

The background of the slide is a black and white photograph of shattered glass. The glass is broken into many sharp, irregular fragments, some of which are still attached to a larger piece, while others are loose. The lighting creates strong highlights and shadows on the sharp edges of the glass, emphasizing its fragility and the chaotic nature of the breakage.

LEV UDEN VOLD, DK NATIONAL HOTLINE

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Violence against women and COVID-19

Online Webex 18.11.2020

Lev
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National unit: Lev Uden Vold [*Live without violence*]

1. Knowledge center:

- Produce new knowledge
- Disseminate knowledge
- Promote best practice
- Develop new methods
- Stimulate societal debate

2. Advice center:

- National hotline
- Legal advice
- After care groups (victims)
- Individual therapy (phone) (perpetrators)

Mission:

- Bridge different views and organisations and act as a national voice across the field of violence
- Develop new knowledge, best practise and new knowledgebased interventions
- Deliver specialised advice to victims, perpetrators, and professionals
- Target groups: Victims and perpetrators of violence, involved children, both women and men and professionals.

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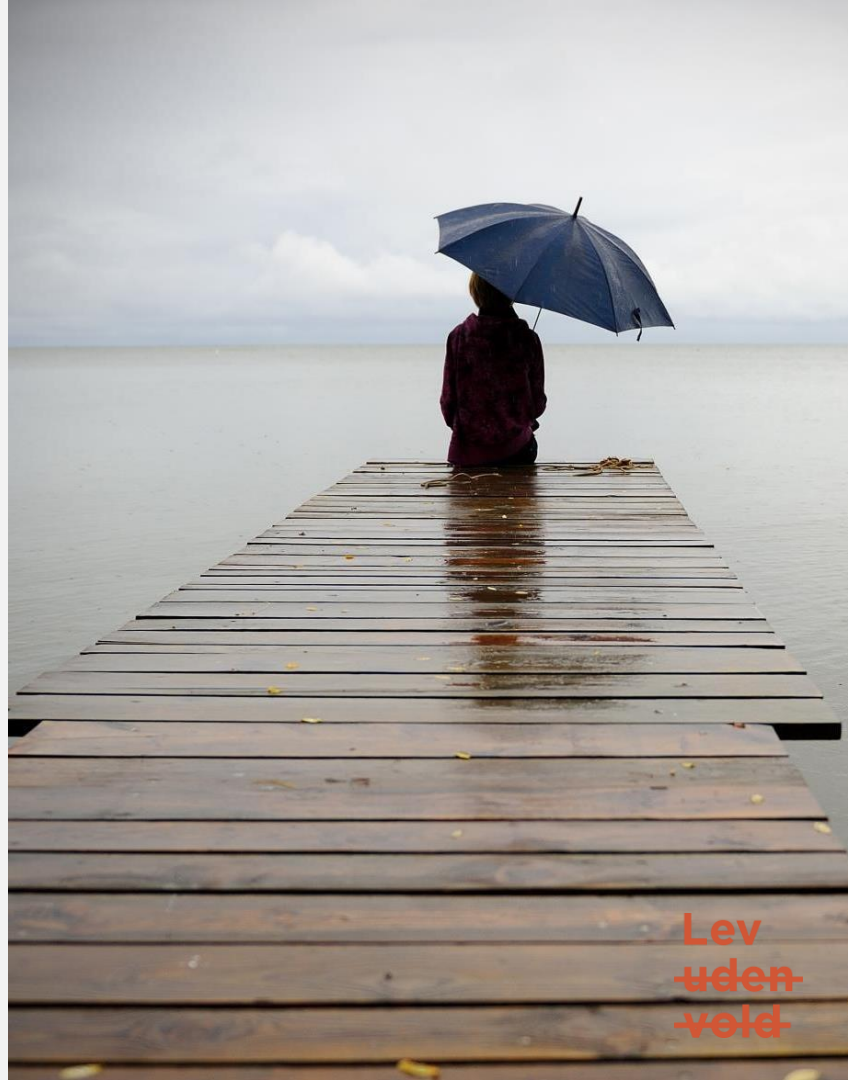
Background: Lev Uden Vold Hotline

