



Funded by the
European Union

TACTICS

Regional Report on existing Domestic
Violence Response System between police
and professionals

France

Mathilde Sengoelge, Stephane Punel, Psytel

Contents

Overview of existing domestic violence response system for multi-agency collaboration	2
Indicators.....	2
Data	3
Overview of Advisory Groups performed	3
Summary of Victim Advisory Group	4
What works well.....	4
What are challenges.....	5
Recommendations for improvement.....	6
Summary of Victim Services Advisory Group.....	7
What works well.....	7
What are challenges.....	8
Recommendations for improvement.....	8
Summary of Perpetrator Victim Services Advisory Group.....	10
What works well.....	10
What are challenges.....	11
Recommendations for improvement.....	11
Summary of Police Advisory Group.....	12
What works well.....	12
What are challenges.....	13
Risk Assessment/Case management tools used	14
Data sharing challenges	14
Recommendations for improvement.....	15

Overview of existing domestic violence response system for multi-agency collaboration

Indicators

- i. Proportion of domestic violence cases reported to the police that are investigated and prosecuted
- ii. Proportion of survivors of domestic violence who report improved satisfaction with quality and safety of police services
- iii. Proportion of survivors of domestic violence using police services

The latest published data in France at national level are from 2022, stating that 118 women died that year as a result of domestic violence and 267 women were victims of attempted femicide. Every three days, a woman was the victim of femicide by her (ex-)partner, and a third of these victims had already experienced some form of domestic violence. The security forces recorded a total of almost 240,000 women victims of violence committed by their (ex-)partner (+14% compared with 2021) and 87,000 women victims of sexual violence in France (+13% compared with 2021).

In relation to these figures, according to the national statistical survey (sample size 91,000 women between the ages of 18 and 74) performed in 2022 titled "Experiences and Perceptions of Safety", 321,000 women reported having suffered physical, sexual, psychological or verbal violence at the hands of their (ex-)partner, and 217,000 women reported having been victims of rape, attempted rape or sexual assault. Also, 15% of victims of domestic violence say they have filed a complaint. This percentage falls to 6% for victims of sexual violence (within and outside the couple).

More than 117,000 suspects were involved in cases of domestic violence handled by public prosecutors in 2022. Men accounted for 87% of these suspects. Of the 37,800 people convicted of domestic violence in 2022, 94% were men. Nearly 50,000 people were implicated in cases of sexual violence handled by public prosecutors' offices in 2022 and a total of 7,500 people were convicted; 99% were men.

Reference: Domestic violence and sexual violence in France in 2022. Mission interministerielle pour la protection des femmes contre les violences et la lutte contre la traite des êtres humains. No 19, Mars 2024. Available at:

<https://arretonslesviolences.gouv.fr/sites/default/files/2024-03/Lettre-Observatoire-national-des-violences-faites-aux-femmes-Miprof-Mars-2024.pdf>

Data

iv. Police use of risk assessment tools/ case management flowcharts/maps/diagrams

The police have a danger assessment grid, but it's not appropriate. It takes into account the vulnerability of the victim, but not the risk of the perpetrator acting out. The questions are put to the victim, without taking the perpetrator into account. What's more, they're asked during or just after the crime has been committed, in the heat of the moment, and therefore unsuitable, given the urgency of the crisis. Decisions concerning the perpetrator are often ill-adapted, as the danger level is not really assessed. In such cases, the response is to put everyone under surveillance, even though there are no human resources to do so.

Depending on the jurisdiction and its location, there may be no judicial response to protect victims. The assessment is made according to the sensitivity of the assessor, and is therefore highly fluctuating, as there is no protocol or adapted grid. This undermines the value of the system.

