



WOMEN'S RIGHTS CENTER

**SATISFACTION OF WOMEN WITH EXPERIENCE OF GENDER-BASED VIOLENCE
WITH THE SERVICES OF THE CENTER FOR SOCIAL WORK AND SPECIALIZED
NON-GOVERNMENTAL ORGANIZATIONS**

 **AUSTRIAN
DEVELOPMENT
COOPERATION**

**SATISFACTION OF WOMEN WITH EXPERIENCE OF GENDER-BASED
VIOLENCE WITH THE SERVICES OF THE CENTER FOR SOCIAL WORK
AND SPECIALIZED NON-GOVERNMENTAL ORGANIZATIONS**

The report on the satisfaction of women with experience of domestic violence with the services provided by the Social Work Centers and specialized non-governmental organizations was prepared within the regional project *Institutionalizing quality rehabilitation and integration services for violence survivors* 2019-2022 realized by the Autonomous Women's Center - Belgrade; Women's Rights Center – Podgorica, Foundation United Women (FUW)- Banja Luka, National Network against Violence against Women (NNVW) - Skopje, Albanian Women's Empowerment Network (AWEN) - Tirana, Gender Alliance for Development Center (GADC) - Tirana; Kosovo Women's Network (KWN) -Pristina. In Montenegro, the project is implemented by the Women's Rights Center. The research was conducted with the financial support of the Austrian Development Agency. The contents of this publication are the sole responsibility of the Women's Rights Center and can in no way be taken to reflect the views of the Austrian Development Agency.

OBJECTIVES AND METHODOLOGY OF THE RESEARCH

The aim of the research is to gain a better insight into the capacities of social work centers' and specialized non-governmental organizations' services provided to women who experienced gender-based violence. Based on the findings of the research, recommendations are given with the aim to contribute to the improvement of the mentioned services, i.e. to the quality support of women with experience of gender-based violence, their rehabilitation and integration.

The methodology of the research is jointly developed by seven partner organizations involved in the regional project. The research included filling out two questionnaires, one on satisfaction with the services of the social work center and the other on satisfaction with the services provided by specialized NGOs. Both questionnaires were designed in cooperation with partner organizations, but were adjusted for the needs of respondents from Montenegro, in accordance with our legislative framework in regard to this area.

The research was conducted from June to December 2020. Its target group were beneficiaries of the services of the Women's Rights Center and 3 partner organizations that addressed these organizations for help in the last 12 months and who also sought support of the Social Work Center in the same period.

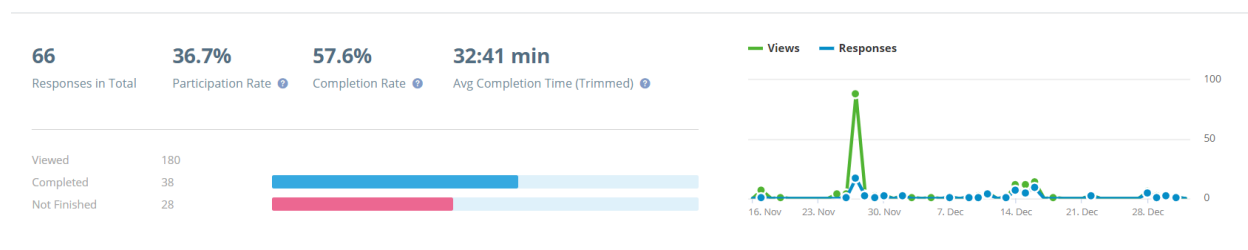
Due to the situation caused by the Covid-19 virus pandemic, as well as efforts to protect the health of the participants, the research was conducted through two online surveys, using the Survey Hero software. The advantages of the online survey were reflected in the fact that the participants felt safer in terms of guaranteed anonymity, as well as in the fact that they could choose the time when they would fill out the survey. In that way, a larger number of respondents were included, which would not be the case if, during the pandemic, conversations with a consultant were scheduled, as previously planned.

The weakness of this type of survey is reflected in the fact that a large number of questionnaires were not completed. The difficulties that may have arisen due to a possible misunderstanding of certain questions were overcome by assuring that consultants of the Women's Rights Center were available to the respondents for additional explanations by phone.

The first part of the report presents the results of a survey on women's who experienced gender-based violence satisfaction with the services of social work centers, while the second part presents the results of a survey on women's satisfaction with the services of specialized NGOs. In the third part, based on the results of the research, recommendations are given for the improvement of the mentioned services, in order to improve protection of victims, their rehabilitation and integration.

REVIEW OF THE RESULTS OF THE SURVEY ON SATISFACTION OF WOMEN WITH EXPERIENCE OF GENDER-BASED VIOLENCE WITH THE SERVICES OF THE SOCIAL WORK CENTERS

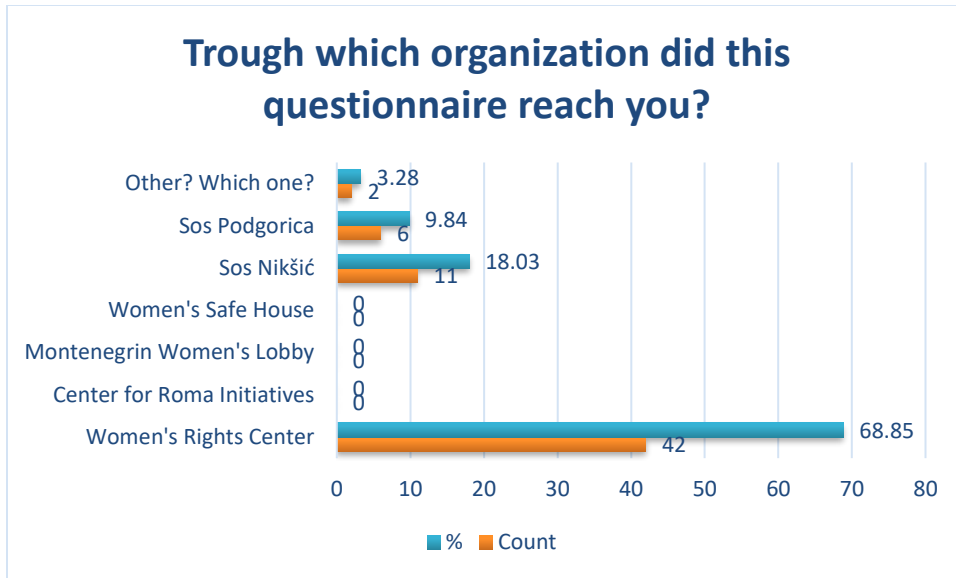
The questionnaire on satisfaction with the services provided by Social Work Centers (SWC) was viewed by 180 women, out of whom 66 were completed: 38 questionnaires were fully completed and 28 questionnaires were partially completed. (Graph 1)



Graph no. 1

The first question in the questionnaire required beneficiaries to answer through which organizations they were included in the research, ie what NGO provided them with services.

Out of a total of 66 respondents who completed the questionnaire, 61 respondents answered this question. 42 of them (68.85%) answered that they received the questionnaire from Women's Rights Center, 11 (18.03%) from SOS Nikšić, 6 (9.84%) from SOS Podgorica and 2 (3.28%) of them replied that they had obtained the questionnaire from another organization. To the additional question regarding which organization provided them with the questionnaire, the answer of both respondents was "Association of Youth with Disabilities" (Graph 2).

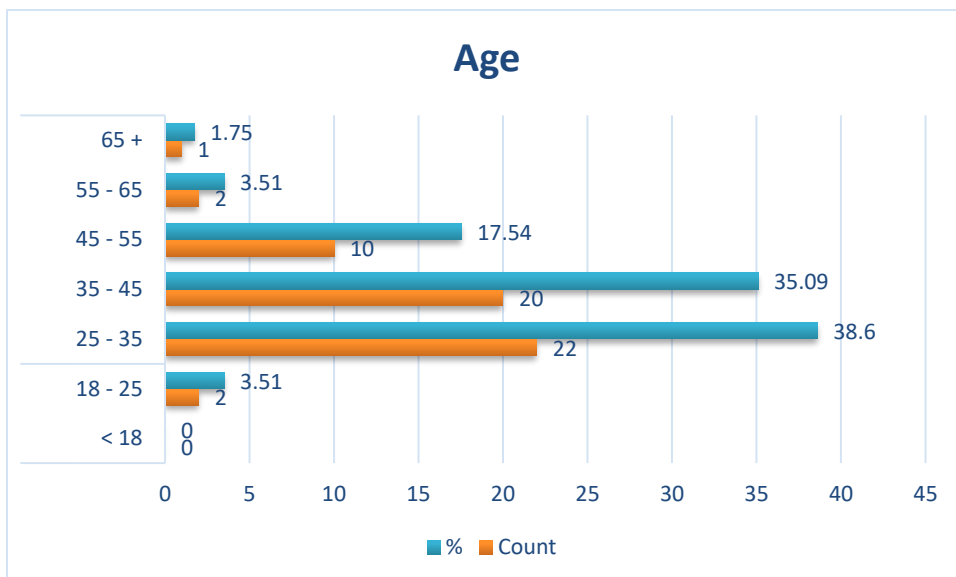


Graph no. 2

GENERAL USER INFORMATION

1. Age structure

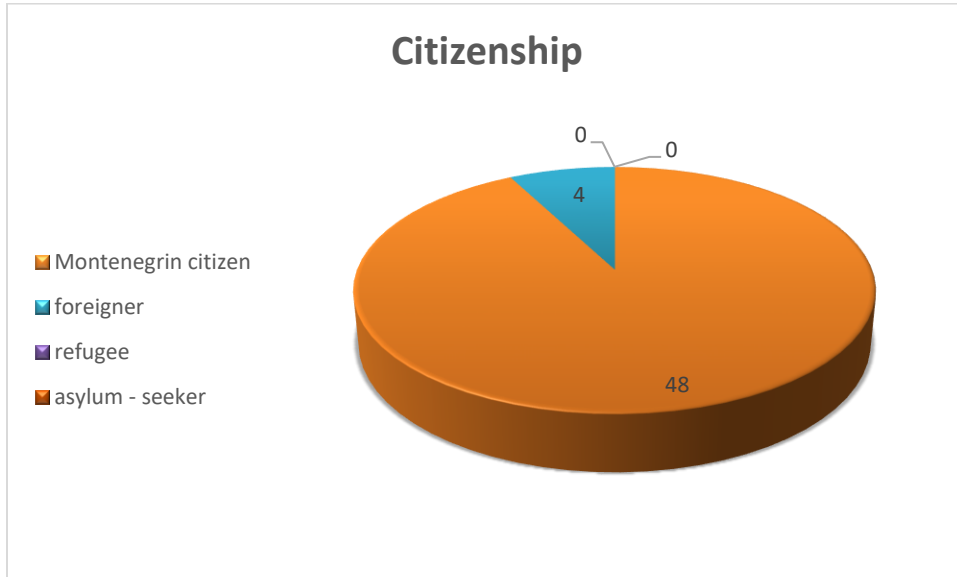
The greatest number of users is between 25 and 35 years old (38.6%), immediately followed by age range between 35 and 45 years (35.09%). 17.54% of respondents are aged between 45 and 55, 3.51% of then are aged 18 to 25 and 55 to 65. The least number of respondents (1.75%) is over 65 years of age (Graph 3)



Graph no. 3

2. Civil status

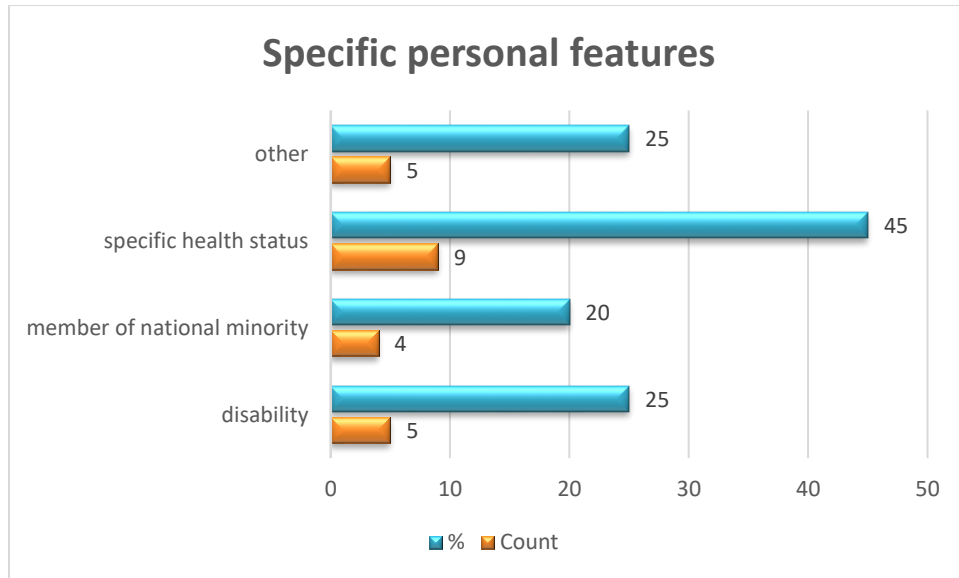
Regarding the civil status of respondents, the majority - 48 (92.31%) are citizens of Montenegro. 4 respondents (7.69%) are foreigners. None of the respondents has the status of a refugee or asylum seeker (Graph 4).



Graph no. 4

3. Specific personal characteristics

A total of 20 respondents indicated that they have some specific personal characteristics. Out of these, 20 respondents, 9 (45%) stated that they had a specific health status, 5 (25%) respondents said they had some kind of disability, 4 (20%) respondents indicated that they were members of a national minority, and 5 (25%) of the respondents indicated some other type of specificity (Graph no. 5). To the additional question of what kind of specificity it is, one respondent answered "persons who have been abused" and another person answered "self-supporting mother".



Graph no. 5

To an additional, open-ended question, in which they were asked to explain more precisely the specificity they indicated, the respondents gave the following answers:

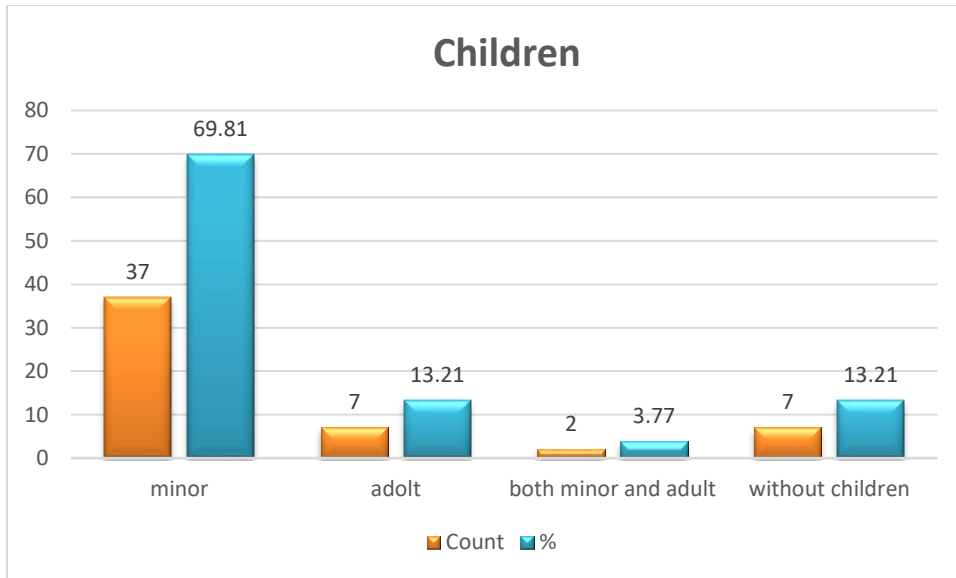
Specific health status: ankle fracture caused by domestic violence act; temporal lobe epilepsy / focal epilepsy; systemic lupus erythematosus; 3 kidney operations, breast tumor, psoriasis; chronic inflammation of the thyroid gland, spondylosis, tachycardia, nerve entrapment in the carpal tunnel, as well as on the 5th and 6th vertebrae of the cervical spine; an elderly person, in poor general health.

Member of a national minority: Serbian woman, member of the Serbian national minority in Montenegro; Bosniak.

Type of Disability: epilepsy, 50% disability; physical injury

4. Children

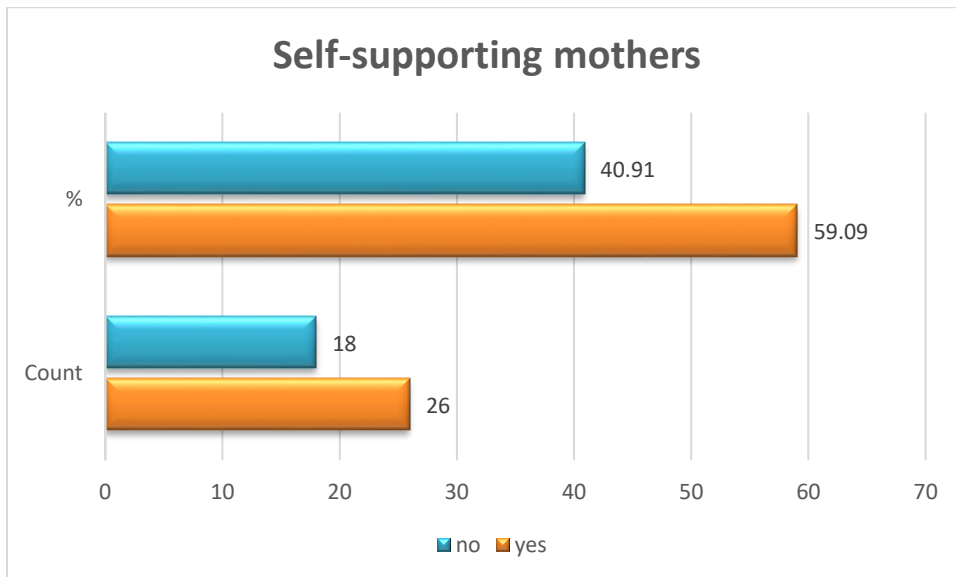
The majority of respondents, 37 of them (69.81%) have minor children, 7 (13.21%) respondents have adult children, 2 (3.77%) respondents have both minor and adult children, while 7 (13.21%) don't have children (Chart no. 6).



Graph no. 6

5. Self-supporting mothers

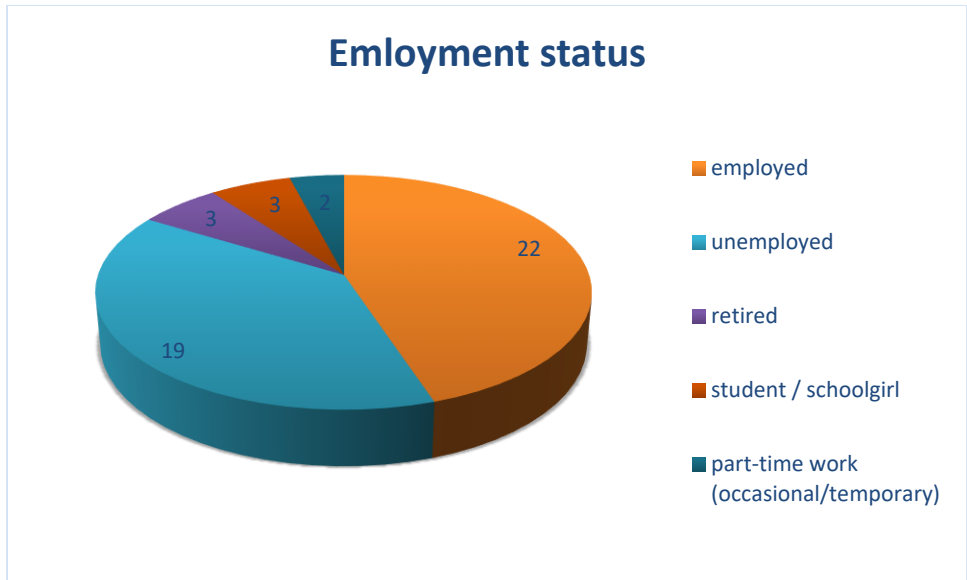
Among the respondents who have children, 26 of them (59.09%) are self-supporting mothers (Chart 7).



