
Local Actions for the reparation of the victims of violence against women

**Toolkit for the application of the principle of
reparation at municipal level**





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/ Introduction

/ EUDEL – the Association of Basque Municipalities, with the institutional support of EMAKUNDE-Basque Institute for Women, has published this guide as a technical toolkit for local councils, district authorities and supramunicipal councils, in keeping with the commitment to foster gender equality and to improve the care of victims of violence against women.

This publication has been produced in the framework of Berdinsarea, the Network of Basque Municipalities for Equality and against Violence to Women, which was set up in 2006 and is made up of 69 municipalities. After a long work process, in conjunction with different municipal equality departments and representatives of small municipalities, this guide has been prepared in two versions: the first is a summary to help to understand the principle of reparation in its essential aspects and the second develops each of the aspects addressed here.

The guide develops the principle of reparation for the victims of violence against women. The violence is taken as a violation of their human rights and, as such, the State Administration at its different tiers of competence is required to guarantee their rehabilitation, satisfaction, compensation, along with working to guarantee that the violence is not repeated.

The principle of reparation involves placing the rights of the victims of violence against women at the centre of the whole care process, by listening to and meeting their needs and demands. We believe that victims of this violence are victims of a crime whose investigation and prosecution



will be the task of the relevant authorities. However, the municipalities can initiate reparation actions parallel to this process to administer justice.

The legislative framework referring to violence against women at European, state and regional level has been taken into account when preparing this guide, along with the feminist contributions regarding the application of the principle of reparation and the initiatives that some Basque local councils have been running for some years now.

This reduced version develops the principle of reparation for the victims and provides examples of the actions that can be carried out at local level.

Best Practices being implemented as trail-blazing initiatives in some of the municipalities of the Network are also included. It ends with the worksheets prepared to analyse and monitor the municipal reparation policies to be carried out./

1/

/ The principle of reparation for victims



/ Violence against women is a violation of their human rights and a form of discrimination against women.

That is recognised by the **COUNCIL OF EUROPE CONVENTION ON PREVENTING AND COMBATING VIOLENCE AGAINST WOMEN AND DOMESTIC VIOLENCE**, approved in Istanbul on 11 May 2011 and published in the Spanish Official Gazette (BOE) on 6 June 2014. Among other aspects, it highlights the structural nature of that violence:

*Recognising that violence against women is a manifestation of **historically unequal power** relations between women and men, which have led to domination over, and discrimination against, women by men and to the prevention of the full advancement of women;
Recognising the structural nature of violence against women as **gender-based** violence, and that violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position compared with men;*

All victims of human rights violations are entitled to reparation. However, victims of violence against women have not been considered on the same footing and the resources made available to achieve their full recovery have not always complied with that remit. For several years now, feminist movements have called on the public administration to review their public policies in that regard to bring them in line with the Istanbul Convention.

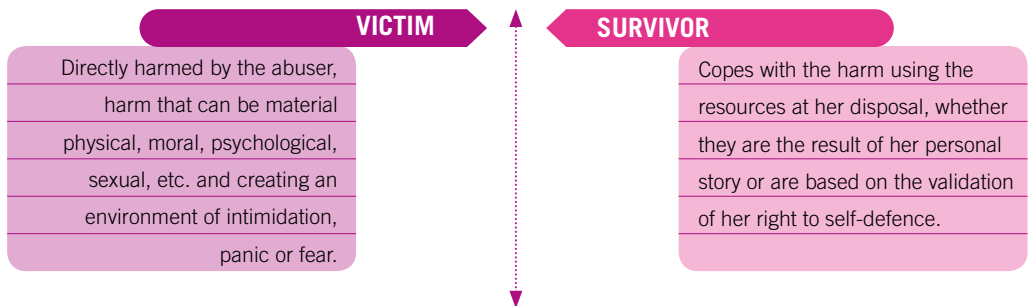


Diagram 1

Basic aspects to delve further into the principle of reparation is the consideration of who and why she is a victim of violence against women and the forms and spheres of that violence.

The right of the victim-survivors of violence against women to have the support and comprehensive care of the public administration at its different tiers of competence from the mere fact of being so and which, at least, includes:

The principle of reparation is:

a/ Compensation provided in a reasonable time period for the economically assessable damages.

b/ The recognition of the truth or satisfaction, by means of public rejection of the violence and giving recognition to and letting the survivors be heard.

c/ Guarantee of non-repetition, with the focus on the person responsible for the harm.

d/ The complete recovery or rehabilitation using the relevant public care resources.