- Existed since 2017
- From 16.1.2020 new set up: run by educated and full time staff
- New number: 1888
- Funded by the Danish state
- Legal basis – Denmark's commitment to Istanbul Convention
- Violence in intimate relations
- January – September 2020: **3510 calls**
- 61% calls from victims, 18% from family/friends of victims (79%)
- Victims: women 91%, men 9%



Lev Uden Volds hotline Phone: 1888

- Open 24/7, 365 days a year
- Victims, perpetrators, friends/family, professionals. Women, men. Adults
- Secure and free platform – **1888** is not visible on the bill
- We listen, give advice, and build bridges to other support and intervention
- 5 full time staff – with a social work background and experience with intimate violence, 4 substitutes with a social work background



The principles for the Hotline

- Caller is anonymous
- One call
- We do not return calls
- Duty to report to social services about children at risk (Social service law § 153)
- Duty of care (Criminal law § 141)
- Method-based: Narrative theory, motivational interviewing & responsbased practice
- Document all calls

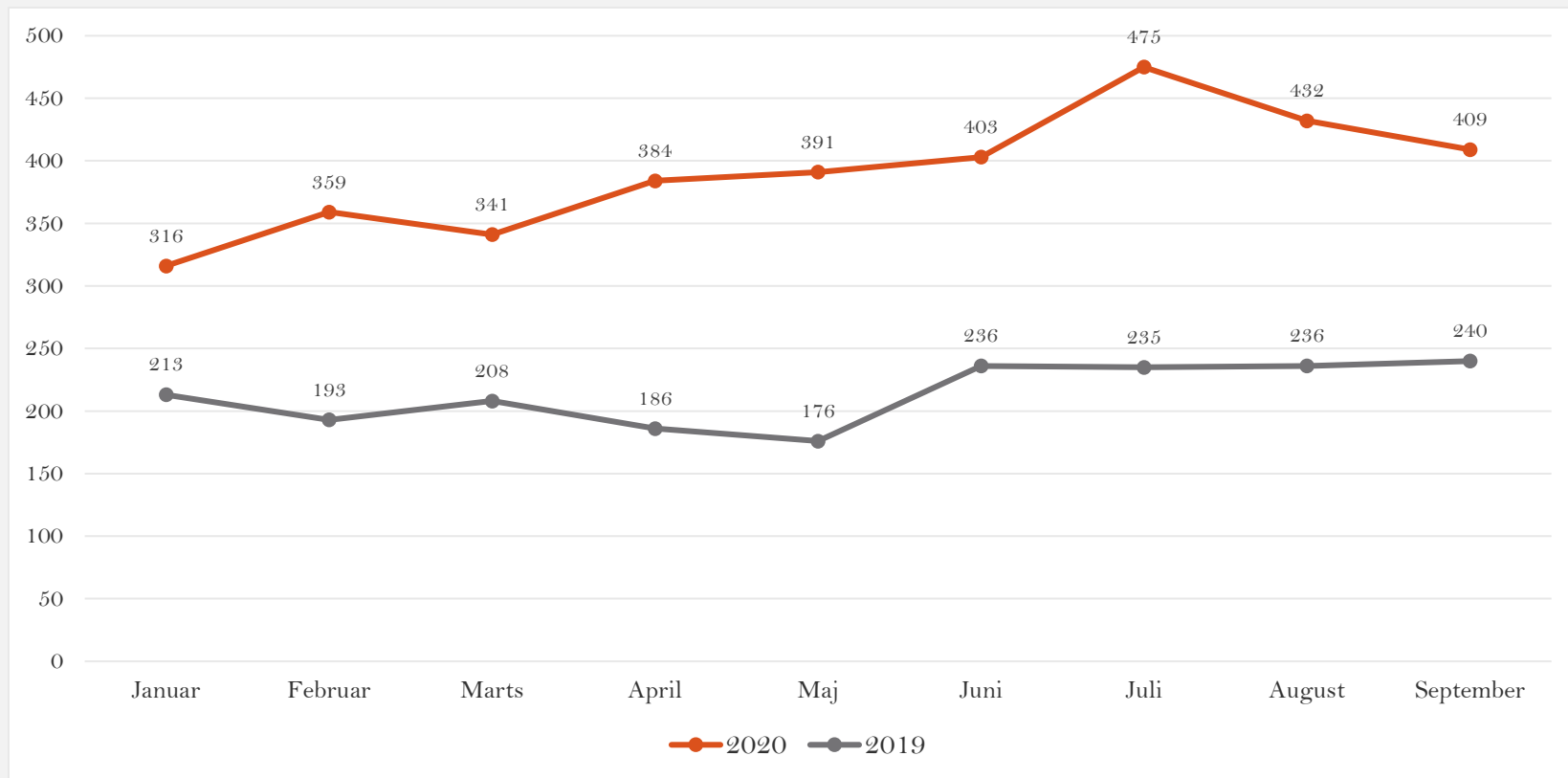




