



ESSENTIAL SERVICES PROGRAMME FOR WOMEN AND GIRLS WHO SUFFER VIOLENCE

Programme implementation in the Autonomous Community of the Basque Country.
KEY ASPECTS for improving care.



WHY?

Purpose:

INTERNAL: Improving the care system for survivors of violence against women in the Basque Country.

EXTERNAL: Generating knowledge and learning which are transferable to other geographical contexts (the Basque Country's contribution to other countries and to the programme itself).

STARTING POINT: *Shared perspective and challenge*

The Basque Country's care system shares the UN programme's vision in terms of:

1. General Principles.
2. Common Characteristics.
3. Fundamental Components.

*The great challenge of the work to be carried out lies in improving **ESSENTIAL ACTIONS AND SERVICES**, which involves:*

- measuring the degree of compliance with the necessary **DIRECTIVES** so that services protect the human rights, safety and well-being of survivors of violence against women.
- implementing the actions necessary to eliminate deviations or room for improvement with respect to the directives.

PRINCIPLES: *Shared perspective*

1. Focus on Human Rights
2. Encouraging and promoting equality of men and women, and empowering and respecting the decisions of victims.
3. Survivor- centred approach, for EACH ONE of the victims.
4. Adaptable and sensitive to differences in culture, age, etc.
5. Safety as a fundamental and essential element on which to build all interventions/care and which strengthens all interventions.
6. Holding perpetrators accountable.

COMMON CHARACTERISTICS: *Shared perspective*

1. Availability
2. Adaptability
3. Accessibility
4. Suitability
5. Prioritising safety
6. Data collection and information management
7. Linking with other sectors and bodies through referral and coordination
8. Confidentiality and informed consent
9. Efficient communication

FUNDAMENTAL COMPONENTS: *Shared perspective*

1. Exhaustive regulatory and legal framework
2. Policies and practices with a gender perspective
3. Professional development and training
4. Resources and financing
5. Follow-up and evaluation
6. Governance, supervision and accountability



ESSENTIAL ACTIONS AND SERVICES: *This will be the great challenge of the work to be carried out*

Following the necessary **DIRECTIVES** throughout the entire care system so that services protect the human rights, safety, and well-being of survivors of violence against women.

WHAT FOR?

General aims

1. Reflecting on the response that the care system in the Basque Country provides to victims of violence against women.
2. Identifying existing areas of improvement in relation to the internationally agreed minimum standards in each area of intervention.
3. Designing, implementing and evaluating improvement plans approved for each area of intervention.
4. Aligning the entire care system with basic intervention procedures and principles.
5. Transferring and incorporating lessons learned during the programme (methodologies, procedures, tools, etc.) into the Interinstitutional Agreement and other contexts.

WHAT FOR?

Some specific aims

1. Raising awareness and training of all individuals involved in providing care.
2. Publicly communicating the system's position on continued improvement based on minimum standards, with a commitment to transparency and accountability.
3. Gradually incorporating elements already identified as requiring improvement, including:
 - 1) opening the process to new agents (civil society, companies, NGOs).
 - 2) making the programme public from the moment it is launched.
 - 3) generating collective reflection and learning geared towards change and continuously improving the system.
4. socialising, disseminating and communicating the work, advances and results already obtained, as well as those that continue to arise over the course of the programme.



WHEN?

OCTOBER 2016 TO DECEMBER 2018

WHO?

1. All signing entities of the 2nd Interinstitutional Agreement which is currently in force for the improvement of care for women who are victims of domestic abuse and sexual violence.
2. Companies providing services for victims of violence against women.
3. Relevant civil entities: Associations of victims of violence against women, NGOs working on awareness-raising, prevention and victim care, the feminist movement, womens' associations and groups, etc.



WHAT?

Testing the internationally agreed minimum quality standards within the Basque Country's care system.

HOW WILL WE DO IT?

March 2017. First session: Work Groups

Objectives:

1. Reach an agreement on PRIORITY TOPICS (by area) to be worked on.
2. Define the action plans and strategies for each area.

To facilitate compliance with the first aim, in advance:

- each member of a work group must READ and ANALYSE Module 1 and the module corresponding to their area of intervention (October 27th to March 2017).
- Emakunde will collect all contributions, suggestions, analyses and comments that we receive before February 15th 2017.
- Emakunde will produce an INITIAL PROPOSAL of priority topics for each area of intervention, leading in turn to the first session of each group (October 27th to March 2017).

In order to facilitate compliance with the second aim, in advance:

- Emakunde will contact individuals and leading entities in each area of intervention to define strategies and work plans.
- The strategies and work plans will be presented during the session and worked on in the groups.