Graph no.7

6. Employment

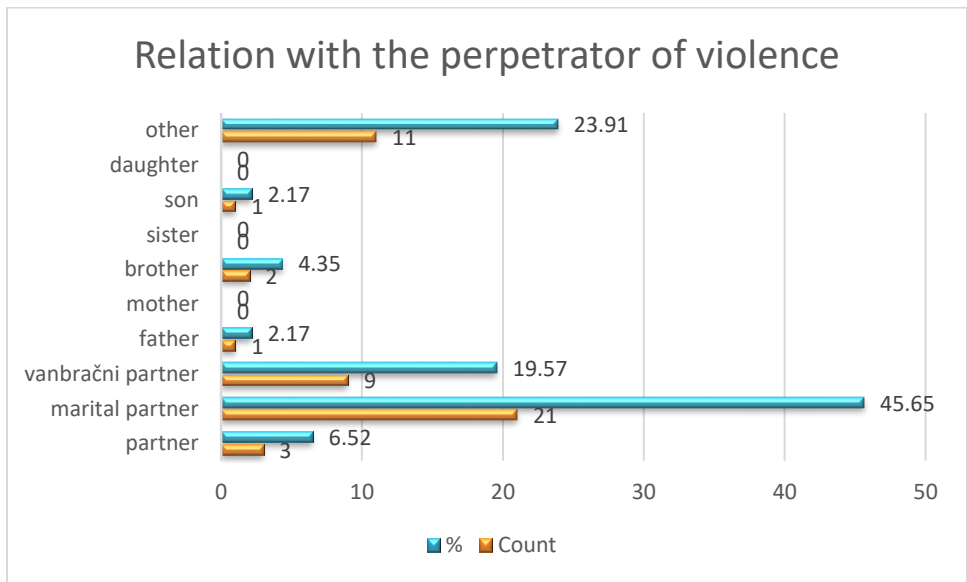
Among the respondents, most are employed - 22 respondents (44.9%), a slightly smaller number are unemployed - 19 respondents (38.78%), 3 respondents (6.12%) are retired, 3 respondents (6.12%) are students and 2 respondents (4.08%) work part-time (occasional or temporary jobs). (Chart no. 8)



Graph no. 8

7. Relationship with the perpetrator of violence

The perpetrator is in most cases a spouse - 21 respondents (45.65%); 11 respondents (23.91%) marked the answer "other"; In 9 cases (19.57%) the abuser is an extramarital partner, in 3 cases (6.52%) a partner; 2 cases (4.35%) a brother, in 1 case (2.17%) father and in 1 case (2.17%) son (Graph 9)



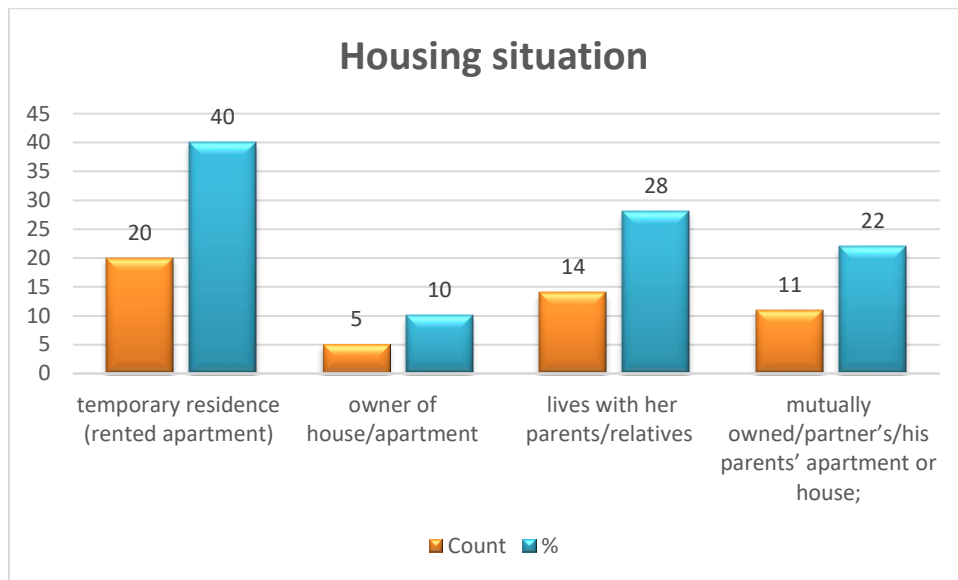
Graph no.9

If the respondents answered that the perpetrator was "other", they were asked an additional question: "Who?"

To this question, 6 respondents answered that the abuser was their “ex-spouse”, 2 respondents named a “former partner” as a perpetrator, 1 respondent answered “daughter-in-law”; one respondent answered “foreign person” and one respondent wrote : “closest relatives and churchman with whom I am not related”.

8. Housing situation

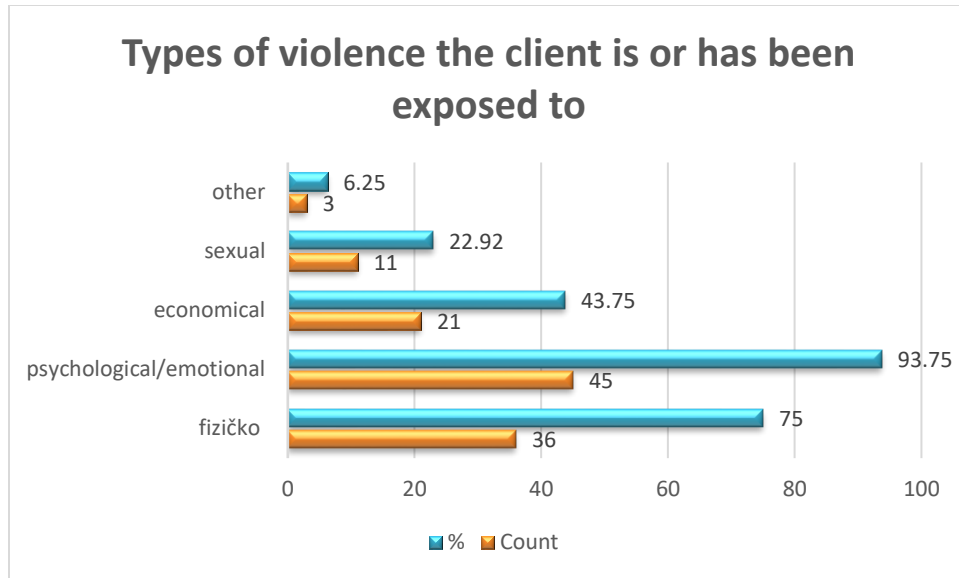
The majority of respondents - 20 of them (40%) stated that they lived in temporary accommodation (rented apartment), 14 of them (28%) live with their parents or relatives, 11 (22%) live in a shared apartment / partner's apartment / with his parents. Only 5 (10%) respondents own their own apartment (Graph 10)



Graph no. 10

9. Types of violence

45 (93.75%) women stated that they had been or were exposed to psychological/emotional violence; 36 (75%) to physical, 21 (43.75%) to economic, 11 (22.92%) to sexual violence. 3 respondents indicated that they were exposed to other kinds of violence (Graph 11). To the sub-question "Which kind?", They gave the following answers: *"Everything that exists"*, *"Mental, physical, sexual harassment of a minor"*, *"Psychological violence via text messages. Blackmail, threats and coercion"*



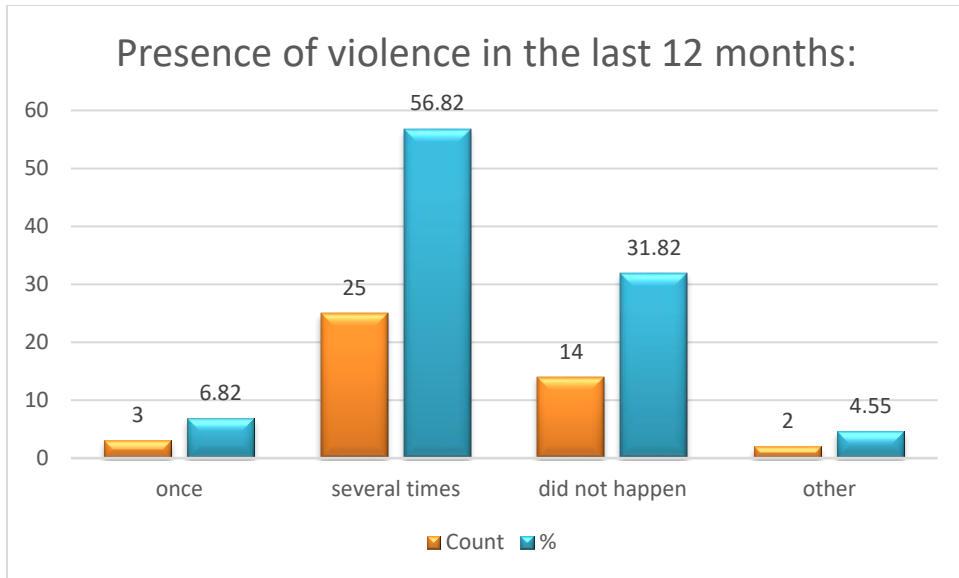
Graph no. 11

10. Duration of violence

When it comes to duration of violence exposure, the choice of answers was not offered in the questionnaire, but the respondents were asked to enter the number of years they were exposed to violence. The answer was given by 42 respondents. The shortest duration is one year and the longest is 30 years. The average duration of violence among this sample is 6.6 years.

11. Presence of violence in the last 12 months

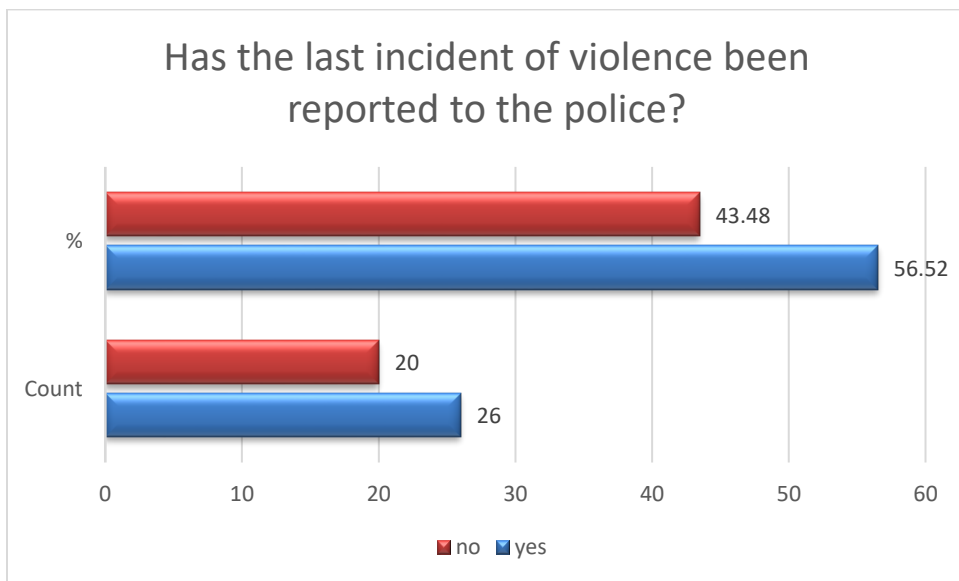
25 respondents (26.82%) stated that violence had occurred more than once in the last 12 months, 3 (6.82%) that violence had occurred once, while 14 (31.82%) stated that violence had not occurred in the last 12 months. Two respondents (4.55%) marked the answer "something else" (Graph 12). When asked to explain this answer, one of them answered that the last time the violence happened was 15 months ago, and the other *"I am no longer near the perpetrator. He does not allow me to see children freely. He drains me emotionally by protracting the trial."*



Graph no.12

12. Has the last incident of violence been reported to the police?

26 (56.62%) respondents answered the question affirmatively, while 20 of them (43.48%) gave a negative answer (Graph 13)



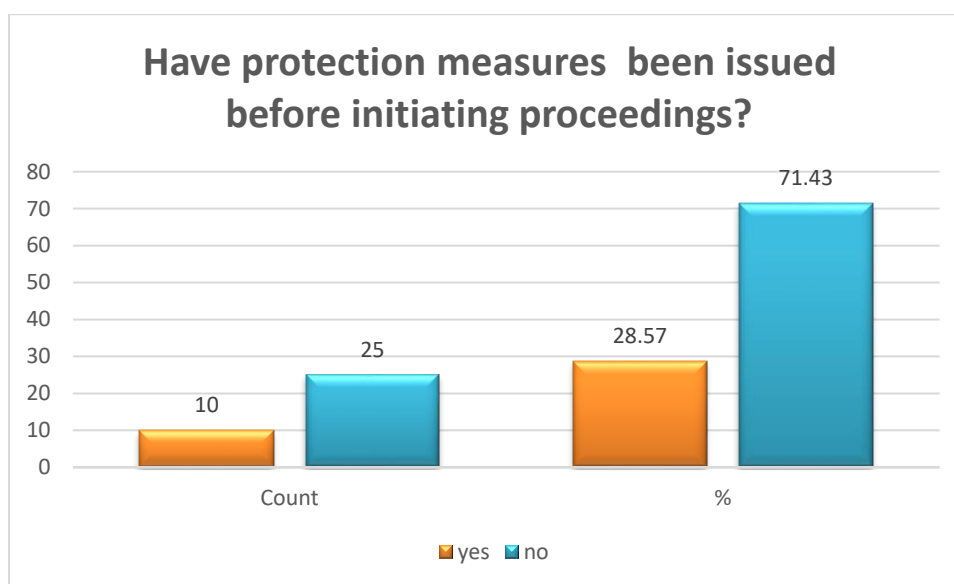
Graph no.13

INFORMATION ON PROTECTION / SECURITY MEASURES

13. Measures imposed in the last 12 months:

a) Protective measures before initiating proceedings

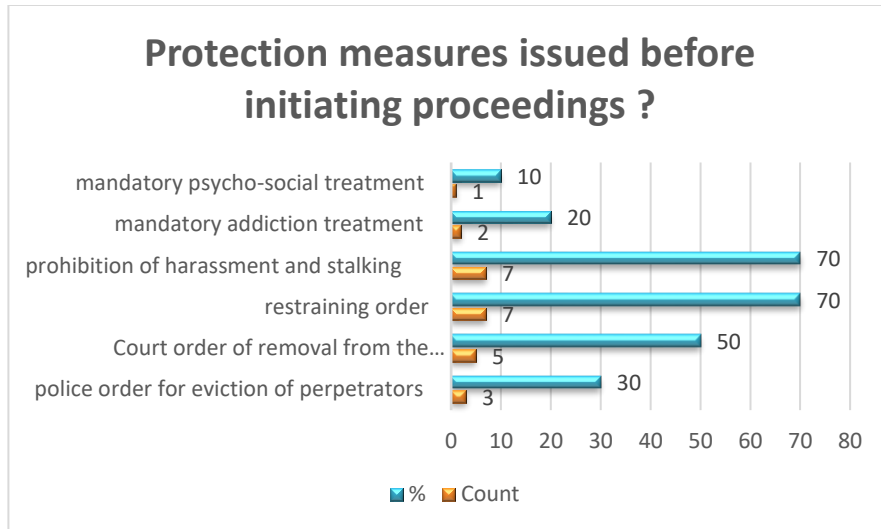
Considering that 26 respondents affirmatively answered the previous question on whether the last event was reported to the police and considering that more answers appear on this question (35), we conclude that the respondents gave an answer in relation to the last reported case. Protective measures before initiating proceedings were issued in 10 (28.57%) cases (Graph 13)



Graph no.13

b) Type of protective measures, before initiating proceedings

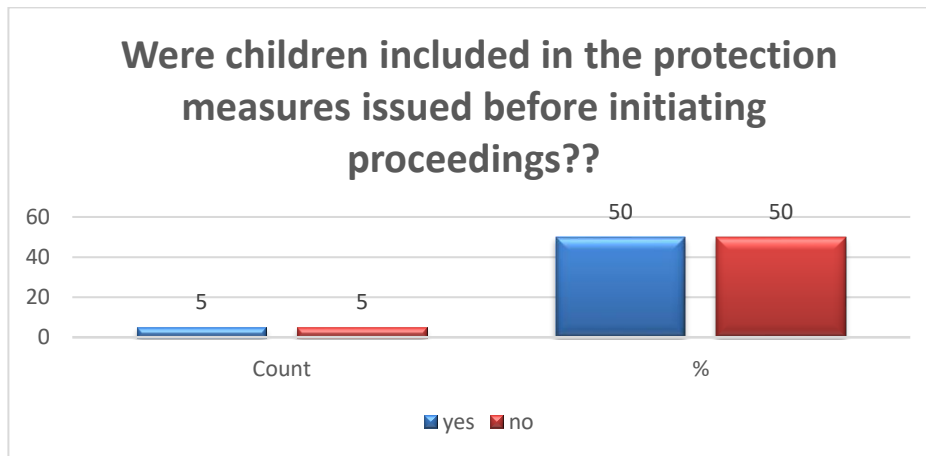
It was possible to give more answers to this question, since it is often the case that several protective measures are determined simultaneously. Therefore, the percentage is measured in relation to the number of cases (10). Before initiation of the procedure, the most common protective measures issued are: Prohibition of harassment and stalking - in 7 cases (70%), prohibition of approach - in 7 cases (70%), Removal from the apartment or other living space - in 5 cases (50%), police order for eviction of perpetrators was determined in 3 cases (30%), mandatory addiction treatment in 2 cases (20%) and mandatory psycho-social treatment in 1 case (10%) (Chart no. 14)



Graph no.14

c) Protective measures before initiating proceedings regarding children

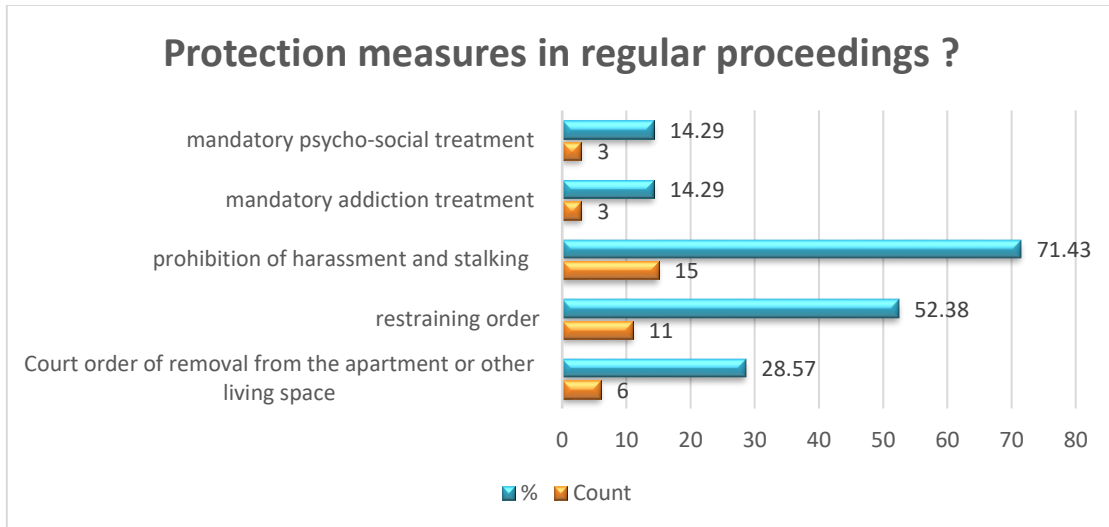
Children were covered by protective measures before the initiation of proceedings in 5 (50%) cases (Chart no. 15).



Graph no. 15

d) Protection measures in regular proceedings

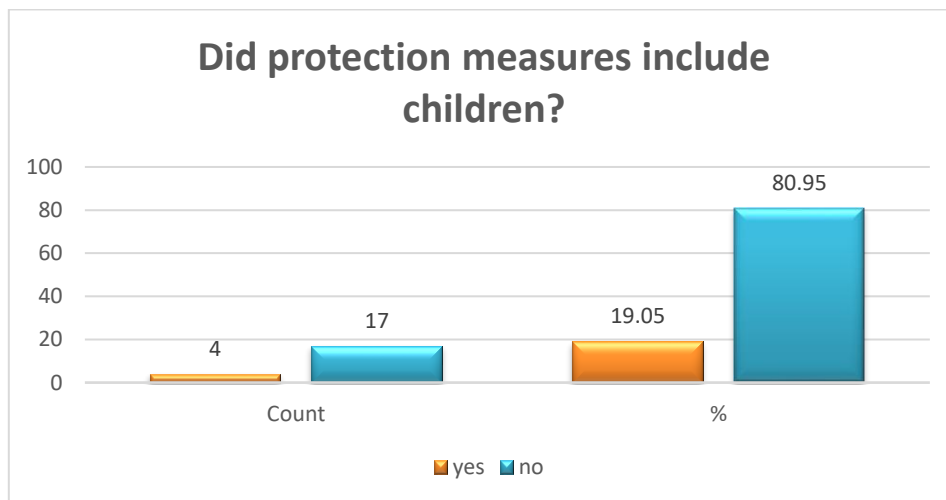
Protection measures in the regular procedures were issued in 21 cases. It was also possible to give more answers to this question, so the percentage is measured in relation to the total number of cases in which measures were issued. The most frequently imposed measure in the regular procedure is the prohibition of harassment and stalking - in 15 (71.43%) cases, followed by the prohibition of approach - 11 times (52.38%); Removal from the apartment or other living space - 6 times (28.57%); Compulsory psychosocial treatment - 3 times (14.29%) and Compulsory addiction treatment - 3 times (14.29%) (Chart No.16)



Graph no.16

e) Protective measures in the regular procedure regarding children

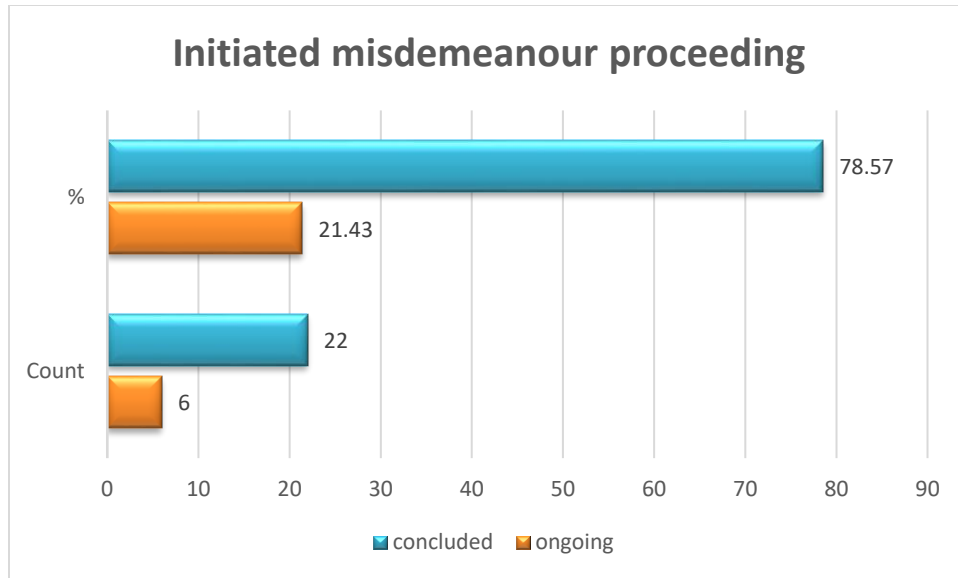
Protective measures included children in only 4 (17%) cases (Graph 17)



Graph no.17

f) Misdemeanour proceedings

The misdemeanour procedure was initiated in 28 cases, out of which it was completed in 22 cases (78.57%), and in 6 cases (21.43%) is still in progress (Graph no. 18).