- v. Police number of referrals to victim services: *not published at national or local level.*
- vi. Police number of referrals to perpetrator services: *not published at national or local level.*
- vii. Police number of referrals to other services, e.g. social workers
- viii. Police ability to share data on victims and perpetrators with other professionals: *the police commented that the data is shared informally and without standard procedures, but rather when colleagues know and trust each other*

Overview of Advisory Groups performed

a. Mode: in person

b. Number of participants by gender:

Victims (6 women)

- 13/10/23 MILHE Priscilla
- 29/06/23 TOUDRISSIN AMALE
- 12/10/23 DOMINIQUE BONHOURS
- 18/10/23 MME DE BRITO
- 13/10/23 NOLWEN MALANDA

- 18/10/23 JUSTINE LAUNAY
- ✓ Victim services (12 women)
 - 29/09/23 TOUDRISSIN AMALE
 - 16/10/23 BLANDINE MARSAUD
 - 3/10/23 JUSTINE PEZANT
 - 3/10/23 LOUISE GUITET
 - 17/10/23 MARIE AMELIE RICHARD
 - 18/10/23 MARINE FARSHIAN
 - 16/10/23 ZOE BERTHIER
 - 13/10/23 Mme Travers
 - 24/10/23 Focus group discussion : association Ker Antonia (Virginie Leclerc – Océane PIOT- Marjorie Turuban – Claire Dupuis)
- ✓ Perpetrator programme staff (1 female)
 - 31/10/23 Mme Serrat
- ✓ POLICE (13 total/ 6 men, 7 women)
 - 11/10/23 CHARLYNE PECULIER
 - 03/11/23 Mme Rialland –24/10/23 mme Ditte- 03/11/23 Mr Lecuyer- le 24/10/23 Mme Patel)
 - 10/11/23 CHEF POLICE CESSON Mr Vanderschueren
 - 10/11/23 POLICE ORSAY Mr Vienne
 - 10/11/23 Mme MASDEBRIEU CLSPD ORSAY
 - 24/10/23 MAIRE DE VULAINÉ Mr Chadaillat
 - 24/10/23 POLICIER DE VULAINÉ Mme De sousa
 - 31/10/23 Mme Bonfils mairie de Chelles
 - 31/10/23 Mr Hayes Ville de Sceaux
 - 19/10/ 23 Mr Bacuet

Summary of Victim Advisory Group

What works well

One woman said that she was very well received by a gendarmerie unit specializing in domestic violence. They were there for me on a daily basis, and didn't make any false promises about what would happen if I filed a complaint. They explained that it would take

time. Two said that they had been in contact with the municipal police and that their welcome had been more human and closer to them. They think, however, that it depends on the gendarmerie and the person who receives them. And, above all, on the management, who give orders and demand and enforce a proper reception of victims.

For one of them, the gendarmerie service systematically kept her informed of the outcome of the proceedings and offered her help.

„They treated me as a person, and I'd like all victims to have the chance to be received as I was!“

What are challenges

The vast majority of victims interviewed said they had been badly received by the police. For many, the police refused to document their complaint. One stated the police told her that it wasn't their job and that she should go and see a specialized brigade. One police response was "there are more serious things than that". They were in a hurry and not listening. The victim needed reassurance, but it was the opposite; She had to go through the public prosecutor to get the complaint filed. They felt judged and not taken seriously. The police officers receiving them downplayed the facts and spoke of arguments and conflicts instead of violence. They were asked to settle their dispute with the perpetrator. When they did manage to lodge a complaint, they described it as an interrogation against the female victim. Financial and psychological violence were not taken into account. Cyber-violence, with evidence of SMS messages and e-mails, was not taken into account either. One woman was pressured by the police not to lodge a complaint because her husband was a policeman. The victims interviewed know many women who "gave up" because they weren't well received and weren't going to file any more complaints.

"I had wounds on the inside, but they didn't see them".