1/ The principle of reparation for victims

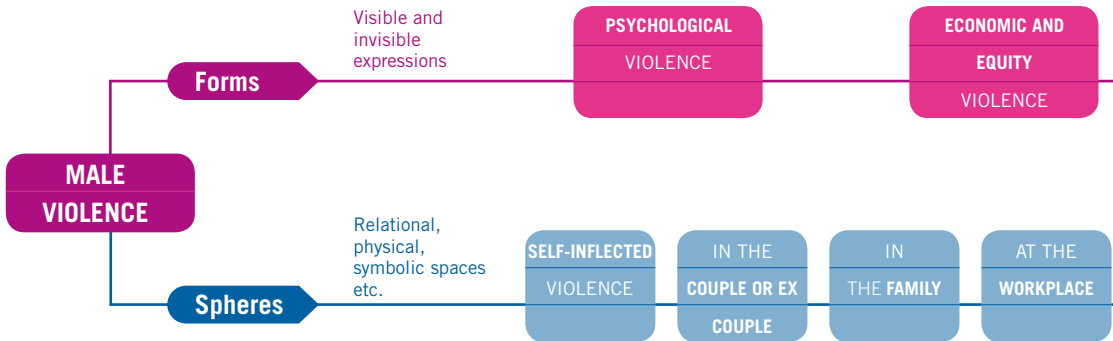
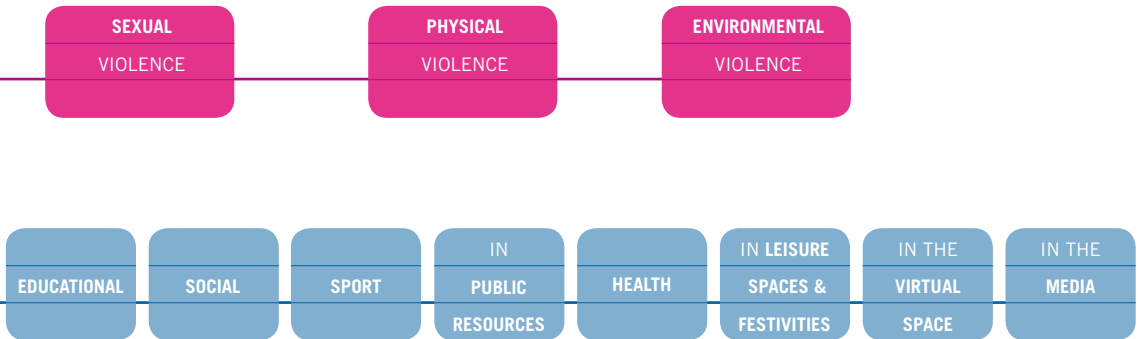


Diagram 2

The principle of reparation for victim-survivors implies recognising that:

- The victim status comes from a violated right that immediately causes damage and harm at all levels and which has ramifications on the people who suffer that violation of their rights.
- The victim status must not be associated with any reaction, conduct, attitude or relationship and behaviour guidelines, in other words, a victim does not have to explain or justify her reaction to being abused because those reactions do not make her a victim. The focus has to be the fact of having been abused and recognise that her responses are normal survival mechanisms in an abnormal situation.
- Being immersed in a chronic situation of violence, suffering sexist harassment or being sexually abused does not develop into a certain behaviour, in other words, there is no profile of who a victim is or of how a victim must behave.
- The possible individual reactions to an act, to a series of acts or a history of violence are influenced by numerous factors, some of which are inherent characteristics of the victim's background, others related to the form that violence has taken in time and manner, and others are down to the response of the environment surrounding the victim or society overall to that violence.



- The reactions to violence, regardless in what form, allow women victims to survive. Therefore, recognising their status as survivors is fundamental. Surviving and being a victim are not statuses through which they pass univocally and sequentially; a woman is a survival of such violence because mechanisms are triggered that allow the psychological and physical integrity to be safeguarded in the case of abuse that victimises and which, among other ramifications, weakens those survival strategies. (Diagram 1)

The principle of reparation must apply:

To all the victim-survivors of any type of violence against women that occurs in any sphere of life.

Stressing the different ways in which that violence can be expressed and the different spheres in which it is expressed is important in a context where violence against women is generally confused with one of its specific manifestations (the physical) or in a concrete sphere (heterosexual couples).

It should also be stressed that not all the forms or all the spheres have the same social recognition or that all can be legally reflected in the same way.