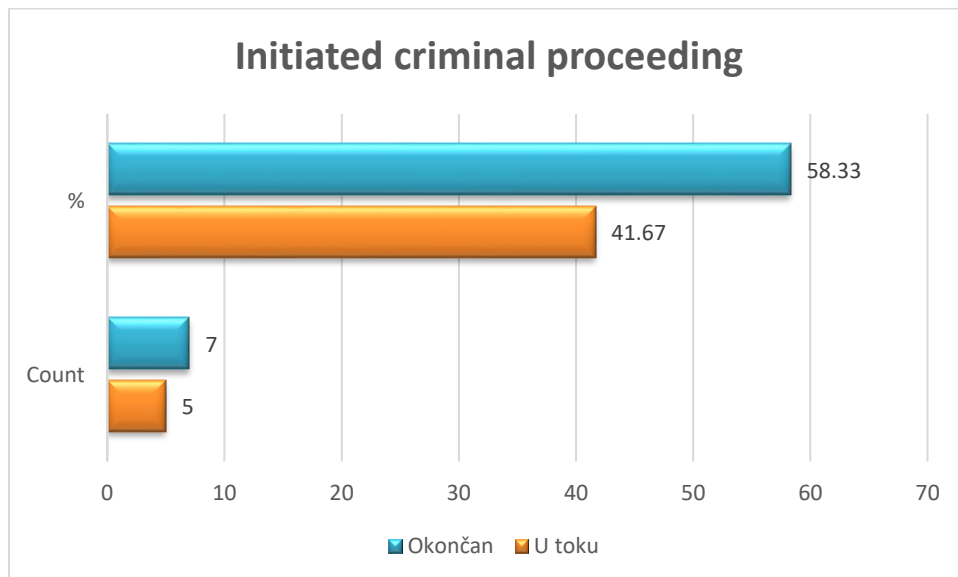
Graph no.18

When asked what sanctions were imposed on the perpetrator, 11 respondents answered:

4 respondents stated that the perpetrator was fined and 4 stated that he received a suspended sentence, in both cases in addition to the protective measures. Imprisonment was imposed in only one case, while one respondent replied that she had not been informed about the sanction.

g) Criminal proceedings

12 respondents answered that criminal proceedings had been initiated. In 7 (58.33%) cases the proceedings are completed, while 5 (41.67%) proceedings are still ongoing (Chart no. 19).



Graph no. 19

When asked what sanctions were imposed on the perpetrator, 4 respondents answered:

"3 months in prison"

"First fined now suspended for one year"

"Prison sentence"

"He was immediately imprisoned. And he was not released until he served a sentence of 9 months. He received 6 months for violence, 6 months for attempted lewd acts with a minor, but since he was not convicted before he received only a total of 9 months. "

h) Imposed security measures

Security measures were imposed in 4 cases. When asked "what security measures were imposed?", 2 respondents answered, and in both cases it was removal from the apartment.

i) Imposed supervision measures

According to respondents, surveillance measures were imposed in 3 cases. When asked what surveillance measures were in question, two respondents gave the answer: *"Restraining order"* and *"Removal from the apartment"*, which leads to the conclusion that the measures imposed were actually protection measures prescribed by The Law on Protection from Family Violence and that no supervision measures were imposed on the abuser.

Област са приложима

j) Current safety assessment

When asked how they assess their safety at the moment, 25 respondents (65.79%) answered that they feel safer, 12 (31.58%) that the situation has not changed and 1 respondent (2.63%) answered that the situation deteriorate (Chart no. 20).



Graph no. 20

To the sub-question in which the respondents were asked to explain the assessment of their current situation, 19 answers were received. From some answers it can be concluded that the reaction of the institutions (police, prosecutor's office, court) had an effect and that they feel safer:

"Ever since my ex-husband was imprisoned for coming to my job where he threatened me, and after he was released from prison, he stopped harassing, threatening, insulting me, and since then I have not filed a single report with the police."

"He stopped all forms of communication when misdemeanour proceedings concluded. "

For some respondents, the situation has changed for the better only temporarily, so continuous monitoring is required:

"I feel safer because I stay with children in a shelter for women and children who are victims of violence"

"The abuser is in jail, I feel safe"

"...For right now, because of the sanctions, I know that he will not harass me nor the children, but I don't know how long it will last..."

"After the report was handed over to the Police, and after 72 hours of detention, the now ex-husband moved away from the shared apartment. I feel safe, but since my financial situation has not yet been resolved, and he has the key to the apartment, I sometimes fear that he might return. A lot of his things is still here."

In cases of some respondents, the institutions did not have an adequate reaction, which is why they feel that their situation has not changed or that it has worsened:

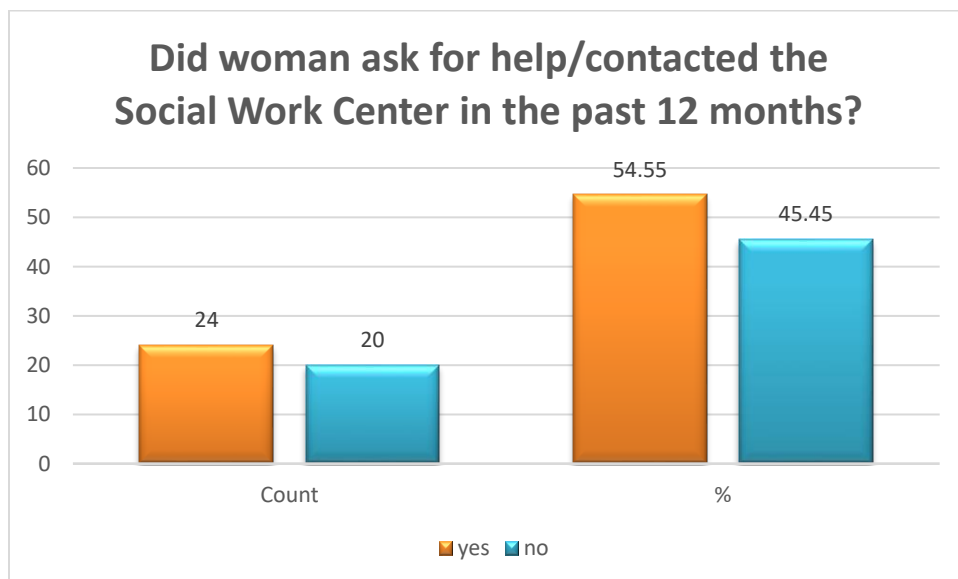
"After he was released from prison last November, he tried to contact me through my friends...two days ago, he got in the way of my ex-extramartial partner with his car and initiated a verbal duel...it happened for the second time since he came out ... he immediately found out where I lived with children, which are not his children...I honestly don't feel safe now because I'm afraid that he will stalk me or my children..And knowing what a monster he is, capable of anything ...yes, I felt reborn, but fear awoke again... "

"Since I do not have protection from the Prosecutor's Office and the Police do not react to every problem, I feel threatened and today I fear for my safety. Especially because he is a recidivist and someone who committed a number of acts of violence against me, either physical or psychological, and at the same time violated the protective measures and prosecution always rejected my complaints about this, I had more and more problems. I feel threatened because the institutions do not react to all reports, nor do they look at previous files or offences against me, so that every next one could be gravely convicted, they never see grounds for punishment. This is a wind in the back of the abuser. And there are not enough stated elements in the Police under which to file a report. Because there are no elements of violence there, and in most cases, even when the Police find grounds for reporting, the Prosecution rejects it. "

INFORMATION ON SUPPORT SERVICES/SERVICE PLAN OF THE SOCIAL WORK CENTER

14. Has the woman sought help from / approached the Social Work Center in the last 12 months?

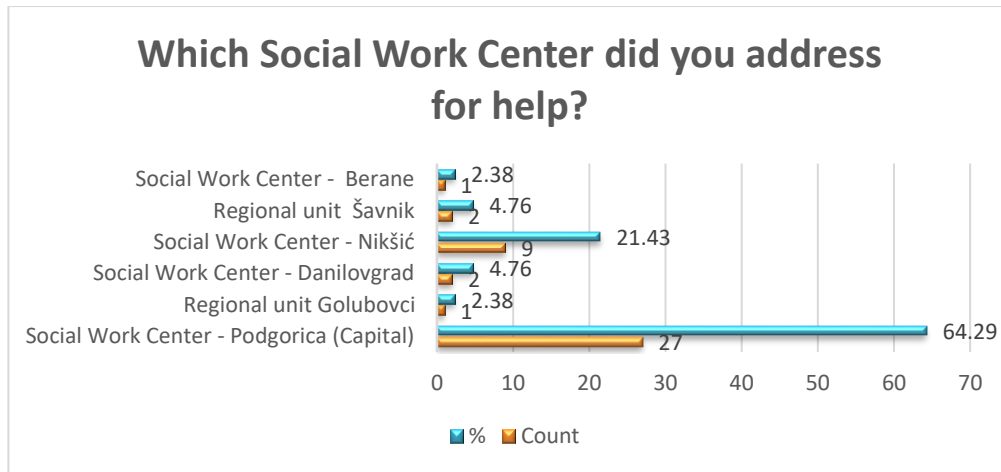
This question was answered by 44 respondents. 24 of them (54.55%) stated that they had approached SWC in the last 12 months (Chart no. 21).



Graph no. 21

15. Which SWC did you turn to for help?

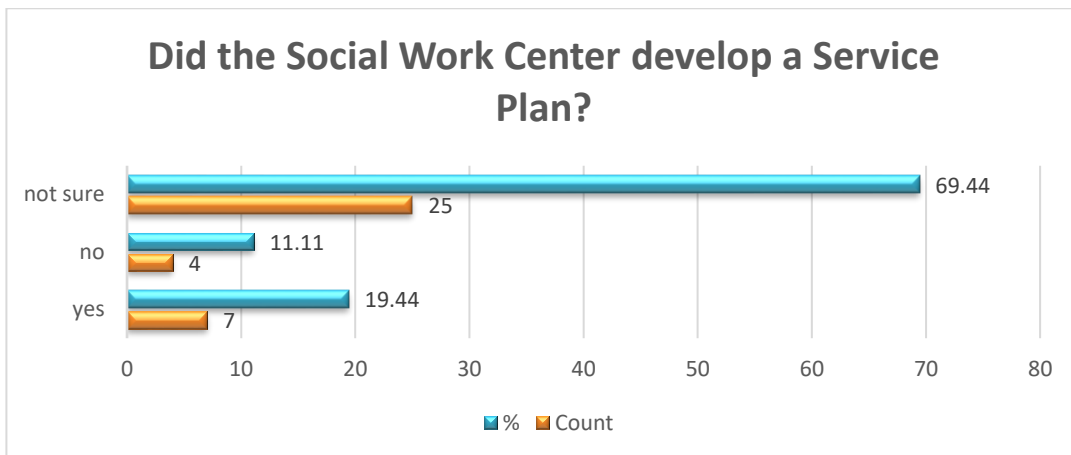
This question was of a closed type. Respondents were required to mark one of the 25 offered existing centers or regional units. 27 (64.29%) respondents stated that they turned to the Social Work Center in the Capital Podgorica, 9 (21.43%) to the Social Work Center Nikšić, 2 respondents (4.76%) turned to the Social Work Center Danilovgrad, 2 respondents (4.76%) addressed the Šavnik Regional Unit, 1 respondent (2.38%) approached the Golubovci Regional Unit and 1 respondent (2.38%) approached the Social Work Center Berane.(Graph no. 22)



Graph no. 22

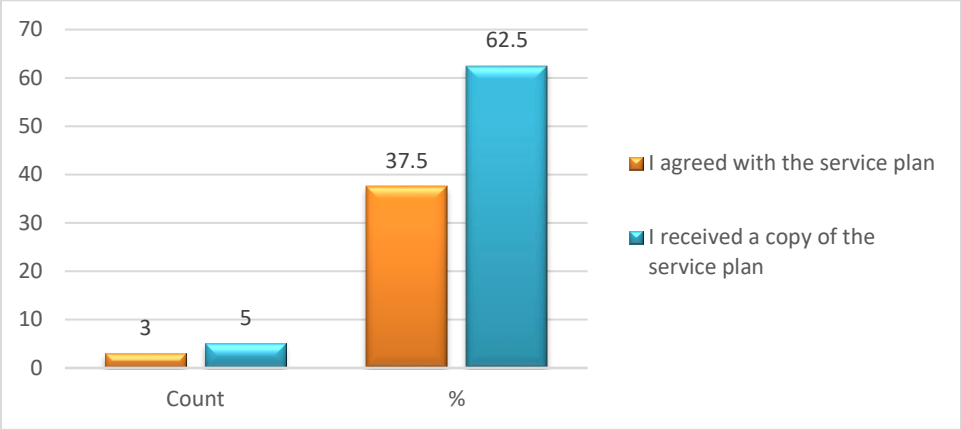
16. Did the Social Work Center develop a Service Plan?

25 respondents (69.44%) answered that they were not sure, 7 (19.44%) answered that the Service Plan was made and 4 respondents (11.11%) answered that it was not created. (Graph no. 23)



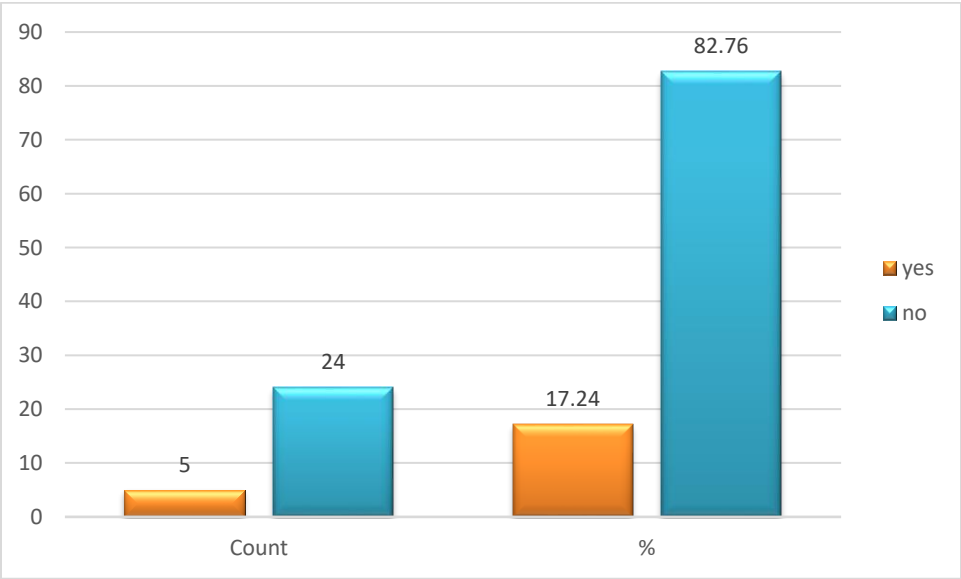
Graph no. 23

If the respondents answered that the Service Plan was made, they were asked if they agreed with it and if they received a copy of it. There was the possibility of multiple answers. 3 women (37.5%) answered that they agreed with the Service Plan and 5 of them (62.5%) answered that they received a copy (Graph no. 24).



Graph no. 24

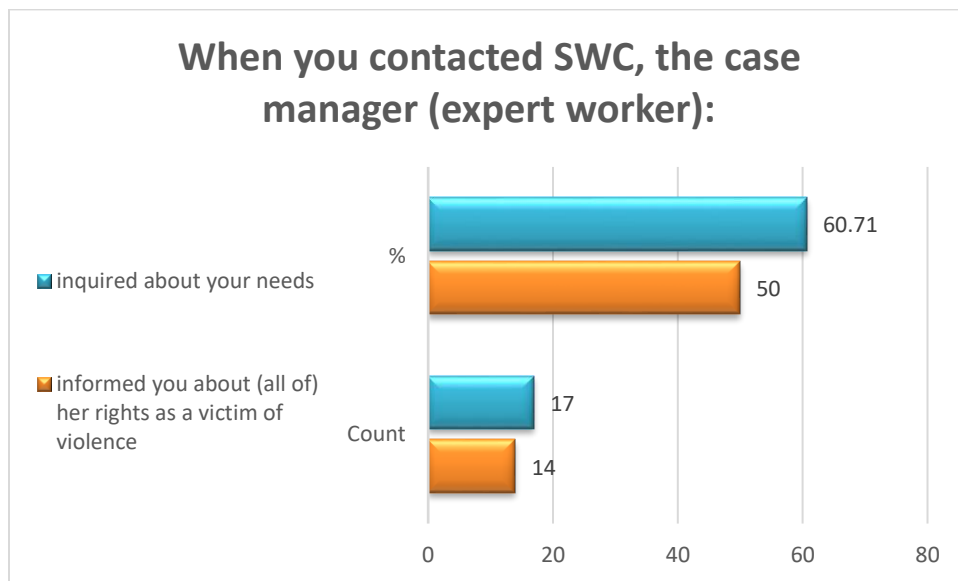
If respondents answered that the Service Plan was not made or that they were not sure if it was, they were asked if they knew what the Service Plan was. 5 of them (17.24%) answered that they knew, and 24 of them (82.76%) that they did not know (Graph no. 25).



Graph no. 25

17. Providing information on rights and examining the needs of clients

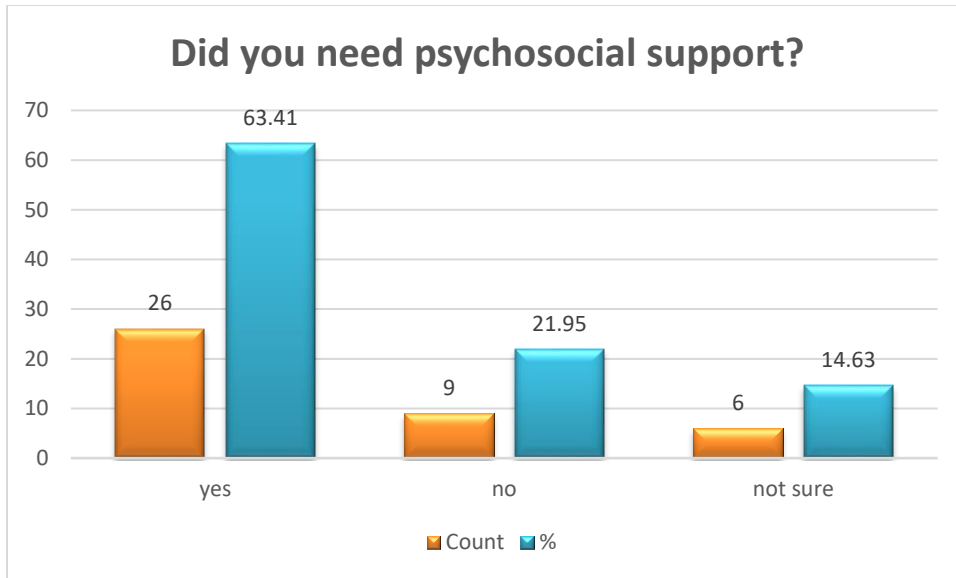
Respondents were asked whether the case manager or another SWC professional had examined the needs she has as a victim of violence and whether they had informed her of all the rights provided to victims by law. The question was answered by 28 respondents, which is 63.63% of the total of 44 respondents who answered that they had applied for CSR assistance in the last 12 months, or 42.42% of the total number of women who completed the questionnaire. Double answers were also possible here, so the percentage is calculated in relation to the number of respondents who answered this question. 17 respondents (60.71%) stated that their needs were examined by SWC, and 14 of them (50%) that they were about all rights (Graph no. 26).