„They only took me seriously after 3 complaints! I felt judged and dehumanized.“

They don't take into account the impact of violence on us, they don't know about psychotrauma and its consequences. They ask for precise facts, dates, ... to go back 10 years, we don't remember everything, so they don't believe us. After several complaints, they had the feeling that the agents couldn't stand them any longer and took their complaint quickly, and not correctly. They don't take existing court rulings into account. Mr had a restraining order, and when I called the police, they didn't intervene. They are not trained or not well trained, they don't know the aggressor's strategies. They are unanimous in saying that the majority of police officers and gendarmes have a positioning problem. For the majority, they were given no information at all, either about the procedure ahead or about help structures. For others, the services gave them mainly local telephone numbers, and more rarely the victim hotline 3919. They were left to fend for themselves, and suffered greatly as a result.

For those who spoke French, they managed to find information on their own, but for the others it sometimes took years before they were properly helped by a specialized association. The police didn't put into words the violence they suffered. They didn't explain to the victim that what she was experiencing was domestic violence, it was the victim services association that explained it to her.

One victim had to write to the public prosecutor to find out the status of her complaint. She stated the police refused to accompany her to collect her belongings from her home, so she left with her children without knowing where she was going to sleep that night; the police gave me no information about help or people who could help her.

In exceptional cases only it was the police who accompanied the victim to their association. Victims stated that with regards to police interacting with the perpetrator, they did not think that the perpetrator was helped, believed or supported, just like they as victims were not. They felt that their abuser can act with impunity because there is no response from the courts, or it takes far too long; They stated it was worse when there were children involved, because they explained that the police will defend their rights as fathers, and when the mothers as victims don't hand over the children, the police intervene quickly.

For the majority, no help was offered after they filed a complaint. **No assessment was made of the danger they were in. They did not feel protected, but rather very alone.**

Recommendations for improvement

To be received humanely by people who are well trained in domestic violence. Who understand that it's not just about "battered" women. Who understand the manipulation strategies of aggressors and the impact on victims. They need to understand that it's difficult for us to file a complaint, and that if they don't do so when we come to them, we run the risk of being killed. They need to be trained in empathy and caring for victims, risk assessment, cyber-violence...

Above all, they need to treat victims humanely and without judgment. They need to realize that their words matter, and that their non-verbals also speak for themselves.

They need to receive victims in a soundproof room, because everyone hears what we say, which makes us reluctant to speak out and increases our fear; The role of the municipal police should be emphasized. They say they would have been more comfortable talking to them, as they often come across them in town and at parties.

"It would be nice if the police officers could take part in victims' discussion groups to get a feel for what we go through."

„Domestic violence must become their priority, before stolen cars!“

„They must be given the human resources, with enough staff to do their job properly.“

„They are not the only ones to intervene badly, many social workers know nothing about domestic violence and are judgmental and devaluing.“

Summary of Victim Services Advisory Group

What works well

Whenever possible, to make things easier, if the victim is still living with the perpetrator, we work with her to leave and find safety. (Opening a bank account in the victim's name, taking out a direct debit outside the marital home, If she's not ready to leave her partner even though she's in danger, we make sure she knows the police number to call in case of danger. Sometimes, in the case of vulnerable people (pregnant women, the elderly or the disabled), a report is made to the public prosecutor. One professional stated she draws up attestations for victims to use in court and when filing a complaint.

Some associations specializing in helping victims have set up genuine partnerships. They emphasize that this is essential if victims are to be properly assisted and fully taken care of; Model of the city of Chalon sur Soane, political initiative of a municipality (VIF Chalonnais network) since 2016. Multi-partner network with monthly meetings. Setting up a single partner file to track victims and prevent them from having to repeat their story to each contact.

Victims are provided from victim services information on the form: legal obligations (reporting a person in danger), identity of the professional, information on the victim, housing status, family situation, child, parental authority, means of communication, hours when she can be reached, telephone number of resource persons, computer access, mobility, interpreter, professional situation, resources, personal bank account, health coverage, caf, protection measure, steps taken and planned by the victim, then guidance proposed by the professional. The form is very comprehensive and works well. It facilitates work with partners.

