



Access to support services for women victims of intimate partner violence during COVID-19

Background



Intimate Partner Violence increases in times of natural disasters and crisis



In several EU countries calls to helplines rose in the first weeks of the pandemic



Formal and informal support networks are harder to reach in times of crisis

Methodology

Desk Research

Literature Review

Setting of criteria for In-Depth Research

In-Depth Research

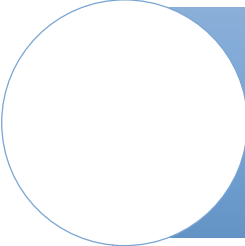
Stakeholder interviews

Additional Desk Research

Main results of the desk research



228 individual measures that were implemented across the 27 EU Member States



Awareness raising campaigns and new communication tools were the most prominent measures



Other measures include judicial or legislative measures

Challenges to Support Services

No or very
limited face to
face interaction

Increased level
of demands

COVID-19
containment
measures

Victims ability
to reach out

Promising Practices-Legislative

Inter-
Institutional
Cooperation

National Action
Plans

Declaring
Support Services
Essential

Ensuring Court
Cases are
possible

Promising Practices - Other

Increase in
alternative
support

Increased
hours and
additional staff

Mascarilla 19
(Mask19) code
word

Awareness
Raising
Campaigns

Recommendations for the EU and Member States



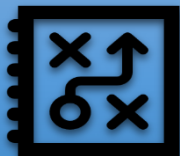
Deem support services essential



Sustainable funding throughout
emergencies



Continuous monitoring and
evaluation of measures



Long- term national action plans

Let's talk

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