Graph no.26

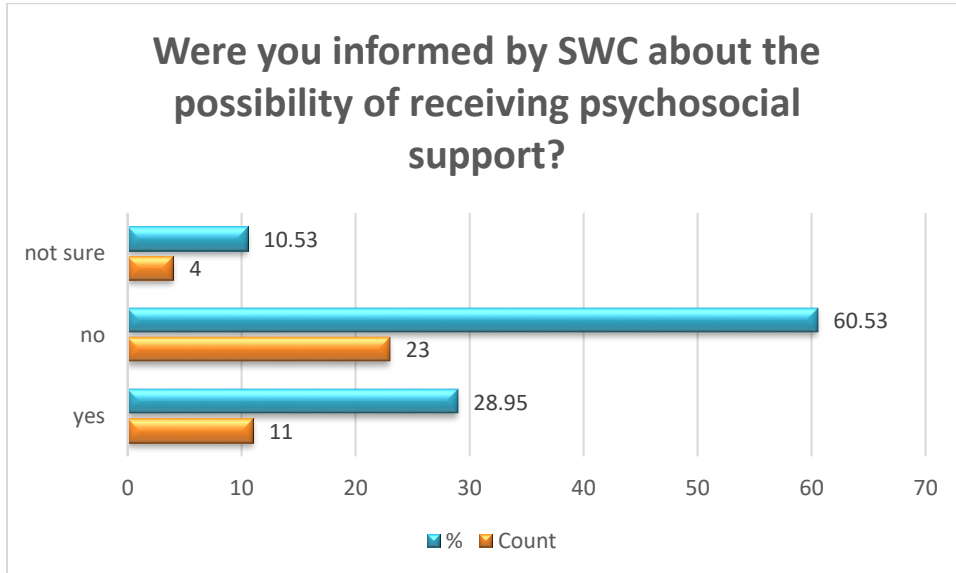
18. Psychosocial support

The first question in this part of the questionnaire was “Did you need psychosocial support?”. This question was answered by 41 respondents. 26 of them (63.41%) answered that they were in need of it, 9 (21.95%) that they were not and 6 (14.63%) that they were not sure. (Graph 27)



Graph no. 27

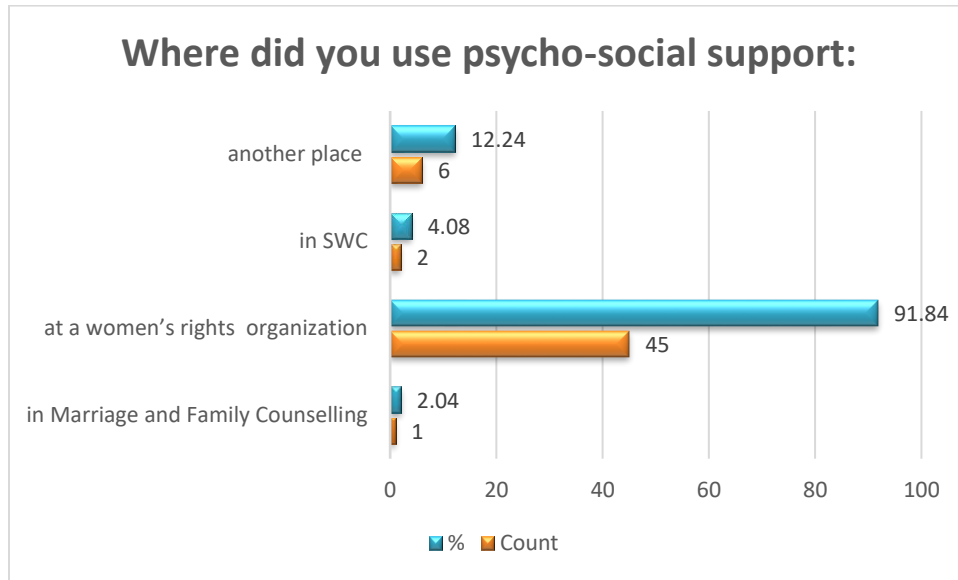
When asked whether they were informed by SWC experts about the possibility of receiving psychosocial support, 38 respondents answered. Most of them - 23 (60.53%) stated that they were not informed, 11 of them (28.95%) that they were, and 4 (10.53%) respondents answered that they were not sure (Graph 28).



Graph no. 28

When asked where, if so, they used psychosocial support, the answer was given by 49 respondents. Multiple answers to this question were possible, so the percentages were calculated in relation to the total number of respondents who answered it. A significant majority - 45 of them (91.84%) stated that they used psychosocial support in women's NGOs, 2 respondents (4.08%) in the Social Work Center, 1

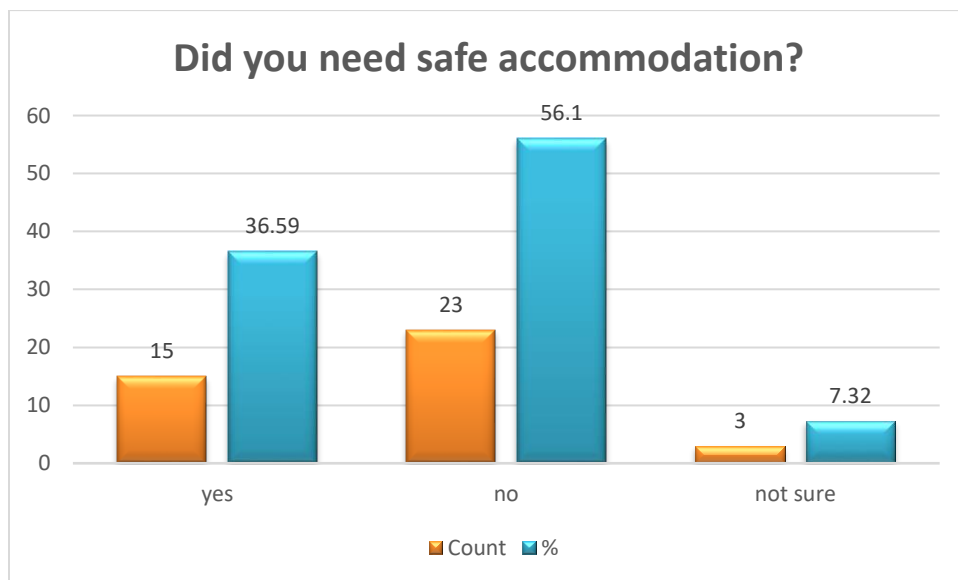
(2.04%) respondent in the Marriage and Family Counselling Center. 6 respondents (12.24%) answered that they used psychosocial support services elsewhere (Graph no. 29). When asked where, two respondents answered “in the NGO Association of Youth with Disabilities”, one answer was “in a psychiatric hospital”, and the other answers referred to the place where their children used psychosocial support, which will be discussed further in the report.



Graph no. 29

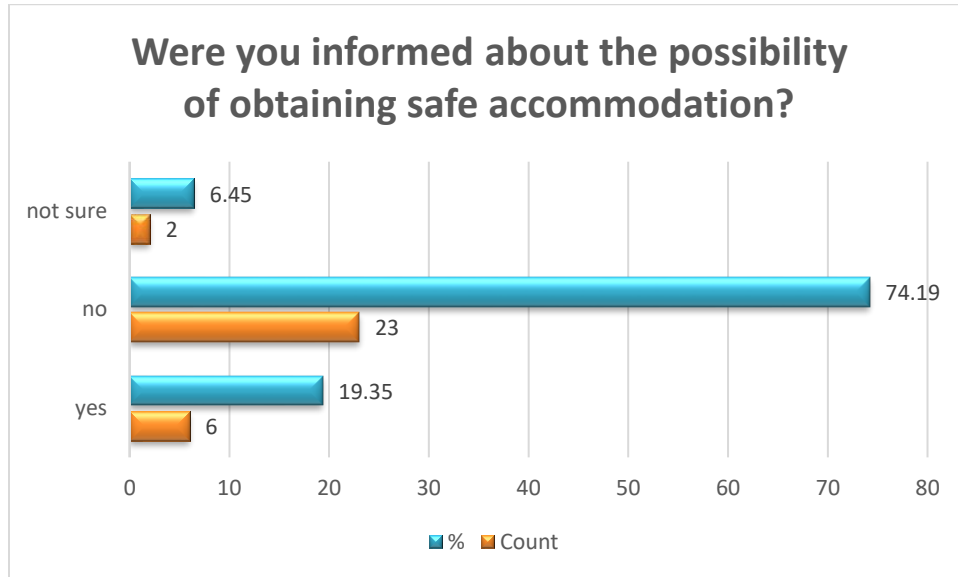
19. Safe accommodation

Answer to the question " Did you need a secure place to reside?" was given by 41 respondents. 23 of them (56.1%) answered that they did not need it, 15 (36.59%) that they did and 3 (7.32%) that they were not sure (Chart no. 30).



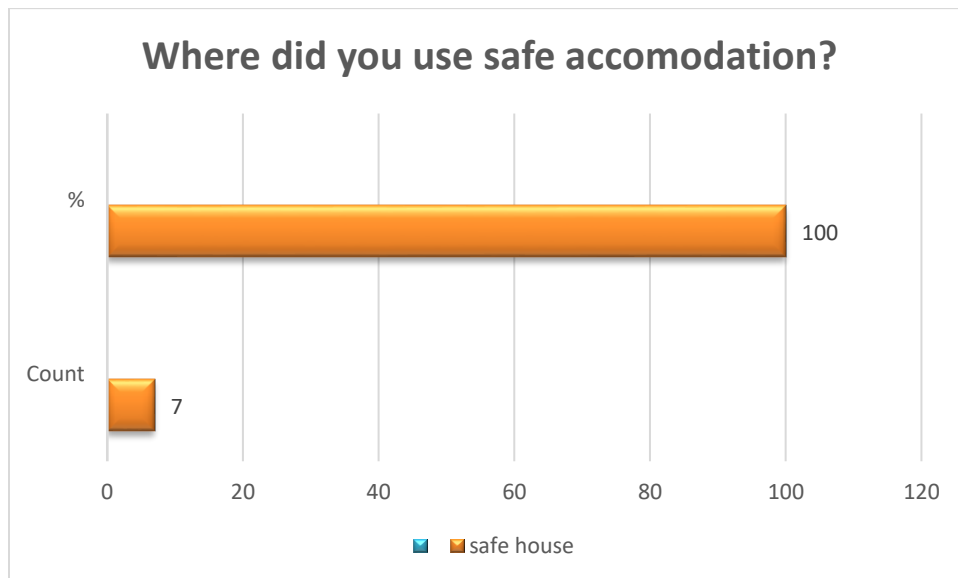
Graph no. 30

When asked whether the professional workers from SWC informed them about the possibility of obtaining safe accommodation, the answer was given by 31 respondents. 23 of them (74.19%) answered that they were not, 6 (19.35%) that they were informed and 2 respondents (6.45%) were not sure if they were informed (Graph no. 31).



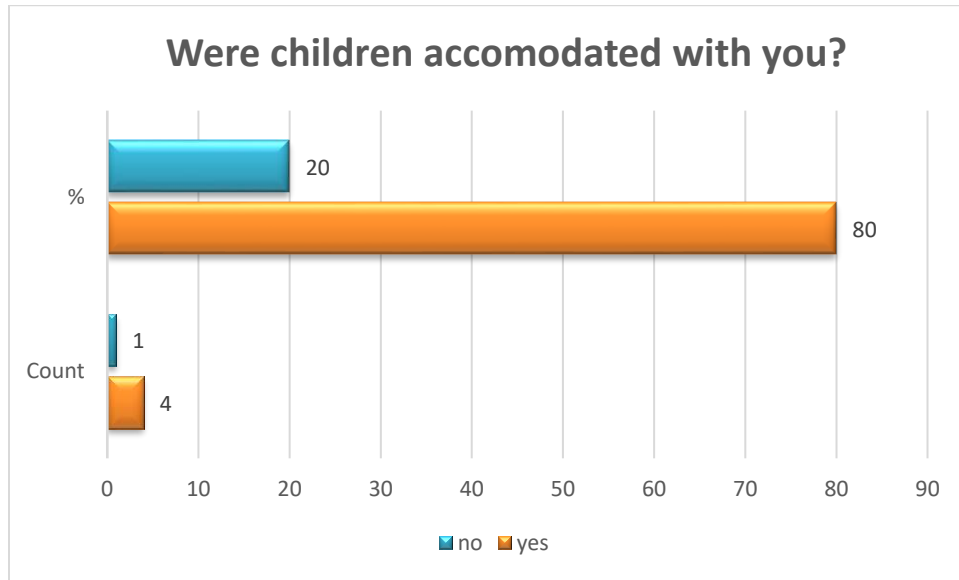
Graph no.31

When asked whether they used safe accommodation and if so, whether it was a safe house or some other type of accommodation, 7 respondents answered that they used a safe house (Graph 32).



Graph no. 32

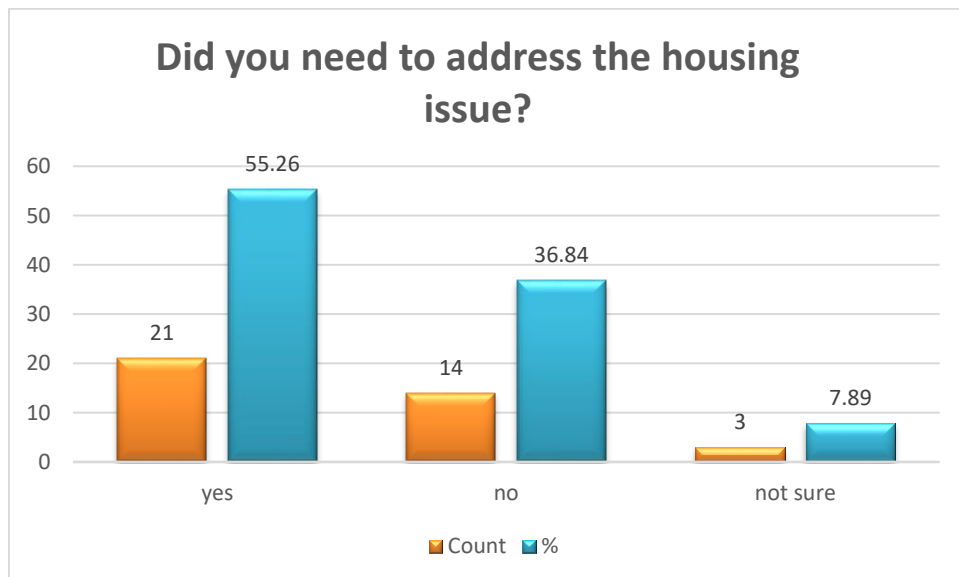
Out of the 5 respondents who used the services of a safe house, and whose children are minors, 4 of them (80%) answered that the children were accommodated with them, while 1 (20%) answered that they were not (Graph no. 33).



Graph no. 33

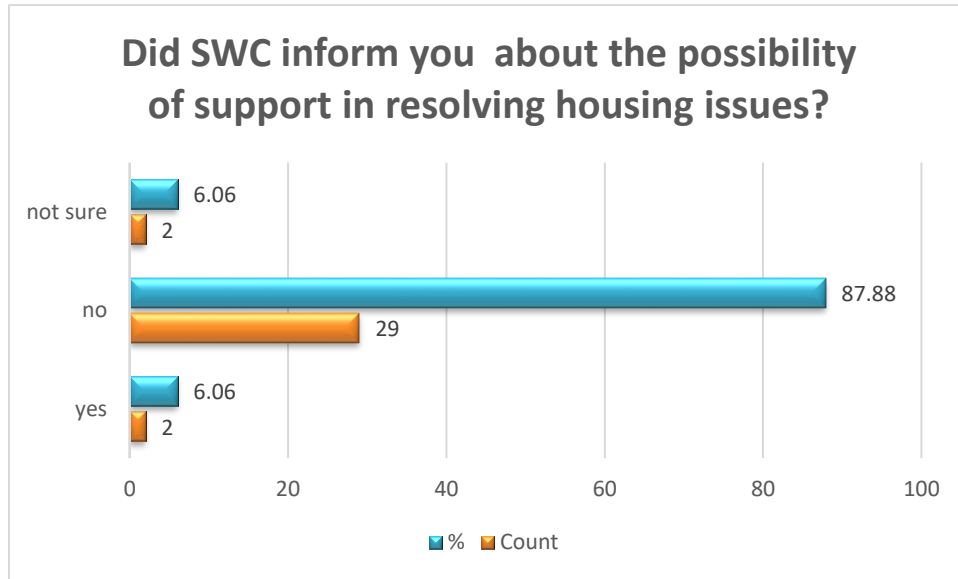
20. Residence

When asked if they needed to address the residence issues, the answer was given by 38 respondents. 21 of them (55.26%) answered affirmatively, 14 (36.84%) respondents answered that they did not have the need to address the residence issue, 3 respondents (7.89%) replied that they were not sure (Chart no. 34)



Graph no.34

29 respondents (87.88%) stated that they were not informed by SWC professionals about the possibility of support in resolving residence issues, 2 respondents (6.06%) answered that they were informed and 2 respondents (6.06%) answered that they were not sure whether they were informed (Graph no.35)

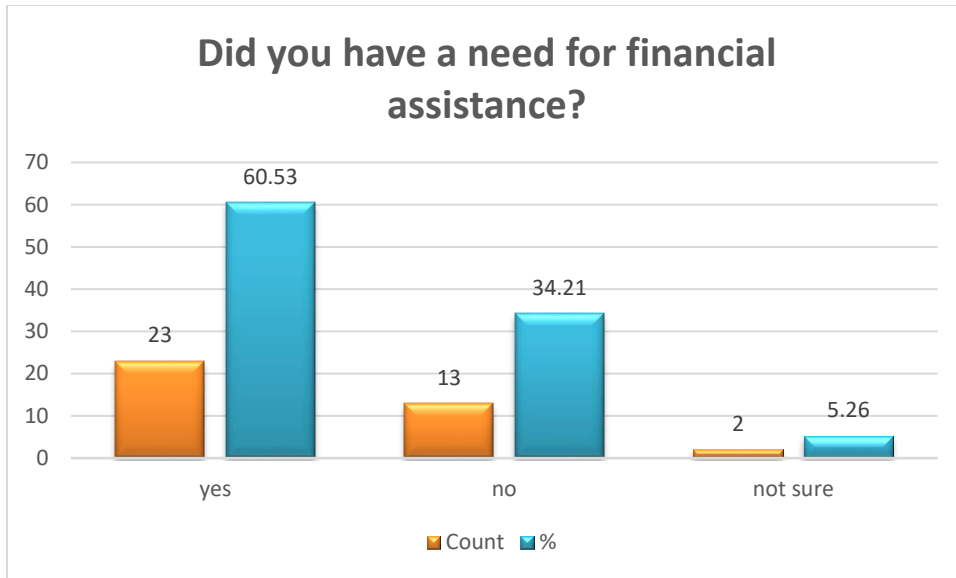


Graph no.35

The next question addressed the kind of support respondents used to solve the housing issue, if they used it: social housing for vulnerable groups or some other type of support. None of the respondents answered this question and therefore it can be concluded that none of them received any kind of support for resolving the housing issue.