The creation of a network with regular meetings facilitates partnership working, because they know each other. It's a question of municipal policy. Working with social workers at the gendarmerie and police station works well: "She gives my number to the women and she's the one who calls. The police have never done it.

Until 2022, we used to have domestic violence protocol sheets to provide a link with the police and the justice system. The professional would fill in a form and send it to France victime, who would analyze it and forward it to the public prosecutor's office with the victim's consent. It was the gendarmerie who contacted the victim and the professional. This worked very well, but the new public prosecutor didn't want to continue, as article 40, which obliges civil servants to report when they have knowledge of a crime or offence, had not been respected. The professional could be held criminally liable.

Information that could be passed on with the victim's agreement: if there are children, resources in the family circle, income, explaining the various forms of violence and the state she is in. Sometimes, the victim asks victim services to contact the police, but this is rare. Unless there's an immediate danger (e.g. the aggressor is there and threatening her), it's rare for victim services to call the police.

„When we know the municipal police because we've trained them, the police give us more information and refer victims to us.“

What are challenges

For most of the people interviewed, there is no standardized procedure in their structure. Some use tools on cyber-violence and the violenceometer, but nothing to assess danger. There is no defined protocol. They use their own judgment and what they've learned in training, active listening, kindness and common sense.

They are vigilant about the dangers of cyber-violence. And the increased risk of danger they represent. "To keep them safe from cyber-violence, I'm very vigilant, and the cell phone is left at the door during the interview".

A specialized structure follows the national police risk assessment guide, taking into account the perpetrator's profile, the increased frequency of violence, whether the aggressor has already followed and found the victim, whether he has access to her cell phone, whether he is watching her, whether he has already threatened her, and whether he possesses a firearm. If he has psychiatric and/or addiction problems. Another structure has implemented this evaluation protocol, but not all employees follow it.

One person pointed out that as she doesn't work in a structure specializing in receiving victims, there is no protocol of this type, but that it would make her job easier if there were. To assess the situation, she asks in-depth questions, but doesn't really know how to evaluate the danger of a victim.

There are no formal protocols for monitoring situations, but rather meetings and team work sessions to reflect on them. For others, internal digital files have been set up to monitor the victim's situation. These are not shared with partners, but remain internal to the structure. Vigilance is given to victims who are still living with the perpetrator, although this is not formalized in protocols.

Recommendations for improvement

- Working with specialized brigades (Domestic Violence Referent, Family Prevention and Protection Centre) well-trained in domestic violence, the consequences for victims, and gender stereotypes.

- Involve social workers in police stations as a prerequisite to working with the police.
- Involve police in discussion groups to give a positive view of the police and help them understand what women victims are going through.
- Far too many people refuse to file a complaint, even though they are legally obliged to do so. Police should be informed of the law requiring them to take a complaint from a victim. It's difficult to lodge a complaint and women who are encourage to do so would help get the message out that there is support for this, as female victims communicate with each other.
- Fix in police officers the presumption of guilt for victims, but presumption of innocence for perpetrators. Total loss of confidence on the part of victims.
- Psychological violence not taken into account. Lack of knowledge of the different types of violence and the mechanisms of domination, sexism, etc. Police need training in this. As well as how to use the evidence of cyber-violence. Likewise no training in psychotrauma and its impact on the victim's behavior. Likewise they have little or no assessment of the danger and analysis of the situation. Situation too often downplayed and trivialized. Police need training in receiving the victim's word in a non-judgmental and sympathetic way. Work on their reception training and lack of consideration.
- Create support networks so that police officers know how to direct victims to the right people, because very often after filing a complaint, they go off on their own without knowing what to do or where to go; the police need to realize the courage it takes to file a complaint.

„Explain to police that if they don't receive the victim immediately and correctly, they run the risk of victims never calling on them again, and of being killed. They need to realize that their role is vital!“
- Create a reception area adapted to the confidentiality and hearing of the victim, like the "Mélanie" room for child victims. At present, interviews take place without any confidentiality in a collective office.
- Regular training reminders.
- Create places where everything is available on the spot (as in Belgium).
- Police officers should be well trained in psychotrauma and professional posture (benevolent neutrality and active listening). Ongoing training.
- Knowledge of the partnership network, so that they can refer victims more easily and we can get to know each other to work better together.
- A real understanding of cyber-violence as evidence and protection.

