into men's violence against women.**

# The many faces of violence



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- Sexual harassment
- Social violence
- Financial violence
- Psychological violence/threats
- Material violence
- Physical violence
- Sexual abuse
- Forced marriages
- Prostitution and trafficking

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*“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 received for my job as a nursing assistant in his account. He had full control of my finances.”*

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# The many faces of violence

- **Sexual harassment**

- unwanted attention and bodily touching or abusive words such as whore, cunt etc. This may also take place in the workplace.

- **Social violence**

- limiting the woman's contact with friends, family, colleagues or neighbors. This control isolates the women completely. The isolation serves two purposes: the woman becomes more dependent on the perpetrator, and she is not able to compare her own situation with others. As a consequence, the boundaries perceived as acceptable by the woman are gradually stretched. The abnormal situation becomes normal.

- **Financial violence**

- controlling the woman's financial resources. In particular women with a small or no income are easily controlled by her partner. The crisis centers describe cases where the women are denied food, or means to buy food for themselves and their children.

# The many faces of violence

- **Psychological violence/threats**

– way of ridicule, silence, reject, frighten or humiliate either by weapons, threatening to rape, murder or commit suicide, or threatening to take the children away from her if she leaves etc. Women with another ethnic background than Norwegian are often experiencing that their partner is threatening to send them back their home country, and they fear for their permit to stay in Norway if they leave their partner, in particular women who have a permit on a family reunion ground and been married less than three years.

- **Material violence**

– breaking things in rage, kicking doors, furniture etc. with the purpose of threatening or controlling.

- **Physical violence**

– examples here are beating, kicking, pulling somebody's hair, biting, strangling, use of knives, burning with a lit cigarette, and murder attempt.

# The many faces of violence

- **Sexual abuse**

- incest and rape are two of the most extreme forms of sexualized violence.

- **Forced marriages**

- when young women are denied the right to decide who to marry.

- **Prostitution and trafficking** in women and children is also a severe violation.

- **Particularly vulnerable women**

- Some women may be more dependent than others on their surroundings/partner/family, and also more vulnerable to violence and abuse. This can be disabled women, minority women who are poorly integrated in Norway, elderly women, women with drug or alcohol problem, pregnant women and lesbian women. The crisis centers experience is that although some groups are more vulnerable than others, the points of similarity in their experiences as violated is the most essential.

## Consequences of mens violence

**Anger/sorrow**

**Physical injuries**

**Fear/anxiety**

**Forgetfulness/memory loss**

**Nightmares**

**Sleeping disorders**

**Isolation**

**Alcohol and drug intoxication**

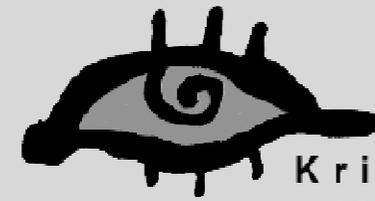
**Concentration problems**

**Suicide thoughts/suicide attempts**

**Depression**

**Feelings of guilt and shame**

**Numbness**



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## **DIAGRAM FOR MAPPING OUT SUPPORT REQUIREMENTS FOR WOMEN AND CHILDREN**

- **Emotional and relational needs:**
  - The woman's history of violence
  - The child's history of violence
  - Reactions to violence
  - Other violence/ violence between siblings
  - Have they themselves used violence against their own children?
  - Assessing threats with the help of a developed mapping plan
  - Survival strategies
  - Substance abuse
  - Personal network, family, friends, others
  - Health

## DIAGRAM FOR MAPPING OUT SUPPORT REQUIREMENTS FOR WOMEN AND CHILDREN

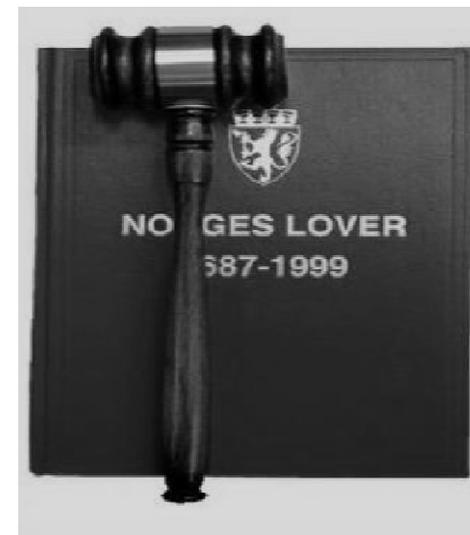
- **External needs:**
- Assessing strategies in relation to possible threats
- Establishing contact with necessary aid agencies
- Lawyers
- Filing complaints
- Arbitration (where children are involved)
- Separation
- External networks
- Financial needs
- Beneficial housing rights
- Married/common-law spouse/lover
- Visiting rights and children
- Schools, day-care centres, after-school activities.

