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# Emergency Social Support - Help Line: 197

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## Types of GBV

- ✓ Intimate Partner Violence
  - ✓ Rape
  - ✓ Sexual Assault (excl. rape)
  - ✓ Sexual Harassment
  - ✓ Stalking
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## Draw also on survey data

- No
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## Used as indicator

- Yes
  - ✓ Monitoring (trend data)
  - ✓ Evaluation
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## Data available on

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**Victim**

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## Perpetrator

### Background information

- Age
- Sex
- Nationality
- ID
- Name
- Ethnicity
- Marital status
- Dependants

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## Incident

### Incident

**Other content:** Victim data and offender data: Age, gender, from what location s(he) calls, if s(he) call back, target group (family-child), type of abuse (sexual, physical, psychological), how many years exists the violence and by whom, duration of relationship, existence of economic dependence, existence of psychiatric problem, alcohol use.

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## Criminal statistics on sexual violence

### Criminal statistical data included

- Yes

**Additional information:** Victim data and offender data: age; gender; from what location s(he) calls; if s(he) call back; target group (family-child); type of abuse (sexual, physical, psychological); how many years exists the violence and by whom; duration of relationship; existence of economic dependence existence of psychiatric problem; alcohol use.

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## Characteristics

### Reference period

1 year

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### Frequency of updating

Daily

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### Validation

✘ No information available

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### Compilation

A database has been created to record the content of the calls.

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### Quality assurance process

**Brief description:** There is an effort to record as much information as possible related to the variables in the database but it is not always possible to record all the information.

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### Accuracy

Problems. The recording system of the Line is limited by the subjectivity of the callers and the time they choose to call. Due to the type of the Line service (crisis intervention), the data collected is an illustration of the general trend of psycho-social problems in the general population.

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### Reliability

No information. The statistical product is illustrating the operation of the Help Line and it is based on the victim's narrative.

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## Timeliness

Limitations. There are limitations of the statistical product in terms of timeliness, because the victims usually report to the line long after it happens the violent incident.

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## Comparability

- ✓ Geographical
  - ✓ Over time
  - ✗ None
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## Current developments

It is planned to obtain a clearer picture of the caller's problems through more specific categories and possible formation of measurable variables based on the targeting of the Service (National Centre for Social Solidarity).

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## External link

- No
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\* The staff records what it is said by the caller (subjectivity).

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## Website

Link to website



# Metadata

**ORGANISATION:** National Center for Social Solidarity (E.K.K.A.)

**TYPE OF ORGANISATION:** CSO

**SECTOR:** Social protection

**LATEST UPDATE:** 2011