- That they defend the case well with the prosecutor, the informal side plays a big part.
- Domestic violence social workers in all police departments.
- More human and financial resources; training in structures;
- Increase the role of municipal police so that they are seen by victims as agents of help and protection;
- Training for police on child protection
- Make a visual diagnosis of the victim's needs. In red, what remains to be done; in green, what has already been done. Integration, justice, housing.... And if it's in the red, I pass it on to which partner; for example, if I'm in the red in terms of professional integration, I contact such-and-such a person... The tool needs to be quick and easy to use. Training will serve more to publicize the tool.
- Develop citizen self-help.
- Produce a booklet with all the resource numbers for places that can help victims, and distribute a protocol on what to do if the victim is in danger.
- Information on how to report vulnerable persons.
- An internal tracking table to know who has seen the woman internally.
- Workers suffer a great deal from isolation and a feeling of powerlessness. We need to develop partnership networks, and a guide to what to do would be useful.

Summary of Perpetrator Victim Services Advisory Group

What works well

Evaluating dangerousness enables us to advise the magistrate, who will not initially see the perpetrator, but will take the necessary steps to ensure that he or she is treated with the utmost care. Assessment through the author's prism:

- risk factors (separation, pregnancy, job loss) link with animal abuse, presence of firearms, ...
- Safety factors (which reduce the risk of acting out) acceptance of responsibility, prepared eviction with identified rehousing, employment, social support, if she has lost everything - resentment against the victim and +++ risk of acting out. Paranoia, but with factual elements (he feels that everyone is out to get him, etc.).

If there are more safety factors and fewer risk factors, the dangerousness and risk of acting out is medium, and decisions can be made accordingly.

What are challenges

Perpetrators need to be referred, but it also means that those involved and the forces of law and order need to dare to name and question violence, hold perpetrators accountable and offer an alternative to violence. You can't save if you're not ready;

If police don't take charge of the perpetrators, by developing the process of guidance and support for the perpetrator, his anger and frustration increase, as does his risk of acting out. The victim's sense of responsibility increases, as does her desire to save him. Referring the perpetrator to care allows her to relieve herself of this responsibility.

Difficult to find people willing to work with perpetrators. Need for a network and for perpetrators to exist. If there is no association for authors, they are directed to visio care. Professionals have to travel to the author. Work on the creation of a camper van. The local network and partnership work will vary depending on the professionals present (gendarme changes every 5 years). Law enforcement officers are under-trained. The skills panel lacks knowledge of perpetrator profiles, how to deal with them, and how to question the act in order to prevent recidivism. And guidance for perpetrators, existing structures and numbers. **„Law enforcement agencies have a feeling of powerlessness and failure in the face of domestic violence, because they can't really identify the mechanisms at work.“**

They have a danger assessment grid, but it's not appropriate. It takes into account the vulnerability of the victim, but not the risk of the perpetrator acting out. The questions are put to the victim, without taking the perpetrator into account. What's more, they're asked during or just after the crime has been committed, in the heat of the moment, and therefore unsuitable, given the urgency of the crisis. Decisions concerning the perpetrator are often ill-adapted, as the danger level is not really assessed. In such cases, the response is to put everyone under surveillance, even though there are no human resources to do so.

Depending on the jurisdiction and its location, there may be no judicial response to protect victims. The assessment is made according to the sensitivity of the assessor, and is therefore highly fluctuating, as there is no protocol or adapted grid. This undermines the value of the system.

Recommendations for improvement

Elisabeth Perry has created a grid. It includes danger and safety risk factors for the perpetrator. The "Engage" module from the EU Daphne project should be completed by a danger assessment grid. Aimed at law enforcement officers and those working in the field, this would reinforce victim protection.