## Crisis Centre Act - 2010

### 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.



# Who puts the violated woman in contact with the shelters



	Total	N	I
The women her selves	25 %	35 %	19 %
Family/friends/acquaintance	14 %	17 %	12 %
Police	22 %	16 %	26 %
Doctors/ER	5 %	9 %	3 %
Social welfare office	4 %	4 %	4 %
Children support office	9 %	7 %	10 %
Other shelters	5 %	3 %	6 %
Lawyers	1 %	2 %	2 %
Refugee shelter	5 %	0,4 %	5 %
Public health nurse	0,7 %	0,8 %	0,7 %
Family office	0,6 %	1 %	0,3 %
NGO`s	0,5 %	0 %	0,8 %
School	1 %	0,1 %	2 %
Others	8 %	7 %	9 %

Sentio Research 2011

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## What kind of other authority the residents was referred to:

	Total	N	I
• Social welfare office	39 %	32 %	44 %
• Lawyer	41 %	34 %	46 %
• Police	32 %	32 %	33 %
• Doctors/ER	22 %	24 %	22 %
• Children service office	19 %	15 %	21 %
• Housing service	10 %	10 %	10 %
• Family office	10 %	9 %	11 %
• Psychologist	7 %	9 %	5 %
• Other shelter	4 %	2 %	5 %
• PPT/BUP	2 %	2 %	2 %
• Other	6 %	6 %	7 %
• No referring	23 %	25 %	22 %

Sentio Research 2011





Access to the public and private support services is essential both in the acute phase and in the re-establishment phase for women and children victims of violence who come to shelters.



Do the helpers in the public support services see the violence and its consequences?



"Helpers will often mediate, neutralize and tone down the violence for the benefit of other perspectives"

"One mother asked the child service authorities for separate meetings. Each meeting was traumatizing for her when the abuser were present. It ended in her being accompanied by a lawyer at all meetings she had to attend with the abuser present "

"Competent experts in custody cases often understand a mother's reactions to violence as a sign that she is a bad caregiver. Or her behavior is perceived as the inability to cooperate with others "

Shelters experiences with the public support services:



On a general basis, the cooperation with the users of the shelters and the public support services works well.

**BUT THIS REQUIRES THAT:**

the victims of violence will be accompanied by a helper at the shelter

the public support services has knowledge about men's violence against women and its consequences

the public support services gives the victim time and is listening to the woman's story

the public support services believes the woman's story

a common framework of understanding about women's problems and needs

clarification of responsibilities of future work

executive powers to cooperate interdisciplinary – interdepartmental work





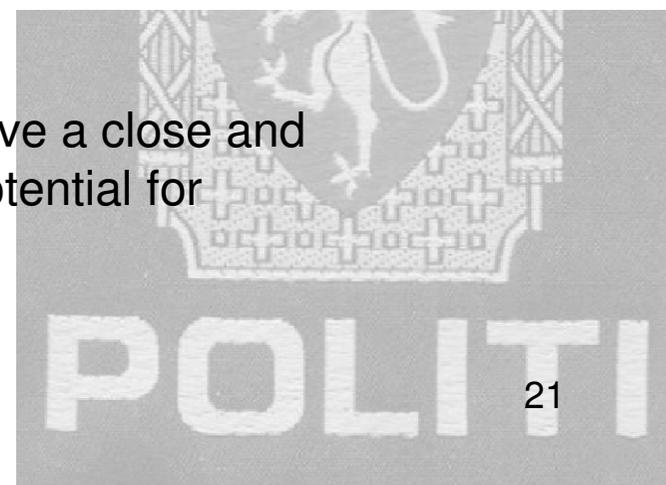
## Shelters experiences with the police:



- The last couple of years the police have improved both the knowledge and the understanding of mens violence against women and their children.
- Restraining orders and the alarm is used to a greater extent as a measure to protect the victims. The police also use public prosecution more often than before.