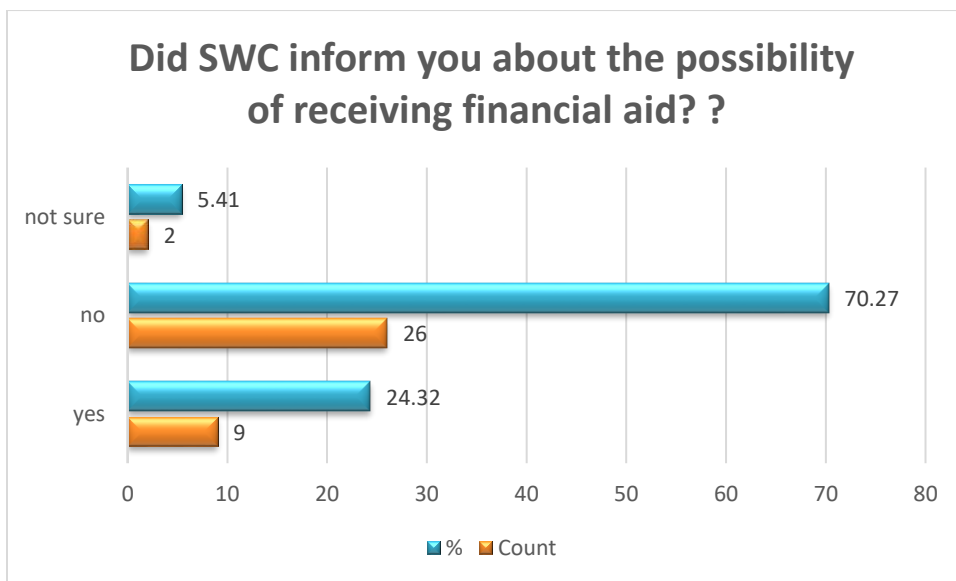
21. Financial aid

When asked whether they needed financial aid, 38 respondents answered, out of which 23 (60.53%) gave an affirmative answer, 13 (34.21%) were not in need and two respondents (5.26%) answered that they were not sure (Chart No.36)



Graph no.36

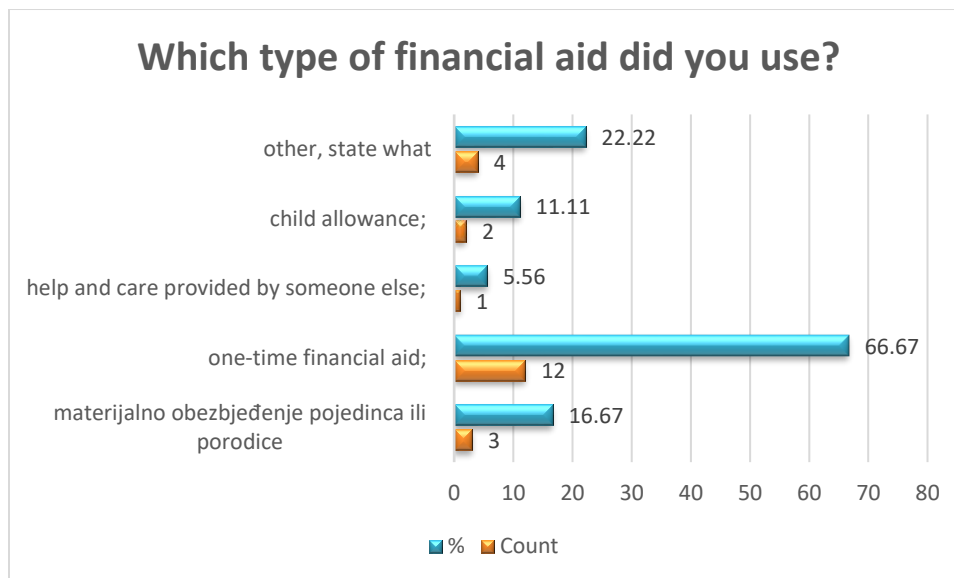
26 of them (70.27%) state that they were not informed by the SWC experts about the possibility of receiving financial support, 9 of them (24.32%) that they were informed, and 2 (5.41%) that they are not sure if they were informed (Chart No. 37)



Graph no. 37

Respondents were asked to state, in case they used some kind of financial assistance, if the assistance they received was provided by the Law on Social and Child Protection. This question was answered by 18 respondents. Since it was possible to choose more than one answer, the percentage is calculated in relation to the number of respondents who answered this question. 12 of them (66.67%) answered that they used one-time financial aid, 3 (16.67%) respondents used material allowance of an individual or

family, 2 (11.11%) child allowance, 1 (50.56%) help and care provided by someone else, 4 respondents (22.22%) answered that they used some other type of material support (Chart no. 38).



Graph no. 38

From the answers given to the sub-question which type of material support they used, it can be concluded that none of the 4 of them, in fact, used any type of material support. Some of the explanations are interesting for the purposes of this research, because they indicate the obstacles faced by women who decide to get out of a violent environment:

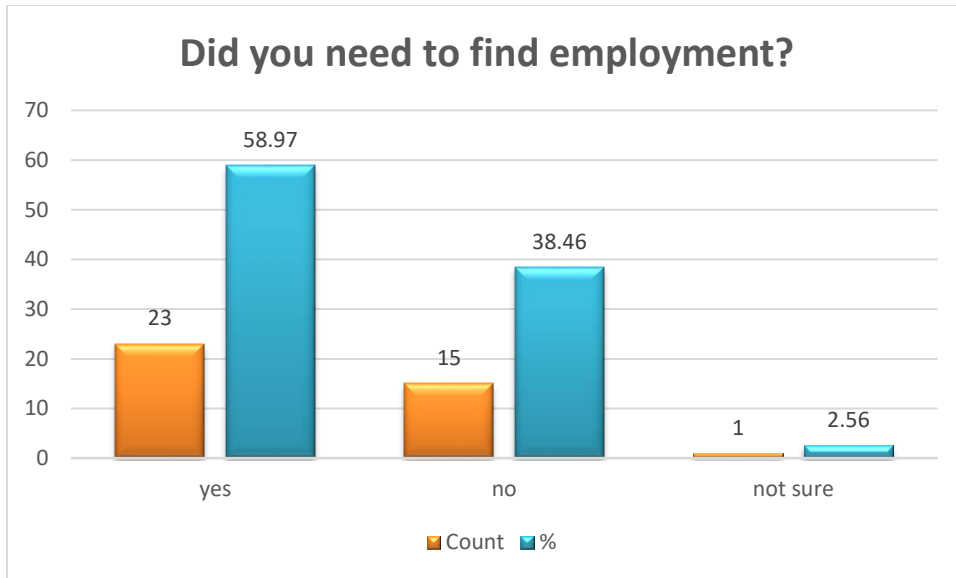
"I did not use any of the above. But I try to gain rights, because as a single mother, I don't think I am entitled to anything. Given the situation..."

"I did not use any material help, and I needed it. I still need it..."

"I did not use anything except one-time assistance, as I am not entitled to receive family financial assistance because I live with my dad, who receives retirement revenue. According to them, I am not entitled to receive social benefits because they can support me. I have to live on my own in order to receive family financial assistance. And I don't have money to pay for the apartment. Even if I received it, that money would not be enough to cover the rent and not even the basic needs. And those are big mistakes when you have to be a lessee to receive support, because I am not entitled to receive family financial assistance and child allowance since I live with my dad."

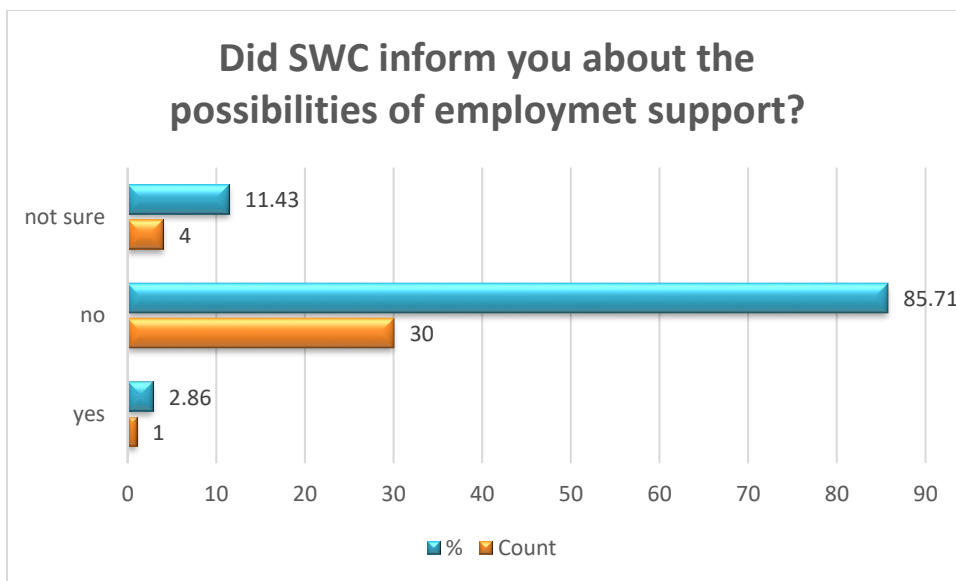
22. Employment

39 respondents answered the question regarding their need of employment, out of which 23 (58.97%) answered that they were in need of employment, 15 (38.46%) gave a negative answer and 1 (2.56%) respondent answered that she was not sure (Chart no. 39).



Graph no. 39

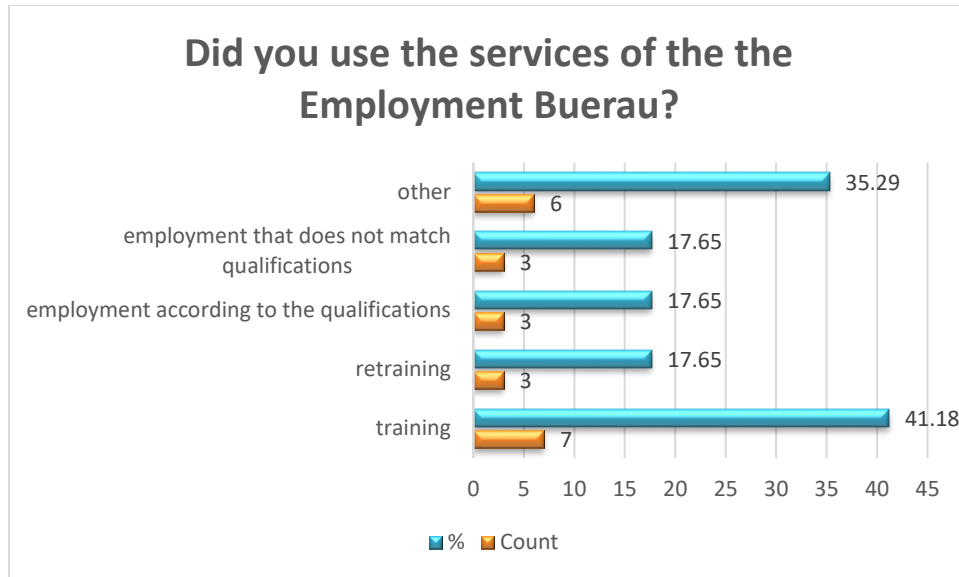
30 respondents (85.71%) stated that they were not informed by the SWC experts about the possibilities of employment support, 1 respondent (2.86%) stated that she was informed, and 4 (11.43%) that they are not sure if they were informed. (Graph 40)



Graph no. 40

In the next question, the respondents were asked in case they used some services, to state the types of services of the Employment Bureau they used. Of the 17 respondents who answered this question, 7 (41.18%) answered that they participated in trainings organized by the Bureau, 3 (17.65%) used the

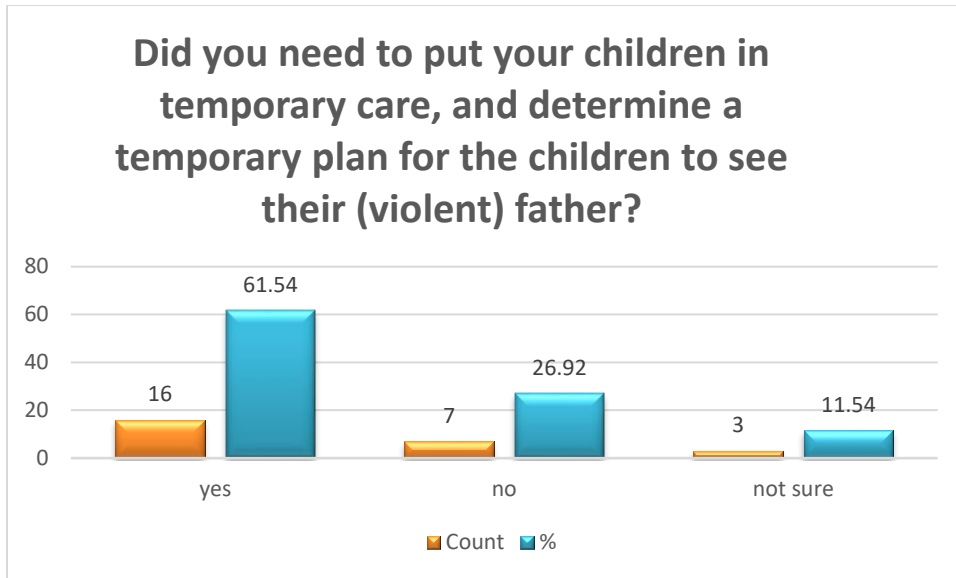
employment opportunity that does not match their qualifications, 3 (17.65%) used the employment opportunity corresponding to the qualifications, 3 of them (17.65%) used re-training or additional training services, 6 (35.29%) respondents answered that they used some other services of the Bureau, however, from the replies to the question asking which services are in question, it is concluded that none of them actually used the services of the Bureau (Graph no. 41)



Graph no. 41

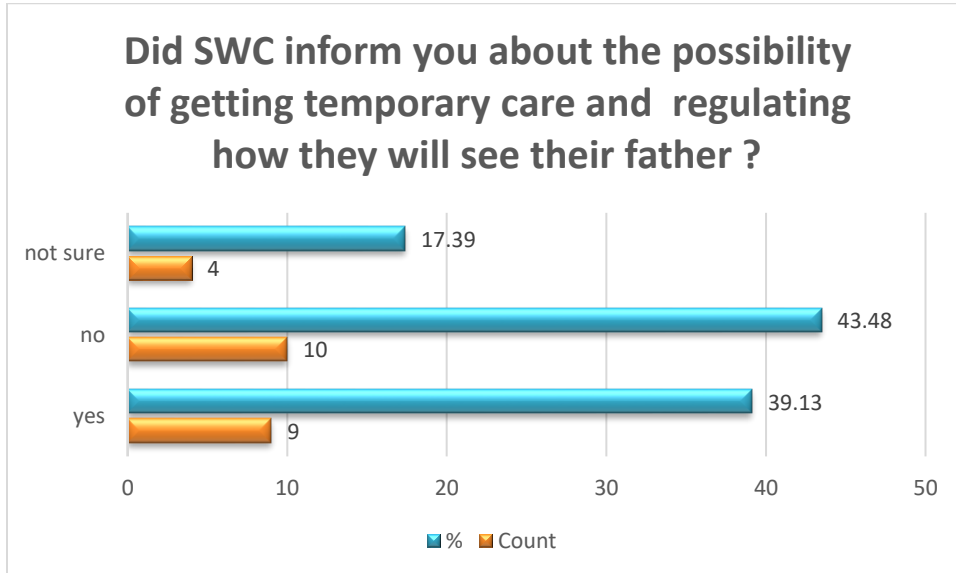
23. Temporary regulation of entrusting children and determining a temporary plan for the children to see their (violent) father

16 respondents (61.54%) stated that they needed a temporary arrangement, entrusting children and determining a temporary plan for the children to see their (violent) father, 7 respondents (26.92) stated that they did not need the regulation, and 3 (11.54%) replied that they are not sure if they needed it (Chart no. 42).



Graph no. 42

10 respondents (43.48%) stated that they were not informed by SWC experts about the possibility of obtaining a temporary arrangement for entrusting and seeing children, 9 (39.13%) respondents answered that they were informed, and 4 (17.39%) are not certain whether they were informed (Chart no. 43).

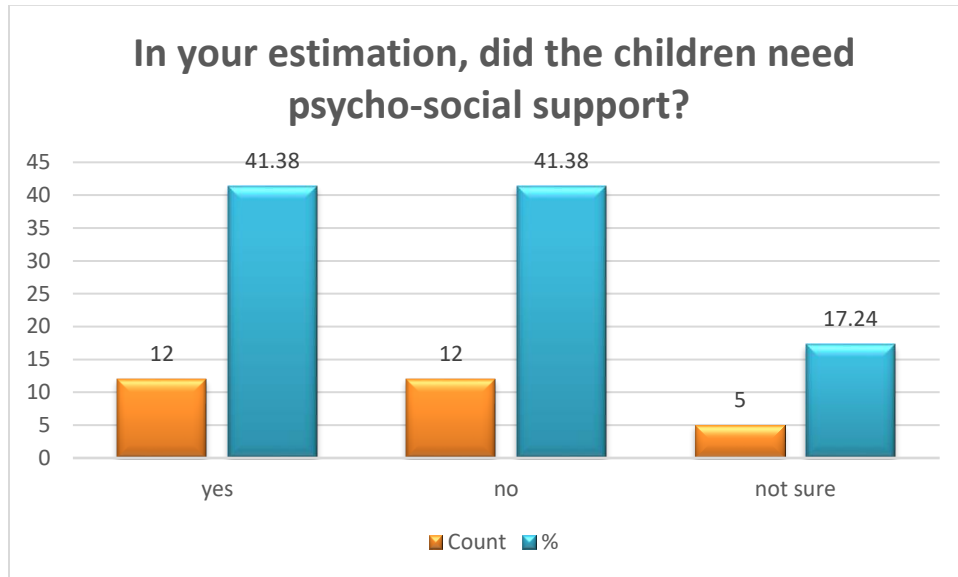


Graph no. 43

12 respondents stated that, in their case, SWC proposed a temporary arrangement for entrusting children and a model of seeing to the court.

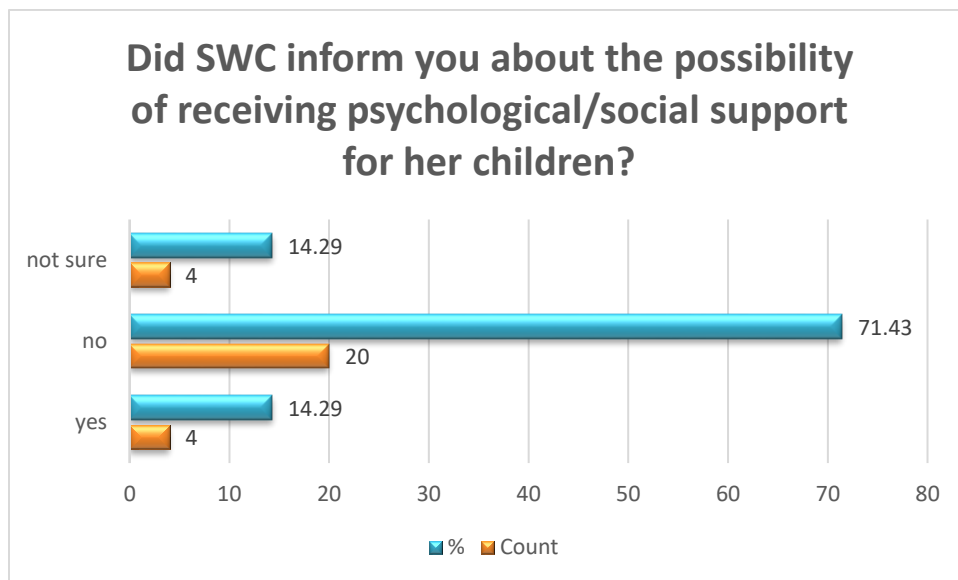
24. Psycho-social support for children

When asked whether, in their estimation, the children needed psychosocial support, 29 respondents answered. 12 of them (41.38%) answered affirmatively, 12 of them (41.38%) replied negatively, and 5 (17.24%) were not sure whether the children needed psychosocial support (Graph 44).