June 2017. Second session: Work Groups

Objective:

1. Agree on action plans and strategies for each area.

October 2017. Third session: Plenary

Objectives:

1. Communicate the action plans and strategies for each area (sectoral).
2. Develop the protocols to be included in the Interinstitutional Agreement.



2018

The action plans will be developed between **June 2017 and June 2018**

June 2018

Start of evaluation of action plans (performance results).

December 2018.

Development of new tools to improve the care system for the future:

- Adaptation of guides/procedures to make the agreed standards operational.
- Development of 2019-2020 Plans



WHAT'S THE NEXT STEP?

FORMING WORK GROUPS

UN Programme: Comparison of internationally agreed quality standards for essential care services for victims of violence against women:

Work groups proposal. Participation expected from each institution linked to the 2nd Interinstitutional Agreement

- Judiciary.

Group 2 Justice: Personnel from courts dealing with gender and family violence.

- Senior Prosecutor for the Autonomous Community of the Basque Country.

Group 2 Justice: Prosecutors dealing with children and violence.

- Department of the Basque Government with powers over health.

Group 1 Health: Personnel from the Department of Health and Osakidetza (Basque Health System) - primary care, hospital emergencies, etc.

- Department of the Basque Government with powers over public safety.

Group 3 Police: personnel from the Department of Safety and the Ertzaintza (Basque police)

- Department of the Basque Government with powers over justice.

Group 2 Justice: psychosocial teams, SAV;

Group 4 Social Services: SAV, PEF.

- Department of the Basque Government with powers over social services and social exclusion.

Group 4 Social Services: personnel from services for women who are victims of violence (SATEVI, single aid payments, etc.).

- Department of the Basque Government with powers over employment.

Group 4 Social Services: guardianship personnel working in the area of violence against women.

- Department of the Basque Government with powers over housing.

Group 4 Social Services: services for women who are victims of violence.

- Department of the Basque Government with powers over education.

Group 5 Coordination and governance: personnel involved in local protocols

- Provincial Councils.

Group 4 Social Services: personnel from care services for women who are victims of violence, plus legal and psychological care personnel and shelter personnel

Group 5 Coordination and governance: equality personnel

- Eudel-Association of Basque Municipalities.

Group 3 Police: municipal police personnel with competences in care for women who are victims of violence

Group 4 Social Services: personnel from care services for women who are victims of violence

Group 5 Coordination and governance: personnel who coordinate local protocols

- Basque Bar Association.

Group 2 Justice: lawyers providing assistance in trials concerning violence against women, and lawyers providing legal aid (public defenders).

- Basque Medical Association.

Group 1 Health: medical personnel

- Ararteko (Basque Country Ombudsman).

Group 2 Justice: Ararteko personnel

- Emakunde.

Group 5 Coordination and governance: Emakunde personnel.

WORK GROUPS

Group 1: Health

Group 2: Justice

Group 3: Police

Group 4:
Social services

Group 5:
Coordination
and governance

GROUP 1: HEALTH

- Department of the Basque Government with powers over health.

Personnel from the Department of Health and Osakidetza (Basque Health System) - primary care, hospital emergencies, etc.

- Basque Medical Association.

Medical personnel.

GROUP 2: JUSTICE

- **Judiciary:**
Personnel from courts dealing with gender and family violence.
- **Senior Prosecutor for the Autonomous Community of the Basque Country.**
Prosecutors dealing with children and violence.
- **Department of the Basque Government with powers over justice.**
Psycho-social teams, SAV.
- **Basque Bar Association.**
Lawyers providing assistance in trials involving violence against women, and lawyers providing legal aid (public defenders).

GROUP 3: POLICE

- Department of the Basque Government with powers over public safety.
 - Personnel from the Department of Safety and the Ertzaintza (Basque police)
- Eudel-Association of Basque Municipalities.
 - Municipal police personnel with competences in care for women who are victims of violence.

GROUP 4: SOCIAL SERVICES

- Department of the Basque Government with powers over justice.
SAV, PEF
- Department of the Basque Government with powers over social services and social inclusion.
 - Personnel from services for women who are victims of violence (SATEVI, single aid payments, etc.).
- Department of the Basque Government with powers over employment.
 - Guardianship personnel working in the area of violence against women.
- Department of the Basque Government with powers over housing.
 - Personnel from services for women who are victims of violence.
- Provincial Councils.
 - Personnel from care services for women who are victims of violence, plus legal and psychological care personnel, plus shelter personnel.
- Eudel-Association of Basque Municipalities.
 - Personnel from care services for women who are victims of violence.