We need to develop a training module on perpetrators, including how to listen to them, assess their dangerousness, evaluate the need for urgent psychological care, and develop an interview grid.

„Taking charge of a perpetrator means protecting victims.“

Working on parenthood with the perpetrators is a powerful lever for change.

Tools to be created to help victims through the perpetrator's prism:

- Author-specific interview grid to raise awareness of authorship and orientation (extract from the Engage manual, funnel questioning) tool to be distributed
- Create a factual danger assessment grid with the 2 items risk factor + safety factors
- Specific training with perpetrator, victim, children. Practical training.
- Develop a cell phone application for professionals, with geolocation access to whom I can turn to refer a victim or perpetrator.

The role of social workers in police stations is essential. It is important that they work with perpetrators, victims and children - an essential link. Disseminate the job description, generalize it and standardize it at national level (funding and mission, etc.) in order to stabilize these positions. It can't be a secondment from a pro-victim structure, otherwise the perpetrators won't be dealt with.

We need to develop tools to disseminate information on their role and make them known to partners and victims. Among other things, funding is a municipal tool to encourage mayors to finance these positions. So that they see the value of it, and remind them that social action is at the heart of the role of municipalities.

Summary of Police Advisory Group

What works well

When the risk of danger has been assessed, which is not necessarily the case, national police officers call the public prosecutor to request emergency protection for the victim and police custody for the perpetrator. They are given the telephone number of the social workers at the police station. If the situation is really serious, it is the police social worker who will take care of finding emergency accommodation for the victim and their children and referring them to other partners. The role of social workers in police stations is described as essential to the protection of victims by the forces of law and order. Victims will also be given the 3919 hotline number.

In France, there are family protection brigades (police officers) or family protection centres (gendarmes) that can intervene in situations of domestic violence. They are all well trained and know how to assess the risks to victims and their children. They also play a preventive role by intervening in schools. However, sometimes there are not enough of them to receive victims quickly, so they have to come back at a later date to be seen by these specialists. They will intervene in situations considered to be serious violence. They therefore do not

intervene systematically, and very often when there is no significant physical violence the case will not be referred to them.

Victims are not necessarily seen by a woman due to the lack of female staff in the teams.

This is more common in cases of rape or sexual assault.

Training is provided as part of the initial curriculum and also on an ongoing basis. They can't tell me that all their colleagues have been trained. However, the majority have. As far as the municipal police are concerned, it appears that during the interview some were unaware of the mechanisms of coercive control.

The frequency varies greatly and is essentially at the discretion of the municipal police officers or their superiors. The involvement of the municipality in combating violence against women varies this factor. The more involved the municipality, the more training their staff receive.

The training mainly covers the mechanisms of domestic violence. The municipal police tell me that they lack training in assessing the danger, how to intervene with the victim, and the partnership network. They would like practical training with real-life situations.

What are challenges

Most of the time, nothing is offered to the perpetrator and no help number is given.

As far as the municipal police are concerned, they direct or accompany the victim to the national police so that she can lodge a complaint, as this is not one of their prerogatives. They are not all familiar with the national number 3919, let alone the help structures for victims or perpetrators.

The national police and the gendarmerie have an interview and risk assessment grid for victims (attached) but not for perpetrators or children. There is no assessment of the impact of psychotrauma. Many questions to ask. Tool too long. This tool, given without training, is useless. Some people feel that this tool is appropriate because it provides a factual overview of the various elements. What's more, it can be given to the victim so that she can respond more easily. Social workers working in police stations or gendarmeries do not have this risk assessment grid. They do so according to their own professional judgement, which can vary widely. This also leads to misunderstandings between them and police officers, as they have different assessments of situations. This risk assessment grid should be extended to everyone working with victims; There is nothing for the municipal police. For all these bodies, there is no case management protocol. It depends on the individual professional's willingness to follow up on the situation. For the most part, they told me they didn't have the time or the means to follow up.