1/ The principle of reparation for victims

Thus, each specific story or case of violence requires all the forms and spheres in which it has occurred to be combined to design the most appropriate intervention that guarantees the reparation of the victims. It is important to take Diagram 2 into account for that task./

In summary:

In short, the principle of reparation requires the public services dealing with the victim-survivors to implement actions that address the harm suffered at all levels. They must strive to guarantee care to cope with the lasting consequences of violence, along with the implementation of measures to guarantee that the conditions that have led to the violation of their rights are not repeated.

2/

/ The measures included in the principle of reparation



/ Principles and Guidelines on the Right to a Remedy and Reparation for Victims of Gross Violations of International Human Rights Law and Serious Violations of International Humanitarian Law” establishes the five general measures to be contemplated as part of reparation, each one of which include specific actions to achieve them.

1/ Restitution

2/ Compensation

3/ Rehabilitation

4/ Satisfaction

5/ Guarantees of non-repetition

How are these reparation measures for victim-survivors of violence against women transferred to the public prevention and care policies?

As has already been indicated, hardly any public policies have been established regarding victims of violence against women from this perspective, but the following actions are proposed based on the years’ experience acquired by the equality services and by the regional, provincial and municipal social services.

2/ The measures included in the principle of reparation



1/ Restitution

From the feminist perspective, expressions of interpersonal violence are seen as the tip of the iceberg that are sustained by symbolic and structural violence. In other words, men enjoy spurious privileges granted by the patriarchy and which they have considered theirs by right. However, there is also an intent to harm in each specific abuse and, therefore, an individual responsibility of those that chose to act in this way in their relations with women.

In this regard, the strictest definition of **Restitution** (restore the victim to the original situation prior to the gross violation of the rights) is neither applicable nor desirable in this approach. There may be individual restitution in certain aspects of the life of victims, but the lasting consequences of the violence, apart from the specific and vital changes implied, makes a return to the prior original situation impossible. Furthermore, the aim of the feminist approach implies a transformation of the structural roots of violence.

Therefore, the prevention policies being developed by municipal equality departments and services are fundamental in the medium- and long-term to transform the structures and symbols of violence into structures and symbols upholding gender equality.

2/ COMPENSATION

Should be provided for any economically assessable damage, as appropriate and proportional to the gravity of the violation and the circumstances of each case, resulting from gross violations of international human rights law and serious violations of international humanitarian law

As regards the other measures, some specific actions may be:

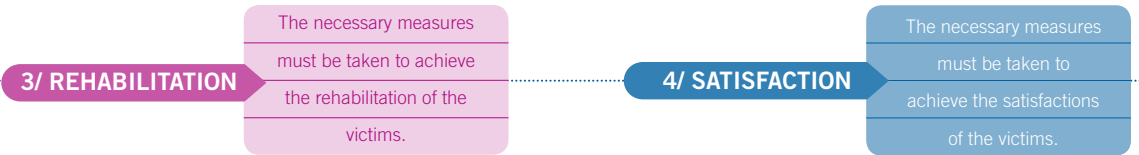
2/ Compensation for

- Physical or mental harm
- Lost opportunities (employment, education and social benefits)
- Material damages and loss of earnings
- Moral damage
- Costs of:
 - Legal assistance
 - Medicine
 - Medical services
 - Psychological services

3/ Rehabilitation

- Access to:
 - Health care
 - Resources fostering empowerment and autonomy
 - Psychological care and legal assistance
 - The social, shelter and economic resources required
 - Justice

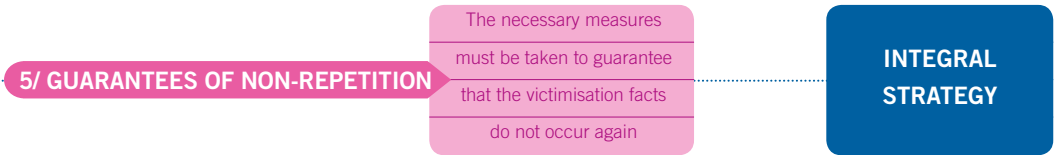
2/ The measures included in the principle of reparation



4/ Satisfaction

- Effective measures aimed at the cessation of interpersonal violence situations
- Verification of the facts and full and public disclosure*
- Official declaration or a judicial decision restoring the dignity, the reputation and the rights of the victim-survivors
- Commemorations, tributes to and public recognitions of victim-survivors, the murdered victims and their families and communities
- Inclusion of accounts of resistance to violence in educational materials
- Application of administrative or legal penalties to the perpetrators
- Public apology, including the recognition of the facts and acceptance of responsibility.