GROUP 5: COORDINATION AND GOVERNANCE

- Department of the Basque Government with powers over education.
Personnel involved in local protocols.
- Ararteko (Basque Country Ombudsman).
- Provincial Councils.
Equality personnel
- Eudel-Association of Basque Municipalities.
Personnel who coordinate local protocols.
- Emakunde: personnel from the *Department for the eradication of violence against women*.

IDENTIFICATION OF KEYS (NODES) FOR GROUP WORK

March 2017:
identify the main
nodes by work
areas

Analysis of
evaluations carried
out by Emakunde

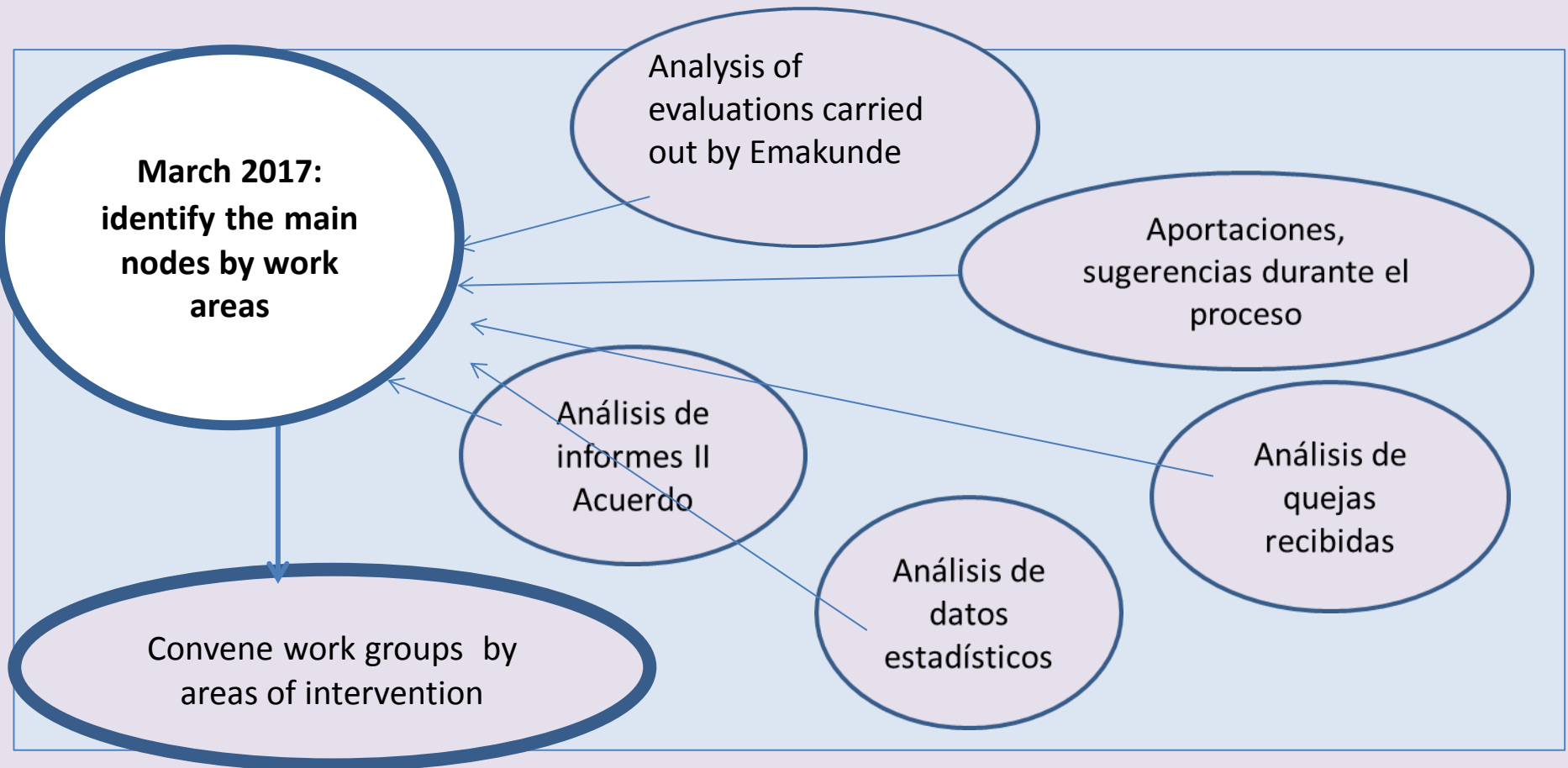
Aportaciones,
sugerencias durante el
proceso

Análisis de
informes II
Acuerdo

Análisis de
quejas
recibidas

Análisis de
datos
estadísticos

Convene work groups by
areas of intervention





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