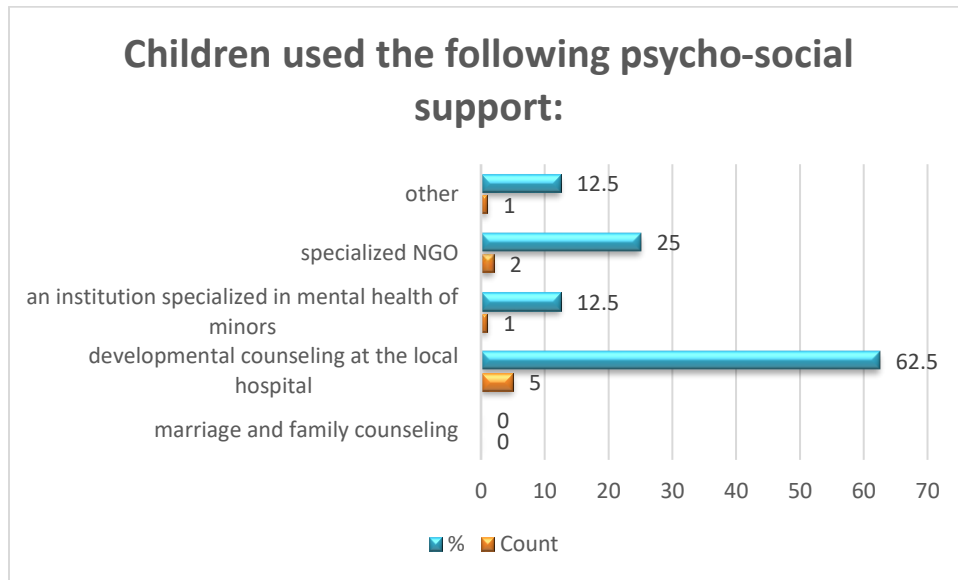
Graph no. 44

20 (71.43%) respondents stated that the SWC professionals did not inform them about the possibility of receiving psycho-social support for children, 4 (14.29%) respondents answered that they received the information, 4 (14.29%) that they are not sure whether they were informed (Graph 45)



Graph no. 45

Children used psycho-social support In 9 cases: in 5 cases (62.5%) in the Development Counselling Center, in 2 cases (25%) in specialized non-governmental organizations, in 1 case (12.5%) in an institution specialized in mental health of children. One respondent (12.5%) answered that her child received psycho-social support in a place that was not foreseen by the question. From the answer to the sub-question, we learned that the child received support within a women's NGO where the mother also received support (Chart no. 46)

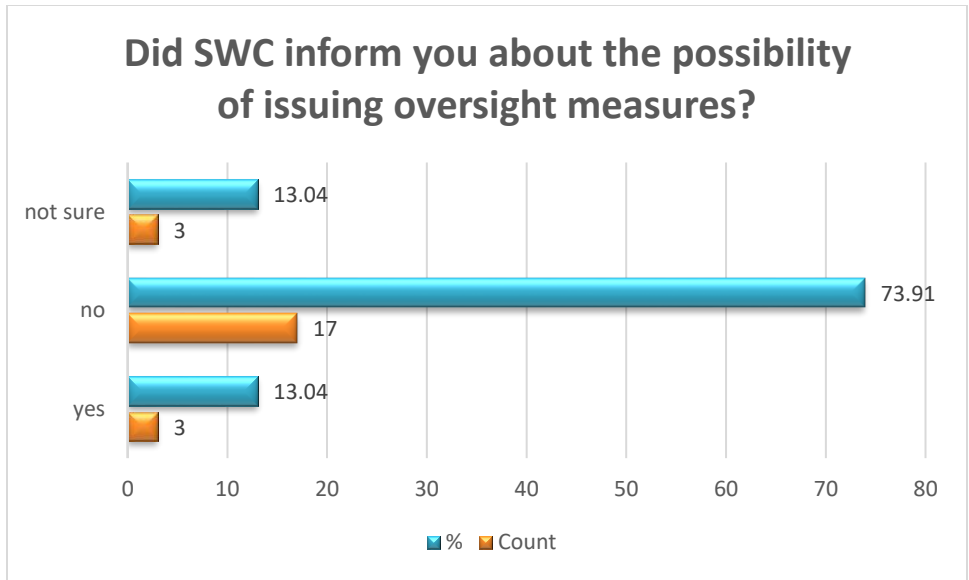


Graph no.46

25. The need for an oversight measure over the parenthood of the perpetrator of violence

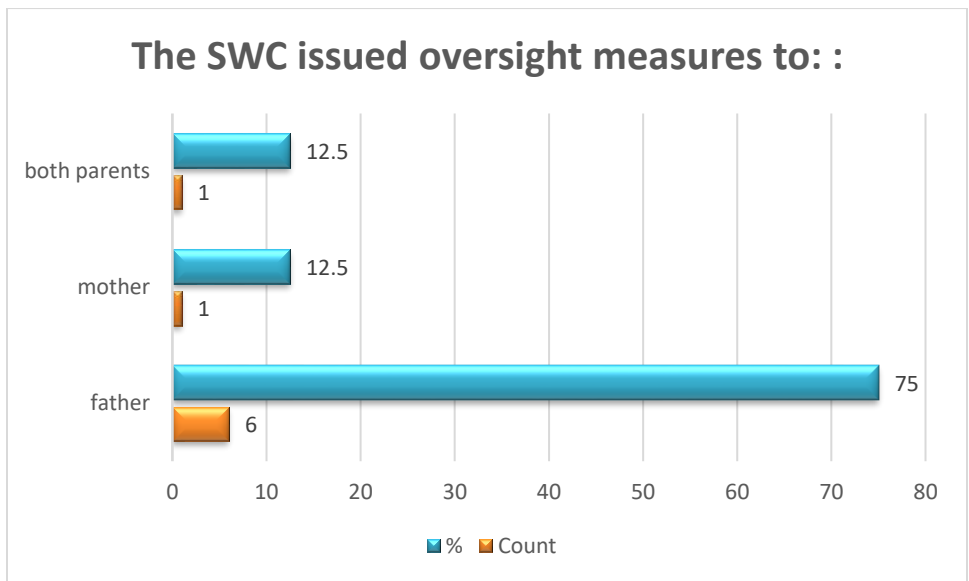
7 respondents answered that in their case there was a need for measures to control the parenthood of the perpetrator of violence, while 5 respondents stated that they were not sure whether this need existed.

When asked whether the SWC experts were informed about the possibility of determining oversight measures, 23 respondents answered. 17 of them (73.91%) answered that they were not informed, 3 respondents (13.04) answered that they were informed, and 3 respondents (13.04) answered that they were not sure if they were informed (Graph 47)



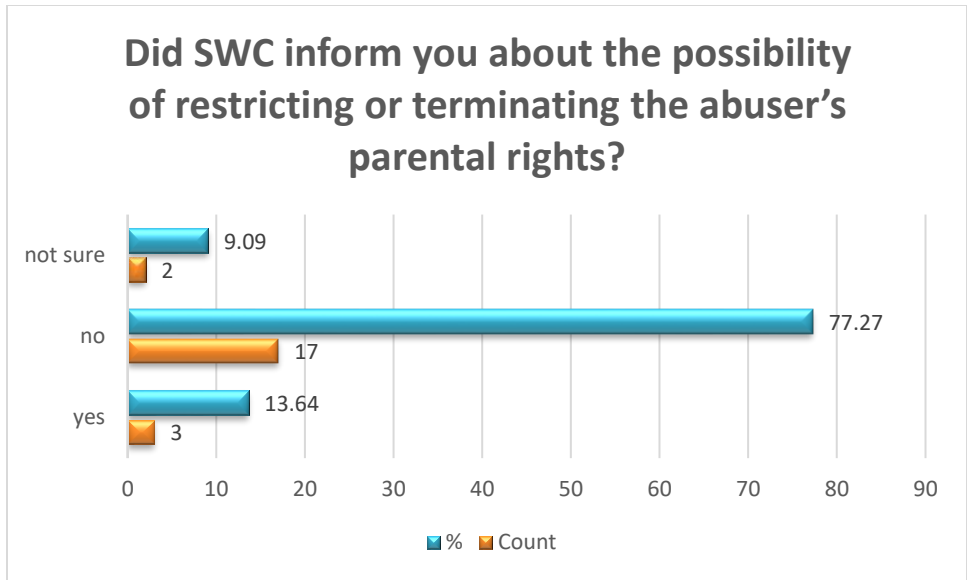
Graph no. 47

Social Work Center determined measures of parental supervision in 8 cases, namely: supervision of the father in 6 cases (75%), supervision of the mother in 1 case (12.5%) and supervision of both parents in 1 case (12.5%) (Graph No.48)



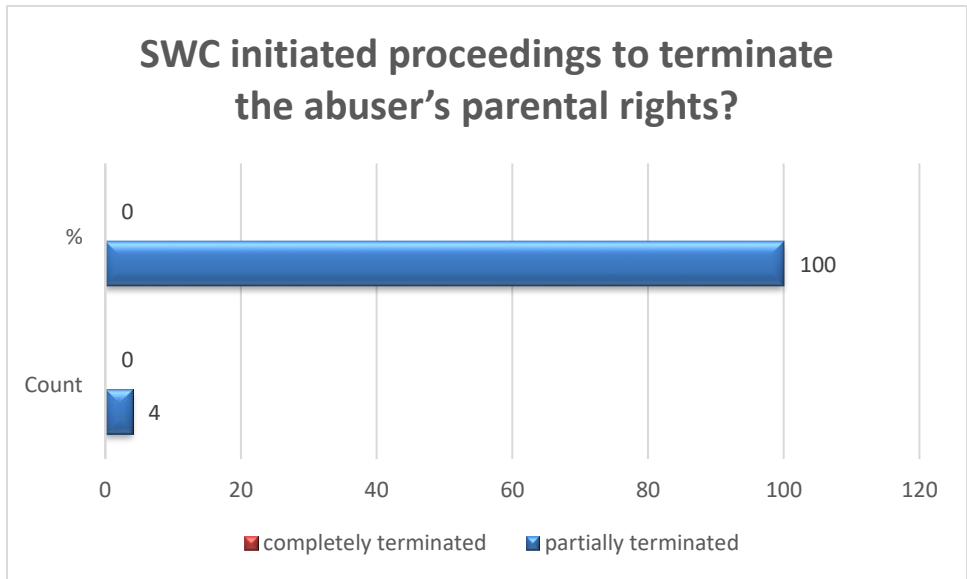
Graph no.48

When asked whether the SWC experts informed them about the possibility of restricting or terminating the abuser’s parental rights, 22 participants answered. 17 (77.27%) stated that they were not informed about this possibility, 3 (13.64%) that they were informed and 2 (9.09%) that they were not sure if they were informed (Graph no. 49).



Graph no. 49

In 4 cases, SWC initiated proceedings for partial deprivation of parental rights. No proceedings have been initiated for the complete deprivation of parental rights (Chart No. 50)



Graph no. 50

26. Other needs and services

To the open-ended question regarding other needs of respondents which were not foreseen by the questionnaire, the following answers were obtained:

"To speed up the process. It lasts long"

"Social Work Center should be more dedicated to the problems of the people who address them, because if they weren't our last chance, people wouldn't be knocking on their door. Involvement of psychologists in working with families is necessary. Especially during the divorce, professionals would have to get involved, if nothing else, to assess the situation and provide psychological consultation. It is a difficult period of life where one side, and most of all children, always suffer more. No one looks into the story truly and deeply. Everything is done on a superficial level, we are all a statistical error and another act in the drawer. And what about the children?!"

"Legal support."

"I needed to change the proposed mutual guardianship, which was imposed. Which wasn't even done on time!"

"To do their job properly."

"SWC did not initiate any proceedings because it is not within their competence to initiate them."

Asked whether they received information from SWC experts about some other services and of what kind, the respondents gave the following answers:

"I did not receive any information at SWC, neither about services nor support."

"I did not receive any adequate information or used their services. But in the future, I will advocate that I, as a single mother and my child, receive are informed about everything that should be done and receive all the support we are entitled to."

"None!"

"Only that I can always address them for conversation"

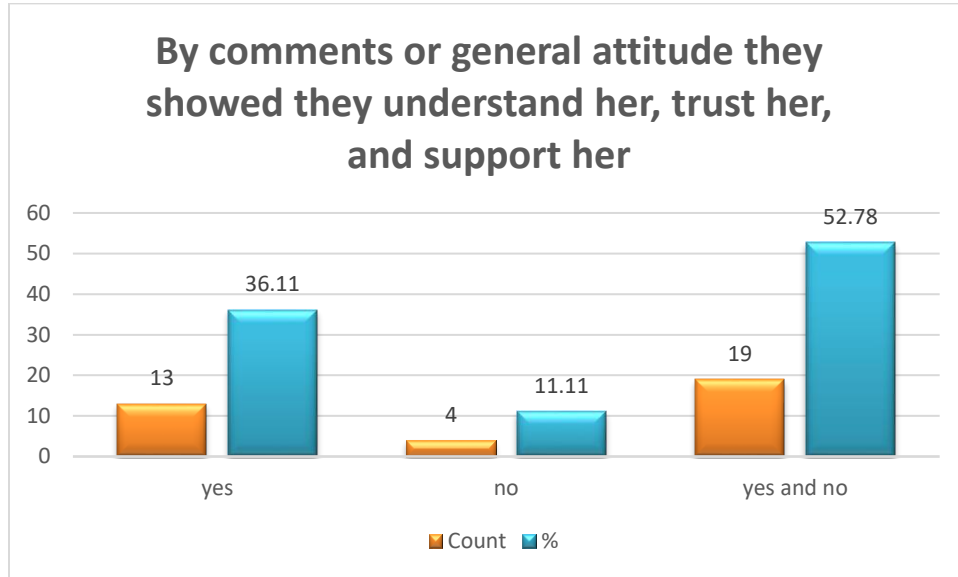
"To give up children."

"To inform them whenever I have any news."

ASSESSMENT OF ATTITUDES TOWARDS WOMEN IN CSR

27. Behavior of the case manager (professional worker) in the SWC during contact with a woman

When asked whether professionals by comments or general attitude that they understood them, trusted them and supported them, 36 respondents answered. 13 of them (36.11%) answered affirmatively, 4 (11.11%) negatively, while 19 (52.78%) respondents answered that they both did and did not express understanding, trust and support (Graph 51)



Graph no. 51

When asked to explain their claim in more detail, 20 answers were received. Answers of those respondents who were satisfied with the professional workers' approach as well as of those who were not are provided. Here are some of them:

" Understands the suffering I went through and feel sorry ."

"Kind but not patient to listen to everyone."

"The first case manager was biased. She was more on the side of the parents and she thought that if she was a good parent that everyone was. The other case manager showed more understanding. "

"She was kind and accommodating."

"Insufficiently interested, superficial in" work ", in communication."

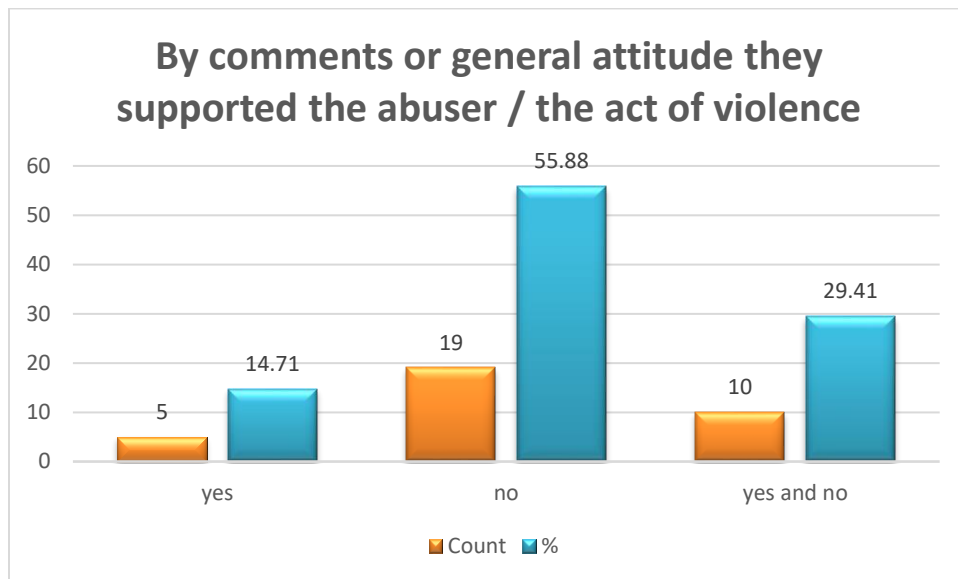
"When I told my social worker about my problem, she listened to me carefully and tried to give me some advice, or to express her opinion on how I should act in a certain situation and how am I supposed to deal with such situation."

"It's never the same relationship, I have a feeling that a social worker is afraid of my ex-husband and weighs how she behaves for personal safety, which disrupts her role in providing me with help."

"She listens to everything nicely, even gives general advice, but does not react as he should (immediately). They work too slowly, they are difficult to access, I could not find them in the office on several occasions. They are generally careless (at least that's my impression) ..."

"They sided with the abusers."

When asked whether the professional workers at the Social Work Center supported the abuser or the violent act with their comments and attitudes, out of 34 respondents who answered this question, 5 (14.71%) gave an affirmative answer, 19 (55.88%) answered negatively. 10 (29.41%) respondents stated that professional workers partially supported the perpetrator or a violent act, (Graph 52)



Graph no. 52

Asked to elaborate their impressions, the respondents stated:

"The first case manager justified every act of the perpetrator."

"Not being able to see the child can trigger this kind of behaviour," she once said."

"They believed my story that my younger brother was an abuser, but again they wanted to hear his viewpoint. However, he did not want to come to talk to them, so judging by that, they concluded that he was the one who was violent - that is, they held on to that attitude. "

"Not reacting to some obvious things"

"I came to a conclusion that, generally, in our country, if the father pays the alimony, that is great. You know how many of them pay nothing - attitude, is a widespread opinion. And the attitude ... he doesn't have to take them (the children), he doesn't have to do this, he doesn't have to do that, but that's why

you HAVE to be there when he comes, you have to do this and that ... in short, after the divorce , according to both men and CSR and our government, every obligation regarding children ceases for the male gender. They can do everything, but they don't have to do anything. Women have to do everything, but they can't do nothing! Such a sad and cruel truth. "

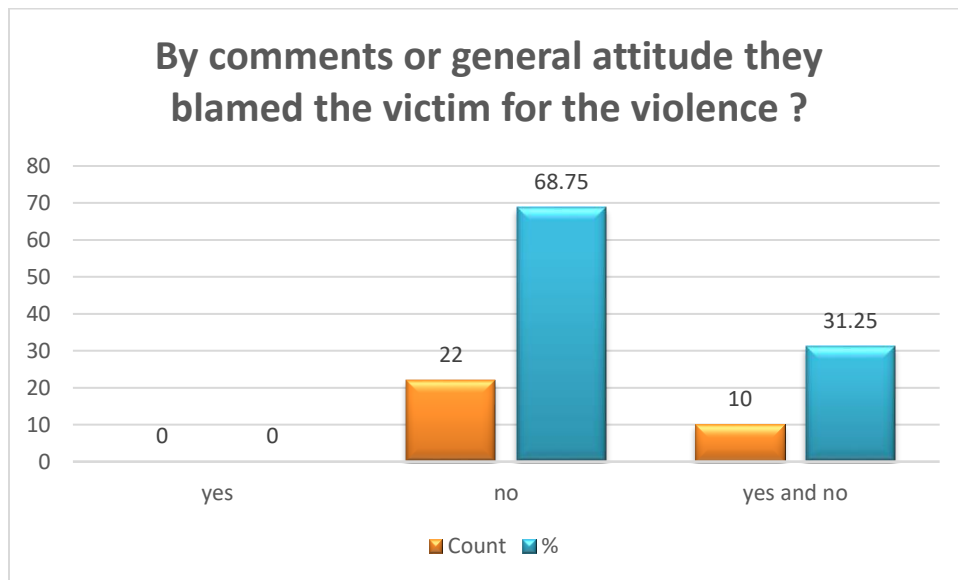
"Condemned his behaviour."

"He is the father of the child, after all. Make all future decisions about the child together."

"They did not support the perpetrator ... on the contrary; they were surprised by the meagre punishment"

"They gave the children and hid the document from Dr. Barac that the children were poisoned (inculcated)"

When asked whether they got the impression that the experts of the Social Work Center made blaming comments or attitude against them - victims of violence, out of 32 respondents, 22 (68.75%) answered negatively, while 10 of them (31.25%) answered "yes and no". No users gave a fully affirmative answer (Graph 53)



Graph no. 53

The following answers were received when asked to explain their impressions:

"It was explained to me that a case of physical violence relates to a victim of violence which I am."

"The first case manager thought I was overly sensitive. A lawyer was also involved in the conversation with me. Together, they addressed me very strictly. "

"That children are exposed to violence by their mothers. And in fact it's the other way around."

"They listened to me nicely and gave me their advice on how to cope with such a situation, so that I could function in such a situation."

"Well, they thought I should have reported immediately... Yes, I should have, but when everything was taken into account, the fear of him being convicted and then killing us out of revenge was stronger."

"They told me to give the children to the father because he has a house and money."

"They always say that I should not to reply to him and that I should try not to enter into communication with him. I try, but he insults me even when I avoid him. "

When asked whether there was something important for them to mention in the attitude of SWC professionals towards women, that was not mentioned in the questionnaire, two answers were obtained:

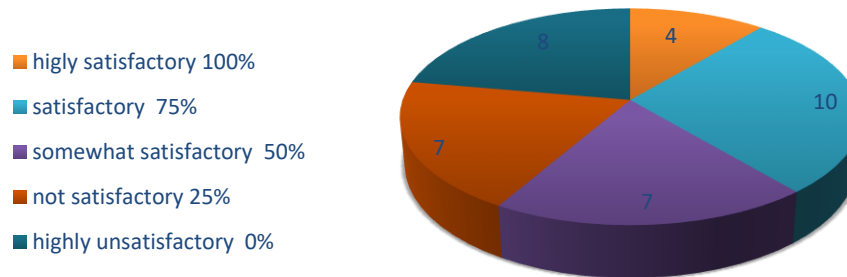
"That I suffered so much."

"The disrespected me as a victim of violence and supported the father of the perpetrator. All three former case managers. They harassed me, they did not respond to my letters, each time I reported them to the inspection, their demeanour got worse, they were raising their voice against me. Shouted at me. Argued with me because I demand my rights and respect. One even hung up on me because I insisted on acquiring some information about the child's father that was important for my safety, she didn't want to inform me. And on that occasion she called me then to ask me where I was with the child in order to inform the father, when I asked her who she was protecting, she shouted at me and hung up. Afterwards, she harassed me even more and changed statements in court, in the written findings of the opinion. She also twisted my words and didn't want to make written records, in order to have more space to twist my words."