The police possess knowledge of the shelters and what they offer, and the police is the authority who refers most women to the shelters (22 %).

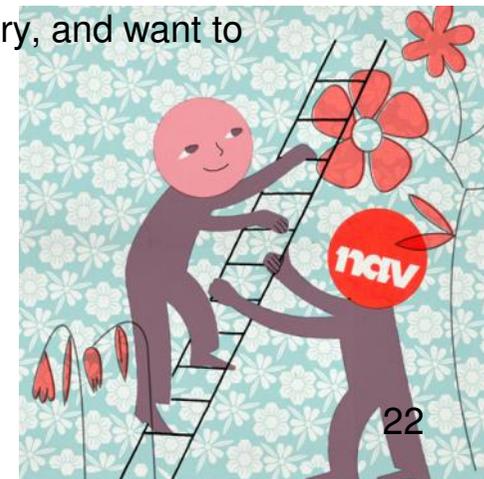
The majority of shelters report that they have a close and good cooperation, but there is however a potential for improvement



## Shelters experience with social welfare offices



- Several shelters give positive feedback and that there has been a great development in recent years, both in terms of knowledge, priority, and collaboration.
- Experience also shows:
  - The assistance and expertise is often random and dependent on the individual helper
  - Lack of basic understanding of violence and responses to violence
  - Practice varies greatly from individual social services
  - Often difficult to reach the case worker
  - In some cases, the case workers themselves doubt the woman's story, and want to consider the matter on their own terms





- Efforts to promote men's violence against women is important so as not to be trivialized, reformulated and "disappear"

Men's violence against women must be understood as a shared responsibility - not as an individual problem

Institutionalisation is important to provide continuous, systematic and competent help and knowledge about violence against women

Suggestion from the  
National public report  
on violence against  
women



*Availability:* Help and treatment must be low-threshold, including in the form of reasonable geographic closeness, to have access without referral, and when the services are free (or nearly so) for each user. Availability means the ability to get help quickly and not have to stand on the waiting lists for necessary help.

*Competent:* The required skills at all levels of help, treatment and legal system on men's violence against women in intimate relationships. These include increased knowledge and expertise in both the generalist and specialist level.

Suggestion from the National public report on violence against women



*Multiple:* A help and treatment must be based on the complex needs of victims of violence. Hotel chain to offer various types of assistance in order to satisfy a range of needs, both through public and private and / or non-profit organizations expelled from the principles of peer support, self help, volunteering, etc.

*Coordinated and comprehensive:* The user should not be a victim of bureaucracy, it is an organizational assumption that there are clear lines of responsibility both within each agency and between agencies. Central to ensure co-ordination is that the various support and treatment agencies have a holistic perspective - ie, see themselves as part of a chain of supply to ensure adequate assistance for the victim or perpetrator.

**It also assumes that one authority has a coordinating responsibility.**

## Interdepartmental cooperation – how to succeed?

- Anchoring in the management
  - priority
- Establish permanent measures
  - not person-dependent
  - meet face to face regularly
- Experience / knowledge transfer
  - respect for the professions
- Short way to the right help
  - the best help when you need it



# ”Vestfold model”

## - cooperation between services

- Preventive police work
  - Cooperation for better solutions
  - Routines, methods and expertise
- 
- POLITIET**  
VESTFOLD POLITIDISTRIKT
- Domestic violence against women team:
    - Family violence coordinator in the police- administrative management
    - General Manager at the shelter
    - Head of child services
    - Head of family counseling services

## ”Vestfold model” - measures

- Annual training days
- Long-term capacity building -competence
- Interdepartmental audience – management level
- Police responsibility- Chief of Police invites
- The focus on local action plans on domestic violence
- Learning from experience
- Want a municipal coordinator





# Security measures

- Police work in this field of violence against women
  - priorities
  - follow-up
- Special security measures
  - mobile security alarm - use of 112
  - restraining order
- Crisis Center needs assistance
  - without reporting to the police
  - when reporting to the police





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**LISTEN TO AND RESPECT EACH WOMAN'S  
ASSESSMENT OF HER SITUATION AND  
RISKS TO HER SAFETY**

Recognize that each woman will have different concerns, and that the way she views her concerns may be different from how others might assess them.