** To the extent that such disclosure does not cause further harm or threaten the safety and interests of the victim, the victim's relatives, witnesses, or persons who have intervened to assist the victim or prevent the occurrence of further violations.*



5/ Guarantees of non-repetition

- Ensuring that all proceedings abide by due process and fairness
- Strengthening the independence of the judiciary
- Promoting codes of conduct and ethical standards by the professionals taking part in the process
- Reviewing and reforming, as applicable, laws relating to the elimination of violence against women
- Promoting mechanisms aimed at preventing, monitoring and settling situations of violence against women
- Educating in values for all sectors of society
- Protecting professionals intervening the reparation process

As has been previously indicated, the application of the principle of reparation requires an integral strategy involving all tiers of the public administration across the board. At municipal level, that implies the whole structure of the local council, whose policies to prevent violence against women must take into account the perspective provided by the equality departments and, also, involve other areas. This integral approach also includes a review of victim care from this reparation perspective./

3/

/ The reparatory intervention

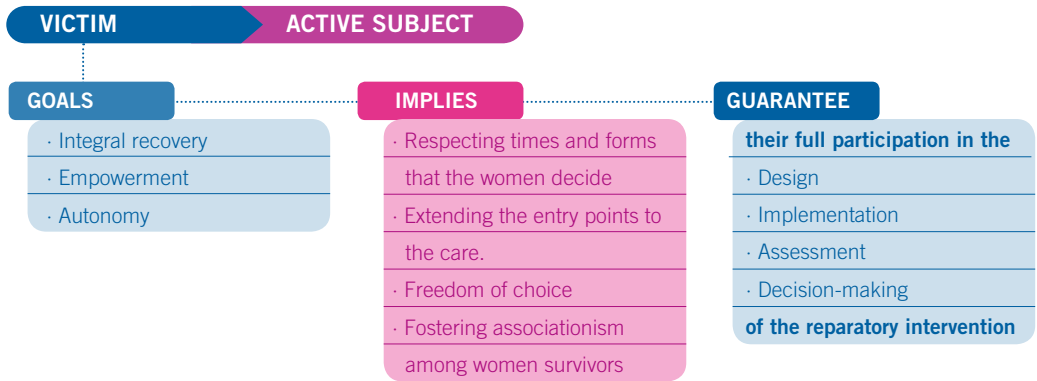


/ The reparatory care of the victim-survivors means dealing with the immediate and medium-term consequences of the abuses on their health, economy, work environment, emotional state, their right to justice, etc., while having care systems and resources in place to monitor the lasting consequences of that violence.

Lasting consequences that have a personal, but also a social dimension as no population should consent to impunity to this violation of the fundamental rights of their women neighbours. It is therefore essential to foster the involvement the whole community in satisfying and recognising the victims.

As regards violence against women, the woman who is a victim has seen herself as a passive subject and with no or little ability to react herself. This definition is not established in law, but is rather a patriarchal view that makes women responsible for the violence they suffer and face, which is put down to certain qualities or characteristics, all of which are negative.

This does not contradict the recognition of **certain groups** of women at greater risks of suffering gender violence and with greater possibilities of it being silenced and normalised, along with others who may find it difficult to access different services, situations to be taken into account throughout the reparatory intervention process.



As regards the **damages** that can be inflicted, special mention should be made of those that can be caused by actions and by omissions; the responsibility of the States also stretches to situations of violence caused or heightened due to their not having sufficiently ensured the rights of the victims or possible victims.

Victim-survivors therefore need to be seen as active subjects in their recovery process.

All victims of violence against women have their **rights guaranteed** regardless of their origin, religion or any other social or personal condition or circumstance. It is the remit of the Administrations to ensure that is the case.

The following aspects must be taken into account to guarantee that the reparatory intervention is implemented:

/ Recognising the impact of violence on women, their children, their family and their surroundings