28. CSR response assessment

When asked how they currently assess the response of Social Work Center to their needs, 36 respondents answered. The reaction of SWC as "highly satisfactory 100%" is rated by 4 (11.11%) respondents, as "satisfactory 75%" by 10 (27.78%) respondents, as "somewhat satisfactory 50%" by 7 (19.44%)) respondents, as "unsatisfactory 25% " by 7 (19.44%) respondents and as "Very unsatisfactory 0%" by 8 (22.22%) respondents (Chart no.54)

How do you NOW (at this moment) rate the CSW's reaction to your needs?



Graph no.54

29. Additional comments

At the end of the questionnaire, additional space is available if the respondents wish to add something that they consider important and that was omitted in the questionnaire. The following comments were received:

"A higher level of understanding and involvement of SWC workers is needed to help in cases like mine. More people with an attitude, who would help in the "fight" with the abuser, and not people who silently observe the harassment and work only when the court "forces" them to do so. They keep records poorly and almost never provide a written response. "

"I want to express gratefulness on behalf of all women deprived of voice for remembering to ask these questions. I am not a woman who kneels down, I am not the one without a voice, but I have been hurt for so long by the attitude and work of SWC that I wanted to continue my education in that direction so that I could help someone else tomorrow. Because this is a country where the police still only talks to the perpetrator, which only considers physical violence, in which reports are still written completely unverified, based only on someone's falsehood, guided by those who lie better, those who have deeper pocket and more connections. A state that marginalized the family because it allowed people to get married and divorce so easily, leaving children without psychological and other support, mothers who have to play fathers and psychologists, who have to justify those tears even when they cry in front of their children, because in addition, the mother must be strong, must not feel the burden she carries on her shoulders, in order to preserve the psycho-emotional health of children and contribute to their healthy life not only now, but also tomorrow, because you need to see them in the role of husband or wife, to be someone's husband tomorrow, a father, not a broken figure who carries frustrations with him all his life. That's where we need you, my dear State. And to help moms get hired. There are educated, hardworking women, who want to work, who are capable, but in this country no one

recognizes the needs of these women ... I don't know how I wrote all this, maybe I'm incomprehensible, but all the things I could say ... In any case, Thanks to those who are actually interested in this. Let's hope for change. Who knows, maybe one day I'll be somehow involved in changing the rules of the game. "

"At the Social Work Center, at least this counsellor of mine was careless, difficult to access; conducted interviews in a generalised way, not paying much attention to my story and my case. I understand that she tried to find a common language between me and my husband, but sometimes that is impossible. "

"They don't care about the accommodation of single parents"

II

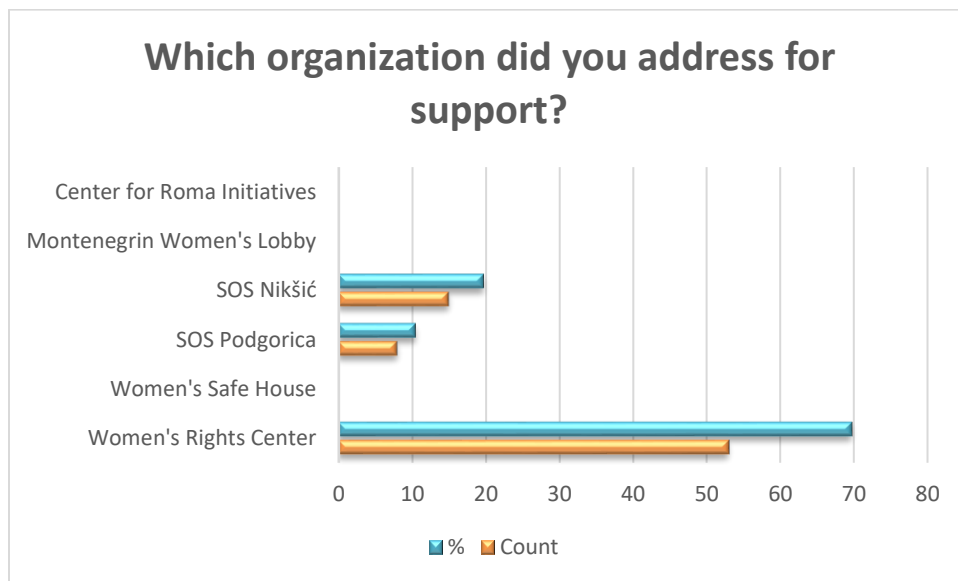
REVIEW OF THE RESULTS OF THE SURVEY ON SATISFACTION OF WOMEN WITH EXPERIENCE OF GENDER-BASED VIOLENCE BY SERVICES OF SPECIALIZED NON-GOVERNMENTAL ORGANIZATIONS

The questionnaire on satisfaction with the services provided by women's organizations was seen by 200 women, 60 of whom completed it completely and 18 partially (Graph no. 1).



Graph no. 1

Although 6 specialized women's rights organizations were supposed to participate in the research, based on replies to question that required respondents to state the name of the organization to which they applied for help, it can be noticed that three organizations contributed to the research: Women's Rights Center (74%), SOS Nikšić - 15 respondents (19.74%) and SOS Podgorica - 8 (10.53%). (Graph No. 2)



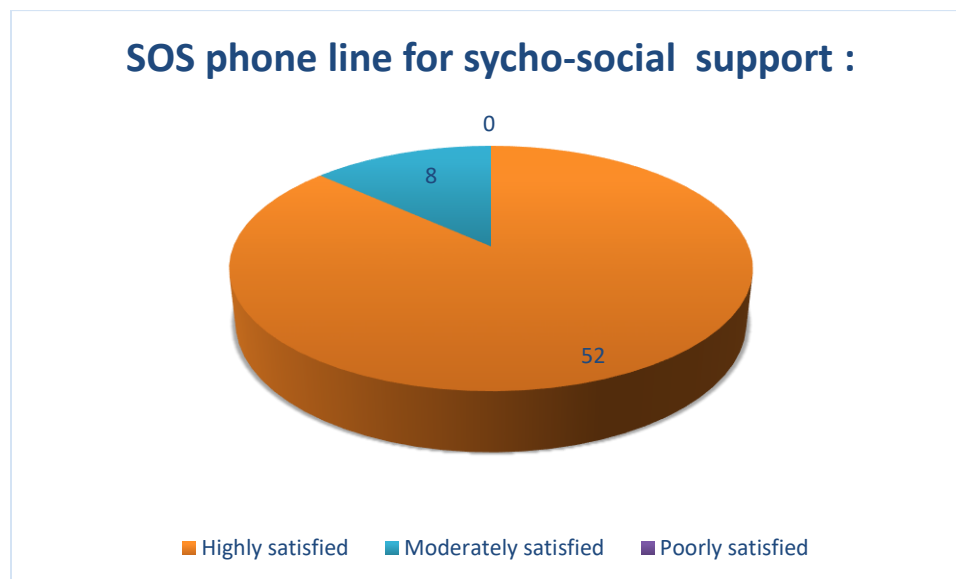
Graph no. 2

All services provided by 6 organizations that were supposed to participate in the research are listed in the questionnaire. Respondents were asked to answer only those questions regarding services they used. For each service separately, they were first asked to rate their satisfaction by choosing one of three answers: "high", "medium", "low", followed by an open-ended question to briefly elaborate on their answer.

1. Psycho-social support by telephone

Psycho-social support is a service that is available in all three organizations whose beneficiaries took part in the questionnaire; therefore this section has the largest number of responses.

When it comes to psychosocial support by phone, 52 respondents (86.67%) expressed high satisfaction, and 8 respondents (13.33%) medium satisfaction. None of the respondents expressed low satisfaction (Graph no. 3).



Graph no. 3

Inputs describing the high rating of this service were given by 40 women. The most common reasons are: support, understanding, patience, availability. Here are some answers:

"Everything was always explained to me and help was provided in the given moments. Very reassuring, they always listen to every problem with a lot of understanding. All praise, I sincerely admire them because such help is highly humane"

"Availability, good cooperation, they are there to listen to everyone and immediately start solving problems."

"It gets easier for me, I feel better, they understand me better."

"Whenever I was in doubt about any issue related to victims of violence and the ultimate implementation of justice, they answered my questions as comprehensively as possible, providing not only verbal support, but also a lawyer ... everything that was important and necessary for us at that moment "

7 respondents explained why they rate their satisfaction with this service as medium; of which 3 state in their explanation that they are very satisfied and that they received support in a timely manner. 4 Respondents are more specific in their explanations:

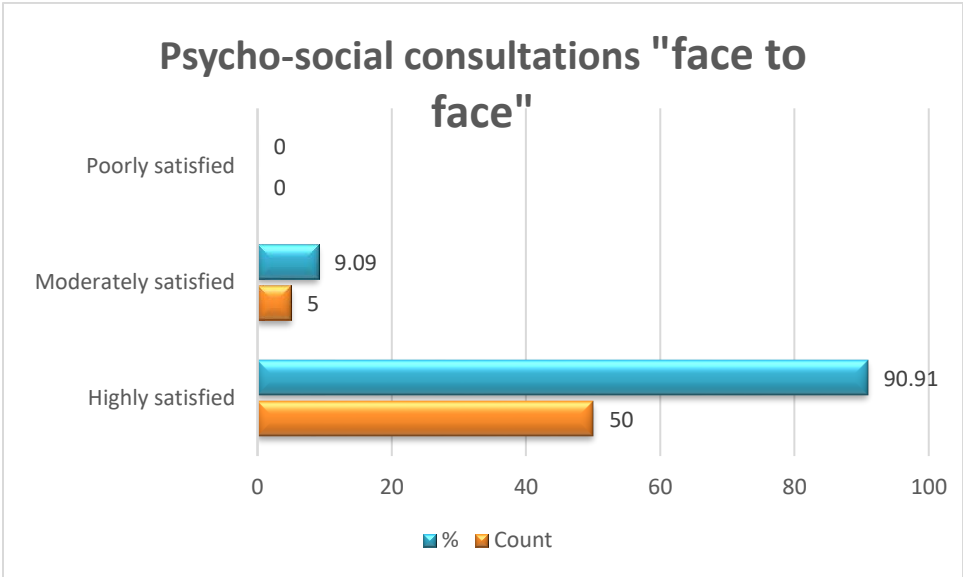
"Medium because I haven't completely solved my case."

"More attention should be payed to the users who make contact by phone. They may not always be able to call. "

"A telephone connection can only be used to exchange information"

2. Psycho-social consultations "face to face"

Regarding face-to-face psycho-social consultations, the level of satisfaction is higher: out of a total of 55 answers, 50 (90.91%) express high satisfaction, and 5 (9.09%) medium satisfaction. Also, in response to this question, no respondent expressed dissatisfaction with the service (Graph no. 4)



Graph no. 4

39 respondents explained why they rated satisfaction with this service as high. The reasons are, for the most part, the same as in the previous question, while most of them emphasize that direct contact is more important to them because it gives them more freedom in communication and makes them feel more relaxed.

Following are some of the answers:

"I received great attention from everyone I spoke to, so the conversation had a positive outcome for me in form of advice, support and encouragement for all that follows."

"Professional team, psychologist and associate who patiently listened to my presentation and story from beginning to end."

"I felt great relief, first of all, when I was told that I could come back whenever I felt the need to talk. It made me feel relaxed, I didn't look at my watch and count how many minutes I had left and whether I told everything I had in mind and, whether I forgot something important, etc."

"Because I feel relaxed, safe and it means a lot to me that I can tell everything and I feel less burdened afterwards."

"Face-to-face conversation greatly contributes to making the person seeking help feel safer and thus gaining the self-confidence they need."

"In the moments when life breaks down, the last thing you need is someone to pat you on the shoulder. People who go through painful processes like mine need the advice of a cool head, an experienced psychologist who will listen to you and confront you, just like I got. "

"A lot of understanding, compassion ... they provide a woman exactly with what she needs - support. Whenever I needed something, they were there. We are not alone."

"I was satisfied with the professional advice and I felt much more relaxed and easier. I received a lot of professional and honest recommendations and advice on how to overcome some things and problems in an easier way. "

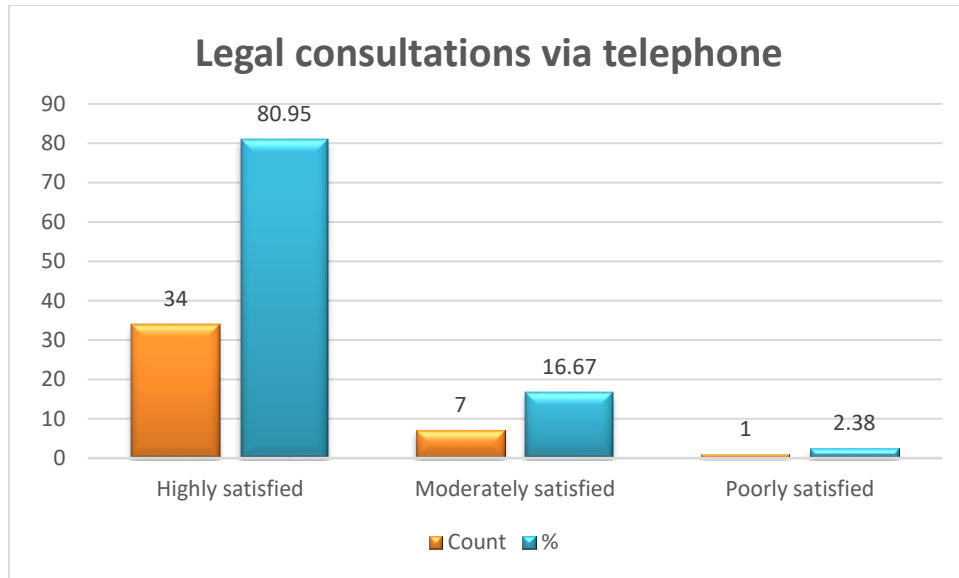
The "medium" rating of satisfaction with this service was explained two respondents:

"I haven't had many face-to-face opportunities."

"Usually not everything can be said, I am always concerned about taking too much time"

3. Legal consultations via telephone

Legal counseling by telephone service was used by 43 respondents, of which 34 (80.95%) were "highly" satisfied, 7 (16.67%) expressed "medium" level of satisfaction and 1 respondent (2.38%) marked low satisfaction. (Graph No. 5).



Graph no. 5

27 respondents explained why they rated their satisfaction with this service as "high". The most common answers are: good communication, providing information in clear, accurate and timely manner, contentment with case management... Here are some examples:

"Excellent communication between lawyers, the office and the beneficiaries."

"I am satisfied, because whenever something was not clear to me or a problem happened, they always listened to me and advised me."

"I always find understanding, support and a concrete answer explained very clearly. I have the freedom to consult them for even the smallest detail. Praise."

"From the legal point of view, whatever I needed and there was an opportunity to do it, it was done. And thank you so much for that. "

"I received an immediate answer to all legal questions, as well as regarding my numerous doubts"

"Very kind and open to cooperation and advice without compromising privacy."

"Always available, kind and never denied the slightest information about my trial before the court and other institutions where they represent me"

"I have a lot of court cases, they stand by me in court and they are always patient."

Among those respondents who rated satisfaction with this service as "medium", the reasons for this assessment were given by 6 of them. One answer stated: "I always receive appropriate instructions". Other respondents state that they lack personal contact, that their ability to ask additional questions is

reduced. Two respondents stated that they were asked to come in person in order to be informed in detail, which did not suit them:

"I had to come and inquire in person about everything that the law allows me to do and often, due to the given situation, I am not able to."

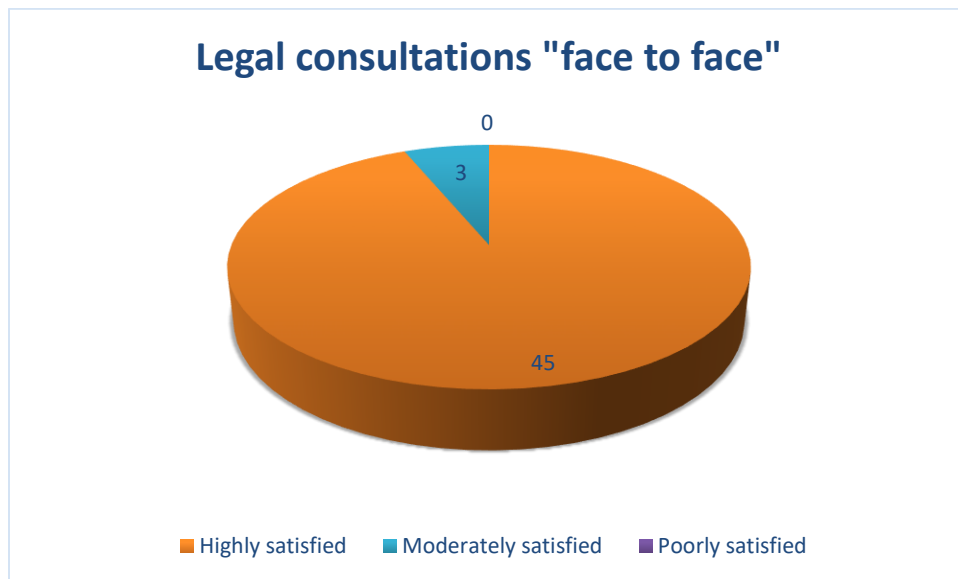
"Medium, because we usually agreed to meet and talk face to face."

The respondent, who is dissatisfied with this service, explained her dissatisfaction with the following words:

"Information is scarce. They connected me with X (another organization that provides this service) and after talking to their "relevant person" and later with a lawyer, I finally / definitely gave up my intention to initiate a property dispute through the Court."

4. Legal consultations "face to face"

Face-to-face legal consultations have been used by more users than telephone consultations, and the level of satisfaction with this service is higher. Out of 48 beneficiaries, 45 (93.75%) expressed "high" satisfaction, while 3 (6.25%) expressed medium satisfaction. No user was dissatisfied with this service (Graph 6).



Graph no. 6

31 respondents took the opportunity to explain their assessment. The answers are basically the same as for the previous question, where, as with the previous service, importance is given to personal contact:

"Fast and accessible for me lacking experience in these things."

"I am also satisfied with the representation, legal advice. I am informed about all rights, along with a warm conversation and support."

"They never failed to provide legal advice and support."

"All legal advice and assistance was very professional and very helpful."

"The first meeting is the most difficult one. You don't know what awaits you, you don't believe that you are there, that it is happening to you. But the social worker and her gentle face are like a salve for the wound. The lawyer to whom I presented the case is very familiar with the rights of women who need to seek the services of the Center. I've heard a lot of things that my previous lawyers haven't told me. "

" Legal help means a lot to me because when it stops or I get confused by anxiety or problems, there is a legal entity to help you"

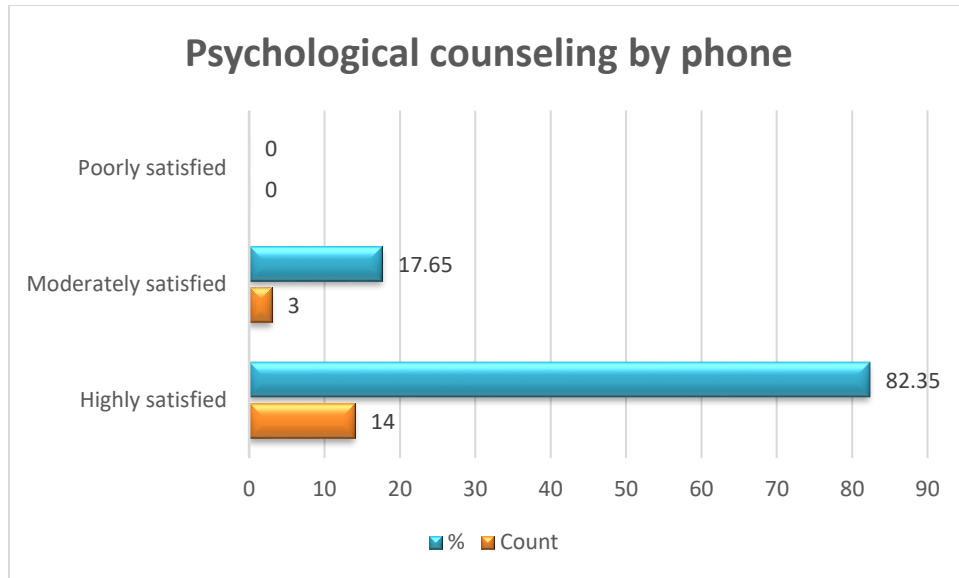
"More than happy with the advice and the way I was treated."

"Without knowing the laws, people often make mistakes in their actions. In a state where women and children have not yet received the status and protection they deserve, experienced legal advice is more than desirable. And that's something that people in these organizations are definitely trying to change. "

None of the respondents, who assessed the satisfaction with the legal counseling “face to face” as “medium”, explained their assessment.