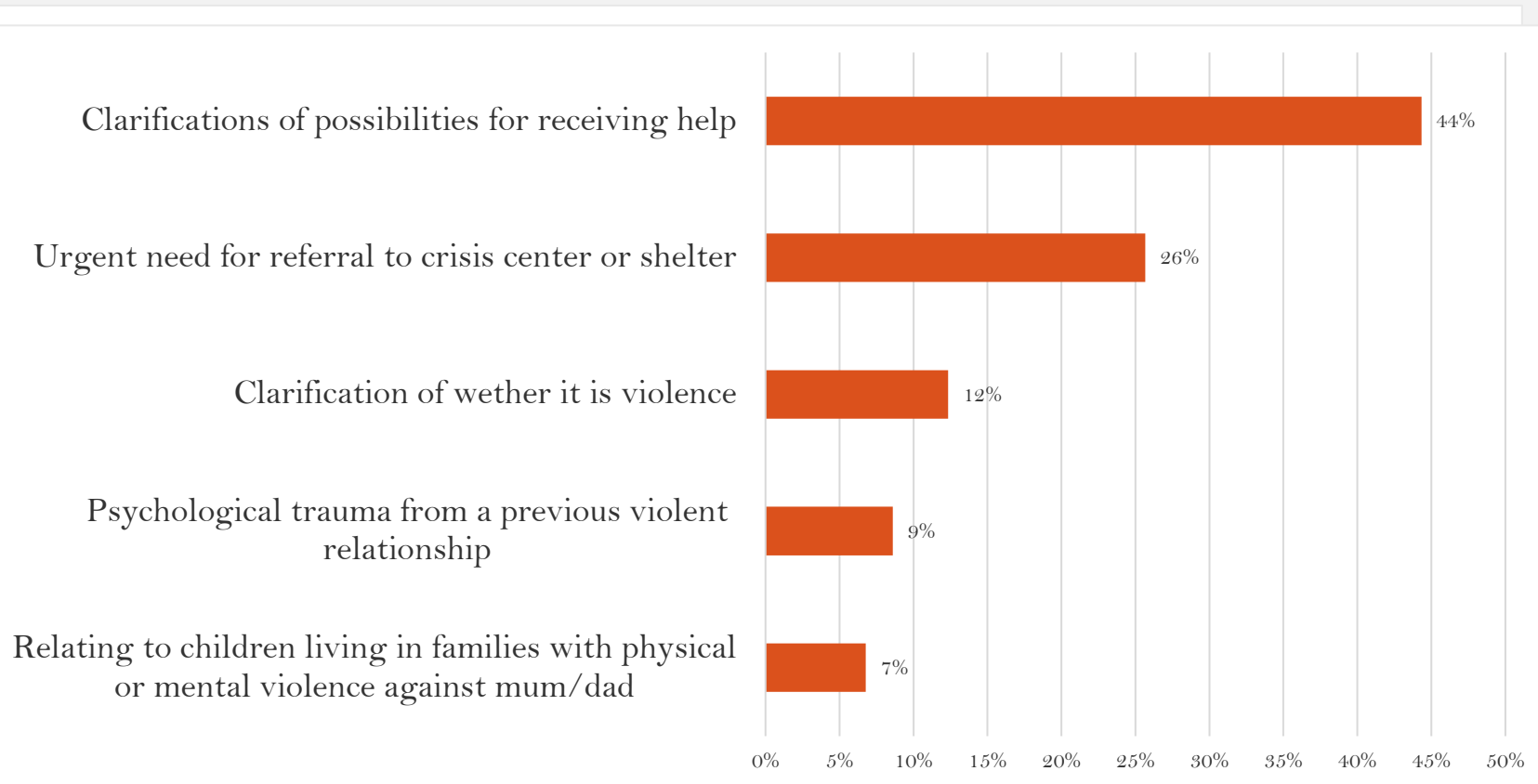
Documentation of hotline

- Every call is documented
- 24 standard questions about each call (caller, gender, age, reason for call, perpetrator, form of violence, children, etc.)
- Qualitative descriptions of calls (Selected calls)
- Documentation is used to 1) improve quality, 2) to gain knowledge about violence in Denmark 3) to create public awareness of violence, e.g. COVID-19
- External evaluation

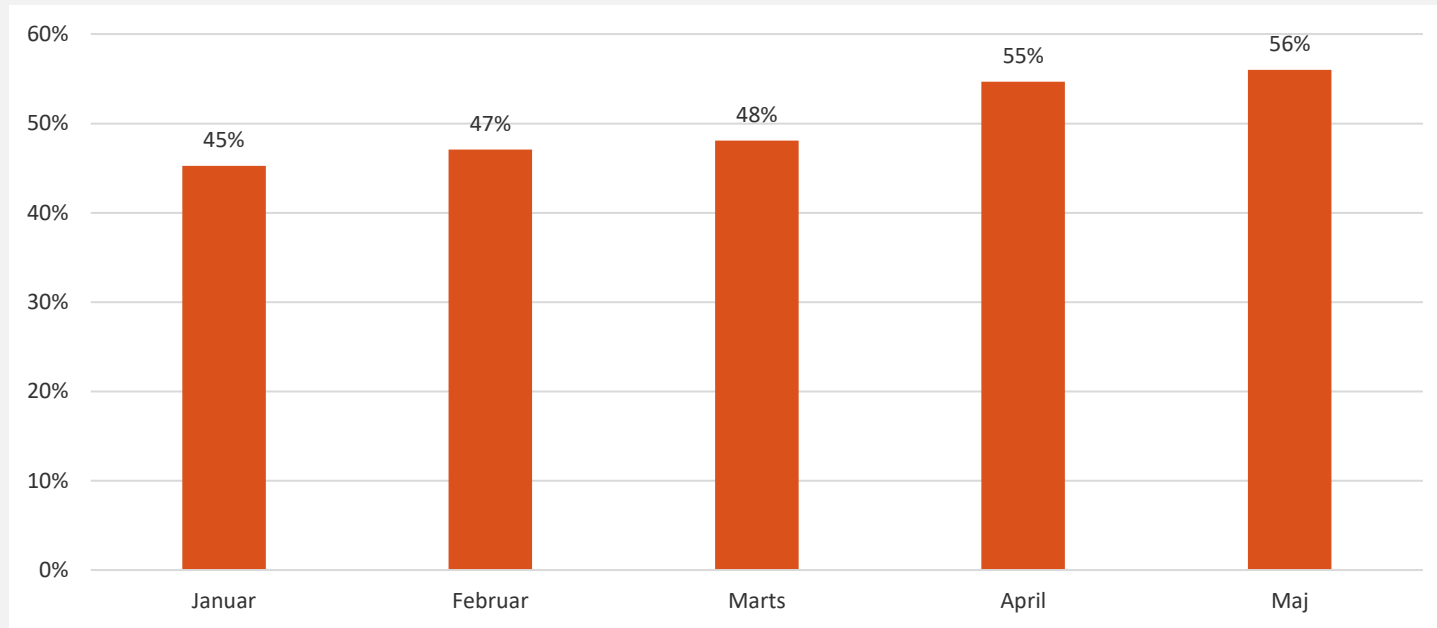
Calls to Lev Uden Vold's Hotline, Jan. – Sept. 2019 and 2020



