



**NORWEGIAN CENTRE FOR VIOLENCE
AND TRAUMATIC STRESS STUDIES**

Quality Measurement Tools for Shelters in Norway

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Content

- Development of shelters in Norway – history and status today.
- Quality measurement – standards.

International and national framework

- Council of Europe (2008): Combating Violence against Women: minimum standards for support services
- The Istanbul Convention
- The Explanatory Report to the Istanbul Convention
- European watchdog: WAVE (NGO)

- Norwegian Shelter Act (2010)
- Regulations on Safety (2017)
- Guidelines to municipalities (Bufdir; 2017)
- Supervision/control from authorities
- Norwegian watchdog: The Secretariat of the Crisis Centres
- Crisis Centre Statistics (Bufdir)
- Evaluation of the Shelter Act (2014); Knowledge Mapping on Shelters (2019)

Shelters in Norway

- Total number of shelters: 47
- Geographical coverage: All municipalities
- 24/7 access: All.
- Length of stay: 3 months, but can be prolonged).
- No referral needed. Free access; in some shelters one pays for food.
- Number of beds: 1,146 (952 for women; 194 for men). NB: separate accommodation for women/men.
- Number of beds missing: 0
- % of beds missing: 0 %
- Current number of population per bed: 4,621
- In addition to safe accommodation, users are provided with support, guidance and follow-up in the re-establishment stage.
- Aim: holistic services in the municipality.
- Funding: from the municipalities.

(Source: Wave report 2019).

Shelters - Europe

- Only 5 countries in Europe meet Istanbul Convention requirements for shelter provision (2018):

Luxembourg, Liechtenstein, Malta, **Norway** and Slovenia.

Challenges

- Good quality on the whole – some problems remain (quality of accommodation for men, partic. men with children; needs of children/adolescents).
- Lacking services/need for differentiated services for LHBT-persons, users with Sami background, users with additional problems (drugs/alcohol, mental problems, disabilities, women/men in prostitution, homeless persons, victims of trafficking).
- Positive development of competence/training of staff; more full-time positions.
- Variation in the quality of services (follow-up in re-establishment phase, security, staff competence) between municipal centres, private and voluntary centres; small/large centres.
- Need for holistic services to victims in the municipality. Cooperation and coordination with other help services and the police. Municipal action plans important!
- We need more (research-based) knowledge about the users' experiences!
- Is the «crisis centre movement» losing its political role due to the institutionalisation of shelters in the support system of the municipalities?

Thank you!