5. Psychological counseling by phone

Psychological counseling by telephone is a service provided by two of the three organizations whose beneficiaries participated in the research. Therefore, the number of women who have used this service is quite smaller compared to other services. Psychological counseling by telephone was used by 17 users, of which 14 (82.35%) expressed high satisfaction, 3 (17.65%) medium and none respondents rated the service low. (Graph 7)



Graph no. 7

"High" satisfaction with the services of psychological counseling by phone was explained by 10 respondents. The most common reasons are: availability, understanding, helpful advice, patience, expertise. Below are some of the answers:

"Personally, it suits me better to talk on the phone. The conversations helped me a lot to get out of the crisis, to renew contacts with friends, improve relationships with family and get even stronger support. I stopped blaming myself for bad things and fell in love with myself again and embraced all my flaws. I started enjoying life again."

"Availability, strong support, understanding, patience, top expertise"

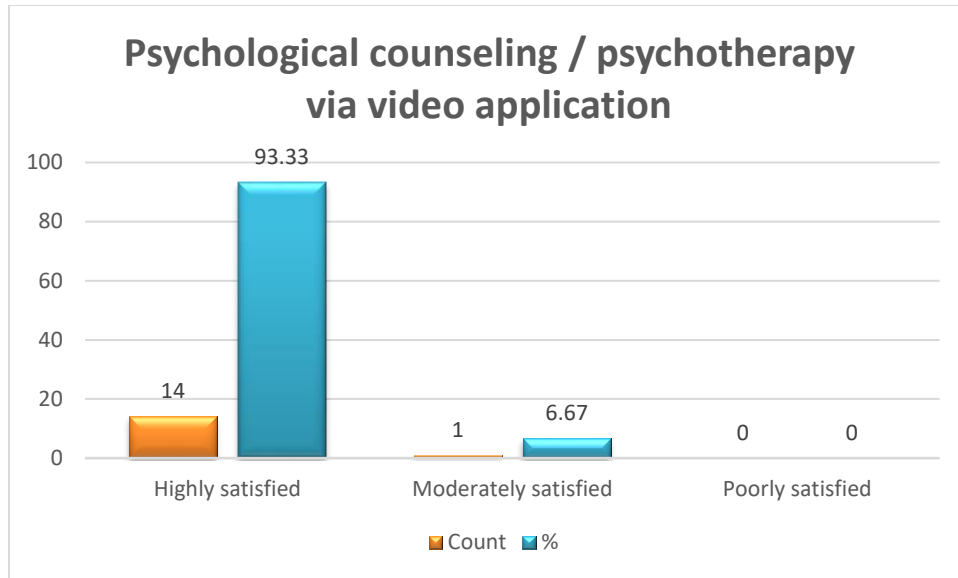
"Full attention and understanding. And support, of course."

"Because it relieves me, it helps me feel better. Their work with children is especially important to me because they were really traumatized."

Respondents who rated their satisfaction with psychological counseling over the phone as "medium" did not explain their assessment.

6. Psychological counseling / psychotherapy via video application

Psychological counseling / psychotherapy via video application (Zoom, Skype) is a service provided by only one of the three organizations that participated in the research. This service was used by 15 respondents, of which 14 (93.33%) expressed "high" satisfaction, while one respondent (6.67%) expressed "medium" satisfaction (Graph no. 8).



Graph no. 8

Out of the 14 respondents who rated their satisfaction with this service as "High", 7 of them explained their rating. Most of them, in addition to patience, accessibility, understanding, also state that this type of service was important to them during the Covid-19 virus pandemic, because the continuity of psychotherapeutic work was preserved:

"I am very grateful for the online counseling provided due to the current health situation and we were also able to communicate when I was out of town or the state. Continuity was maintained in all cases except when I personally was unable. I was faced with difficulties a couple of times and outside of the scheduled working hours and I received the support I needed in those moments as if I was face to face with a therapist."

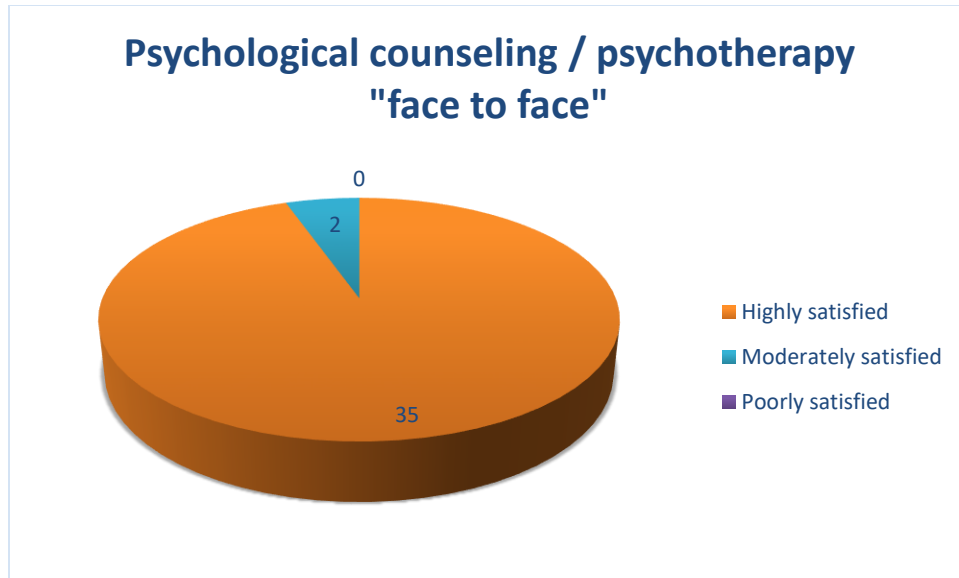
"I am very pleased with the video consultations. During the lockdown, we held consultations regularly, without any difficulties or delays."

"Extremely useful because direct viewing with an expert via skype helps me to relax and talk about my problem."

The respondent, who rated the satisfaction with psychological counseling / psychotherapy via video application (Zoom, Skype...) as "medium", did not explain her assessment.

7. Psychological counseling / psychotherapy "face to face"

Psychological counseling / face-to-face psychotherapy services were used by significantly more respondents than in the previous two services. Out of the 37 respondents who used this service, 35 (94.59%) expressed "high" satisfaction, while 2 (5.41%) respondents expressed "medium" satisfaction (Graph 9).



Graph no. 9

Respondents who expressed "high" satisfaction, in explaining their assessment, generally state similar reasons as in the first two forms of psychological counseling / psychotherapy, with an emphasis on the importance of personal contact:

"Same as the phone. With the fact that "face to face" gives a better effect. "

"With each conversation, I became more self-aware."

"Weekly conversations with a psychologist helped me overcome the problem and see things the right way."

"I always feel better after psychotherapy because I know that someone trusts me and that there is a solution, that I am not alone and that my situation is not permanent. For the first time, with professional help, we really reach out and raise awareness of the traumatized and destructive part of my personality, with me becoming increasingly responsive to cooperation because I have always been heard and advised with a lot of attention and compassion."

"This is the segment that has helped me the most to make progress."

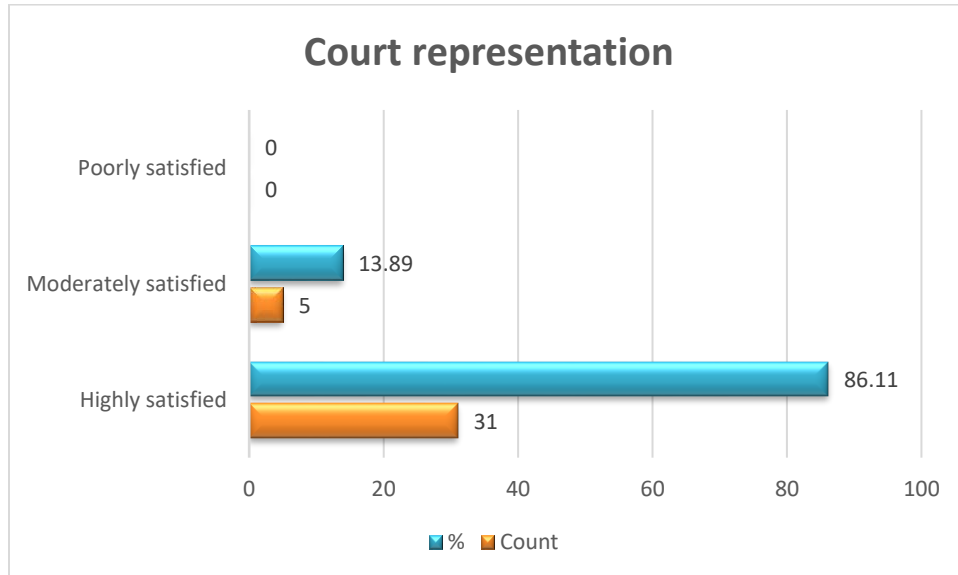
"Sometimes you just need someone to listen to you. No condemnation and no indulgence. If I could, I would answer this question with the amount of tears shed, after which I felt more relieved. "

Respondents who rated their satisfaction as "medium" also gave positive comments:

"Expertise, understanding, patience, providing strong support, encouragement in my intention to overcome the problem."

8. Court representation

Representation services before the court were used by 36 respondents, of which 31 (86.11%) expressed “high satisfaction”, 5 respondents (13.89%) “medium” and none “low” satisfaction (Chart no. 10).



Graph no. 10

From the comments given by the respondents who rated their satisfaction with the services as "high", we conclude that a number of them did not receive a representation service, in the true sense of the word, but legal support in the preparation for court proceedings. However, judging by the comments, this type of support was also of great importance to them:

"There was no direct representation before the court, but there were written complaints, lawsuits and similar. And they helped me a lot and were helpful. "

"I am very satisfied, more than satisfied with the preparation of documentation and willingness regarding everything."

Respondents, who used court representation services, described their experience as follows:

"Every woman should have a lawyer for any court appearance."

"I have been involved in a long court trial for a couple of years and I am more than satisfied with the work of the lawyer."

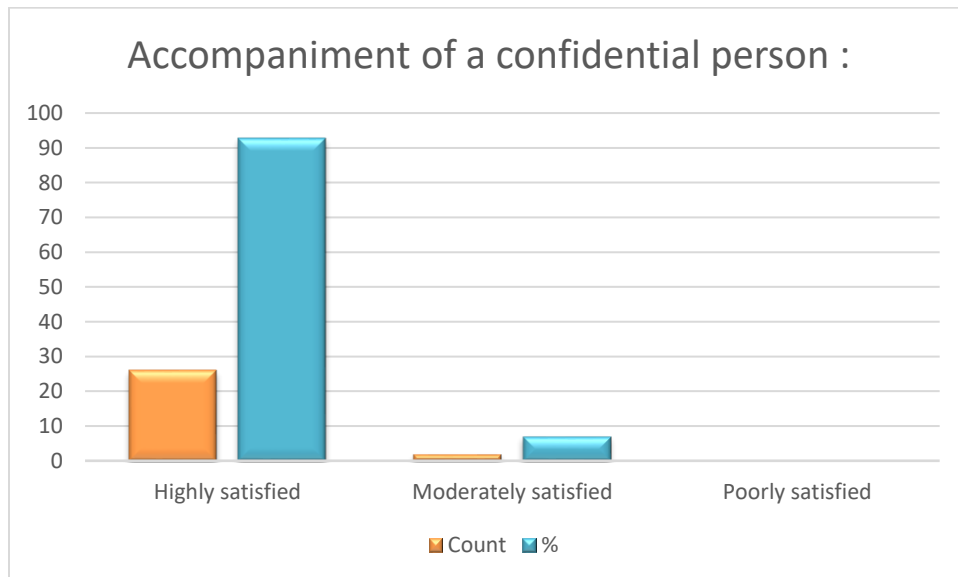
"Gives a sense of security and support in a system that is still very patriarchal."

"Maximum correctness and praise for their utmost commitment to implement justice and punish the monster."

The reasons respondents rated their satisfaction as "medium" are diverse. One respondent explained her assessment by saying that it was the lawyer's responsibility that some proceedings took longer: *"If it is possible, some things should be accelerated so that the victims can sooner become independent "*; one respondent thinks that the preparation before the hearing could have been better, one that *"it is harder to get feedback"*, while one respondent stated in the comment explaining her assessment *"we are at the beginning in solving my problem"*.

9. Accompaniment of a confidential person

Even though the "accompaniment of a confidential person" service is provided by all three organizations that participated in the survey, it was less practiced in the referent reporting year due to the pandemic and the altered performance of institutions. Among 28 respondents who used it, 26 (92.86%) expressed "high" satisfaction, and two (7.14%) "medium" satisfaction. None of the respondents expressed "low" satisfaction (Graph no. 11)



Graph no. 11

Respondents who rated their satisfaction with this service as high explain their assessment by the fact that the support received during appointments in institutions provides them with a sense of security and safety:

"Very satisfied, pleasant and immediate approach. In those unpleasant situations, at least from that side, I feel safe. "

"I feel freer and safer, as it's not the same when you go alone or with someone you know."

"They always take care of the safety and personal feelings of the beneficiary."

"They react to support me as much as they can. It's a great injustice in court, they (court officials) are mostly rude and insolent to everyone, it seems that they want to discriminate against you."

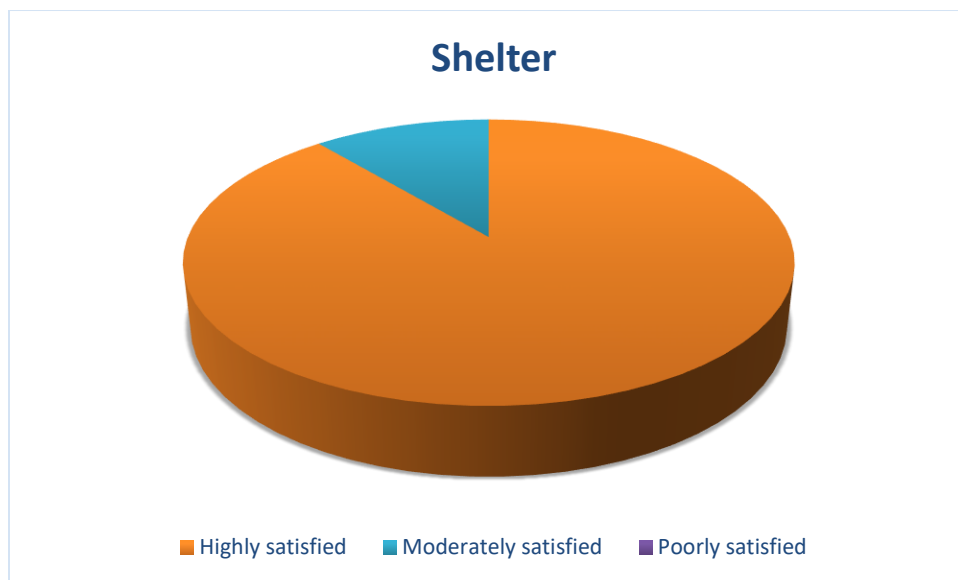
"Because I would be completely lost if I went to the police, the court and social services alone."

"A confidential person always went with me both to trials and to the Police directorate to file charges, when I was insecure or afraid to be there alone. In those moments, I had the real and sincere support to overcome all that much easier and more confidently. "

From the respondents who rated satisfaction as "medium", one respondent gave an explanation of her assessment: "It could have been better", without a detailed recommendation on what should be improved in the future.

10. Shelter

Shelter services are provided by only one of the organizations that participated in the research, and it is a service that is not used as frequently as the above mentioned services, so the number of respondents who benefited from this service is significantly lower. This service was used by 9 respondents, of which 8 (88.89%) expressed "high" satisfaction, and one (11.11%) "medium" satisfaction (Graph no. 12)



Graph no.12

Among the 8 respondents who expressed "high" satisfaction, 6 of them explained their assessment. The most common answer is that the shelter has brought them a sense of security, as well as that they are satisfied with the conditions of the shelter:

"It's important to me because I feel safe and secure. I have a roof over my head."

"I am also satisfied with the accommodation, organization of the activities; you forget where you are..."

"I needed a 'shelter' and a sense of security, and I had that there."

"You feel peace, freedom, commitment to children and women, you are not under control."

"For the first time in 10 years, my children and I sleep peacefully."

The respondent who rated her satisfaction as "medium" explained in a comment that she was very satisfied: *"I would rather say that it is quite high, but also that it can always be better."*

III

CONCLUSIONS AND RECOMMENDATIONS

SOCIAL WORK CENTERS

When considering the results of the survey it should be taken into account that the research was done on a specific sample. Respondents used the services of non-governmental organizations which they contacted for help mainly because they were dissatisfied with the services of social work centers. Therefore, it is possible that the results show greater dissatisfaction than it would be the case if the satisfaction of all users of the social work centers were examined. These results, however, are significant because they clearly indicate which segments of the work of these services need to be improved in order to provide better protection for women with experience of gender-based violence, their rehabilitation and integration.

The results of the research indicate that the professional staff of the Social Work Center does not sufficiently inform women with experience of violence about their rights and the rights of their children; that beneficiaries are not sufficiently enabled to participate in the planning of activities initiated by the Social Work Center for the purpose of their support, i.e. that their needs, as well as the needs of their children, have not been sufficiently examined. It is also repeatedly stated that SWC is passive in terms of

initiating proceedings and that, for the most part, they act at the request of other institutions. This is not in accordance with the SWC authorizations prescribed by the Family Law, the Law on Social and Child Protection, the Protocol on Treatment, Prevention and Protection from Violence against Women and Domestic Violence. Regarding the attitude of professionals towards women, most respondents stated that they did not show sufficient understanding, trust and support. To the open-ended question in which they were expected to explain their impressions, the respondents mostly state that they were treated kindly by SWC workers, but they did not make any effort to solve the problem. When asked whether the professional workers supported the abuser or the violent act with a comment or attitude, in most cases the answer was no, but some respondents perceived the above-mentioned lack of reaction as support for the abuser. When asked whether they got the impression that the SWC experts blamed the victims of violence with their comments or attitudes, most of the respondents also gave a negative answer. Those respondents who gave an affirmative answer explain that they had been asked by experts why they did not report earlier. From the results of the last part of the questionnaire, regarding the attitude of professionals towards beneficiaries, it is concluded that an approach that is not in line with international and national standards and principles of working with women there is, to some extent, still in practice in social work centers.

Recommendations:

- To provide a sufficient number of specialized social workers to deal with domestic violence, who would approach this issue with an understanding of the gender nature of violence against women. Specialization exists only in relation to children, which may explain the focus on children seen in many interventions on domestic violence. The positions of specialized social workers for domestic violence and violence against women should be assigned to those professional workers who have been proven to be sensitive about this problem and who have attended trainings for working with victims of gender-based violence.
- To inform the victim about her rights and the rights of her children.
- To inform her about available services (free legal aid, psychological support, medical assistance, social services, accommodation, services of women's organizations) and coordinate cooperation with the mentioned services.
- To ALWAYS develop a service plan for the victim and her children in cooperation with her and representatives of other relevant services, with full respect for her autonomy and needs.
- To inform the woman about how the implementation of the plan will be monitored and contact her regularly regarding possible adaptations.
- Active approach in the implementation of the Plan, which, if necessary, involves initiating procedures whose implementation, is within the competences of the SWC as well as those that are under jurisdiction of other institutions.

- To pay special attention to children who witness violence, take into account their rights and needs in accordance with international standards, in particular the Council of Europe Convention on the Elimination of Violence against Women.
- In procedures for giving an opinion on contact, visitation rights and guardianship of children, to take in consideration the existence of violence and the behavior of the abusive parent. Inform the court of any new circumstances or initiate new proceedings in the best interests of the child.
- Reports produced by the SWC play a major role in family law courts as well as in criminal proceedings. Therefore, they need to proactively assess the situation and submit the assessment to the courts, police and the prosecutor's office, with as few referrals as possible.
- Proactively implement all competencies prescribed by the Family Law, the Law on Social and Child Protection, the Protocol on the Treatment, Prevention and Protection against Violence against Women and Domestic Violence.
- Cooperate with women rights NGOs that support victims of violence in all procedures related to protection and support to victims.
- Coordinate the activities of institutions for protection against violence.
- Provide techniques and conditions for protection against "burn-out".

NGO

A large percentage of respondents showed high satisfaction with all 10 services provided by NGOs. As a justification for their assessment, they mainly state: understanding, trust, patience, sense of security, proactive approach. They also state that they were adequately informed about their rights in non-governmental organizations. Comprehensive support, which includes communication with institutions as well as representation in court, is particularly important to them. In a very small number of cases, they gave a comment indicating the need to improve services. This mainly refers to giving priority to direct contact "face to face", compared to that by telephone, which was much more prevalent in the year when the research was conducted, due to the epidemiological situation. From some answers, it could also be concluded that it is necessary to improve communication between NGOs themselves, in order to provide better support. This is especially true if we take into account that not all organizations provide all the necessary services.

Recommendations:

- Communicate with women by telephone only when necessary.
- Strive to enable a face-to-face conversation if it is a woman's need.

- Ensure that the costs of telephone communication with the woman are borne by the organization.
- In order to provide quality support to the victim, with her consent, involve other NGOs that provide the missing service.
- Regularly conduct internal and external evaluations of services in cooperation with users.
- Provide techniques and conditions for protection against "burn-out".