Typical reasons for calling

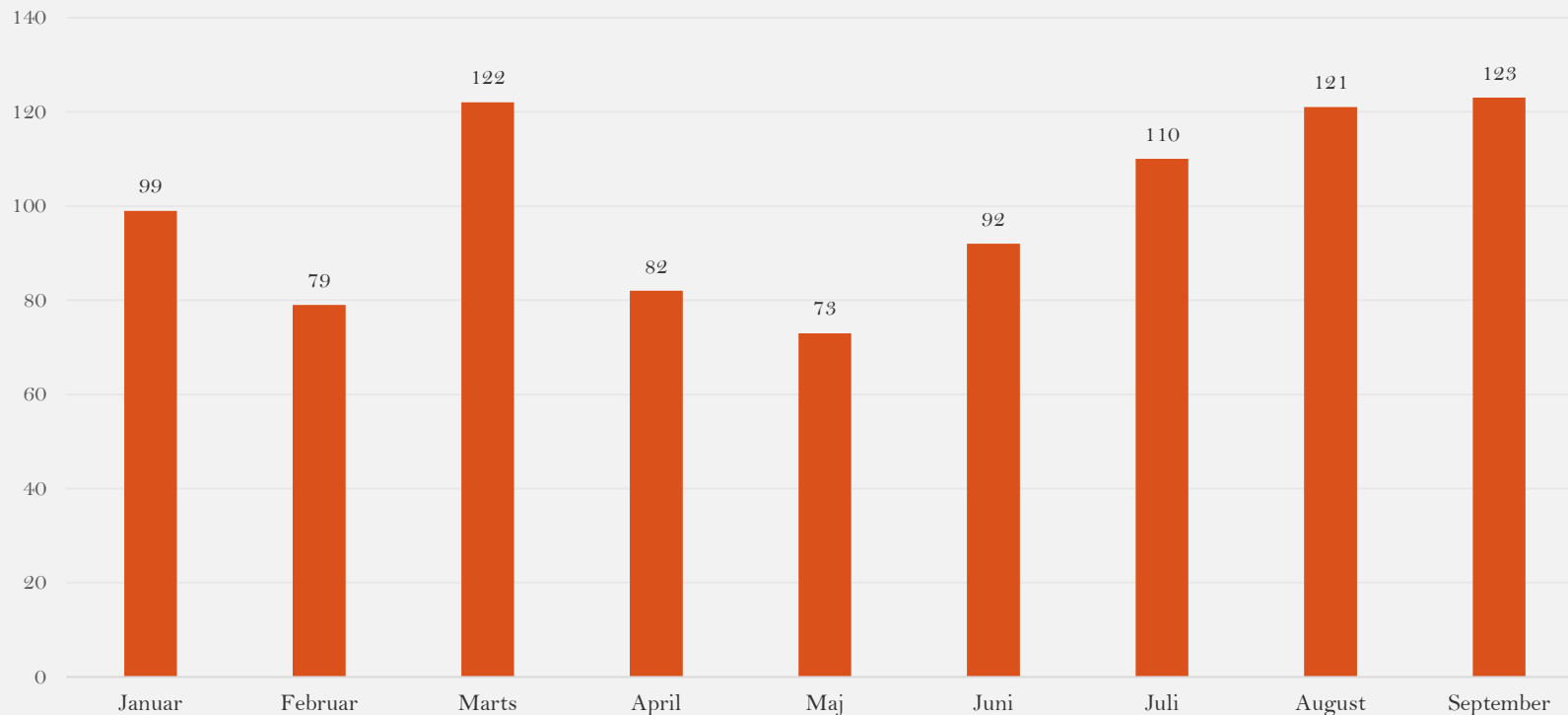


Share of calls to Hotline, where victim has been exposed to physical violence, Jan.-May 2020



Calls concerning acute need of shelter

Henvendelser med akut brug for henvisning til krisecenter (N=901)



Impact of COVID-19 as seen in hotline

- Increase in calls
- Increase calls concerning physical violence and acute need of shelter
- **Adaption of service** – possible to contact via email as some victims are not able to call, as they are at home with perpetrator all day
- **Future adaption** – possibility of chat function

Thank you!

www.levudenvold.dk