Police are not trained in psychotrauma and do not take it into account. This subject is not covered in their training. They can say that it's a shortcoming because they don't have all the elements they need to understand victims' reactions. When some do know about psychotraumatic impacts, it's because they've done their own research.

Risk Assessment/Case management tools used

It varies a lot, depending on whether the police officer has been trained or not! Without training, there's no specific way of dealing with them, because they don't know the particularities of this public and of domestic violence. The municipal police, who are regularly confronted and often the first responders, are not necessarily trained. It is a municipal choice and therefore a local political will to train them, as there is no law that obliges them to do so. In the case of national police forces, such training is compulsory. The current situation is that not all are yet trained. Training helps to deconstruct preconceived ideas and understand the mechanisms involved. In some police stations After filing a complaint, the victim is offered an appointment with the police station's social worker. If she refuses, she is given his number so she can contact him whenever she likes. The police social worker (ISC) also intervenes before the complaint is filed. Professionals refer victims directly to them before they file a complaint. In this way, they help to remove any obstacles to filing a complaint, by reassuring them, providing information on the procedure and offering social support and follow-up. When they become aware of a refusal by the police to take a complaint, they report it to their superiors in order to unblock the situation.

Data sharing challenges

Some towns have set up multi-partner exchange networks on domestic violence. It takes time to build these networks, to get to know the partners and to encourage them to attend regularly. One of the recurring problems is that **professional secrecy is invoked** to avoid sharing information about the victim. This prevents the partnership from working together and ensuring the safety of the woman and her children. Others have introduced shared confidentiality in agreement with the victims, and this works well. Some of them describe working with specialist victims' associations as complicated because they believe that these structures are not objective and "think that all situations are serious, urgent, etc".

Interactions with partners are usually informal, by phone.

There is a big problem when it comes to the **confidentiality of interviews**; they take place in an office where several people file complaints at the same time.

However, in some police stations, colour codes have been introduced at reception. If the person puts their hand on the red dot, they are a victim of domestic violence. In this case, the police officer in charge of reception will ensure that the person is seen quickly.

The social workers at the police station told me that they sometimes let the police officer use their office to ensure a better reception and confidentiality.

Recommendations for improvement

More human, financial and material resources. Training that is adapted and regularly updated; Training for all; Harmonisation of practices and support for exhausted professionals; Real partnership working.

The presence of social workers in police stations, who are an important link with civil society

- A better understanding of violence against women
- When there are arrangements in place for safe accommodation for the woman and her children (hotel rooms, hostels, etc.), and above all available 24 hours a day.
- Provision of a local directory of possible referrals
- Creation of a special room to receive victims, as was done for children.
- Better partnership working with other partners, better knowledge of the roles of each, create a map, a tool fulfilling these functions
- Inform partners about the role of social workers in police stations. This role is still not sufficiently well known, even though it is essential.
- Extend SAIs to all police stations and gendarmeries. For the moment, this is not the case because these posts are partly funded by municipalities. Create training to raise mayors' awareness of the role and usefulness of SAIs in protecting victims.
- Create standard liaison forms between the various parties involved and, with the victim's agreement, share information on the situation.
- Generalising and standardising danger assessment techniques, taking the perpetrator into account
- Better inform victims about the role of the police and the possible consequences of filing a complaint.
- For the municipal police, a grid with criteria on the situation and dangerousness would enable them to provide the national police with more complete information.
- Training on deconstructing sexist stereotypes and breaking down erroneous representations
- Training on tools related to perpetrators**
- There is a great need to identify victims. If they don't call for help, there is no intervention. Training should include elements for identifying the context of domestic violence.
- A grid should be created for professionals, setting out the factors involved in identifying violence, the criteria for increasing risk, techniques for dealing with victims and perpetrators, and possible referrals.
- Filing a complaint should be prepared with the victim in conjunction with social workers, to also explain the victim's rights and the legal procedure.