/ Approach based on the violation of rights

/ Integral reparatory care

/ Restitution of rights from empowerment

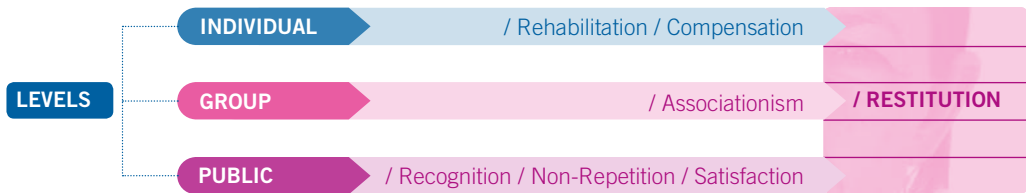
/ Public social reparation

<p>RECOGNISING THE IMPACT OF VIOLENCE ON WOMEN, THEIR CHILDREN, THEIR FAMILY AND SURROUNDINGS</p>	<p>It is important to not only recognise women and their children as victims (who are already legally recognised as such), but also other relatives, people in their emotional, family, work etc. environments, who may also be victimised in this process.</p> <p>The needs have to be met of other victims of violence against women where the violence is down to their dissident identities in the traditional sex/gender/sexuality system.</p>
<p>APPROACH FROM THE VIOLATION OF RIGHTS</p>	<p>Perception and self-perception of the victim, not as a recipient/user of resources, but rather as a victimised woman whose rights have to be restored.</p>
<p>APPROACH FROM THE VIOLATION OF RIGHTS</p>	<p>It is essential that the whole care process takes into account the intervention goals and methods from the principle of reparation and the existing different protocols are adapted.</p>
<p>RESTITUTION OF RIGHTS FROM EMPOWERMENT</p>	<p>The public administrations must facilitate the work of the victim-survivor associations and other associations working with victims in this line, so that they can focus on changing the structural situations leading to the violence.</p>
<p>PUBLIC SOCIAL REPARATION</p>	<p>Pursuant to the principle of truth, all tiers of the public administrations are empowered to act in this regard, in the form of memorials, street names, public recognitions, etc.</p>



The principle of reparation also implies reviewing the way in which different specific and general services deal with the victims of violence against women. That intervention would have to extend the entry point to the public care system and its goal would be for all victims to no longer suffer the immediate consequences of violence, starting by considering its impact and lasting consequences. In this task, integrity means addressing all the spheres affected by the violence: physical, psychological, economic, social, work, etc.

This intervention has to be based on the very characteristics of each woman, in other words, taking into account all the factors involved in the definition of her identity and situation and which includes: how her sex/gender/sexuality assignment affects her, where she lives, her background, what type of family she has, what her material status is, the ages of her children, etc. That being the case, there has to be an intersectional approach in order to appropriately understand the needs expressed and the priorities perceived by the victims, along with their coping strategies and their mechanisms to rebel against and challenge the violence, i.e., the mechanisms that allow her to survive the violence suffered.



Building on this integral diagnosis, the intervention must be based on the principles of non-revictimisation and no-blame, working with the victims to identify the most appropriate protection and resistance strategies in order to help the victims to be stronger and move towards the horizon of their autonomy and empowerment process.

At what LEVELS can Reparation actions be taken?

At THREE: **INDIVIDUAL, GROUP AND PUBLIC**

A further two components can be added

- **At group level:** The associationism between women victim-survivors.
- **At public level:** Recognition, linked to the principle of satisfaction.

What are the main reparation spheres of action?

1 / In terms of the sphere as such:

- 1.1 / Social and symbolic:** Public and group reparation that seeks to re-establish the dignity of the victims, recognise the existence of a breach of their rights and that they are not being forgotten.



1.2 / Economic/Equity. It mainly envisages :

- Financial compensation by the abuser
- Being awarded social grants

1.3 / Judicial. The aim is to:

- Let the victim be heard through out the proceedings, while understanding and respecting her interests
- Prioritise her safety, wellbeing and dignity
- Make the abuser accountable by sentencing him for the violence caused and remedy the harm; the purpose of the proceeding is not merely to “comply with justice”, but rather the “complying with” has to be with the victim.
- Guaranteeing effective judicial protection (Article 24 of the Spanish Constitution), i.e., to achieve the effect of justice with the minimum resources possible and as quickly as possible.

2 / In terms of the type of violence that the victim has suffered

2.1 / With victims of sexual violence. The following is required:

- Comprehensive information and assistance
- Health response respecting the privacy and will of the victim
- Actions in the following spheres:
 - Police
 - Administration of Justice



A good practice is to have 24/7 care centres or resources, who provide the victims with integral assistance (health, police, judicial, psychological...).

2.2 / With minor victims and minor victims of sexual violence

Minors can be victims of:

- Instrumental violence: Abuse by their parents or partners of their mothers as a form of controlling and violence against the latter.
- Direct intrafamily violence which directly affects the children. Sexual violence in childhood is included in this group.
- Violence by exposure from living in a household where gender violence is present.
- Male school bullying by peers
- Gender control and violence towards adolescents.
- Cyberbullying

Intervention requires adaptation to the characteristics of the victims in order to react to how they evolve; prevention and rehabilitation are particularly important.

2.3 / With victims of sexual bullying and with sexual harassment at work,

requires:

- Approval of a protocol of action for both cases, which envisage preventive and intervention measures, penalising the abuser and reparation of the victim.
- Awareness-raising and training in that regard, both of the whole workforce and more specifically with those appointed to ensure compliance of the protocol and help the victim in any area where necessary.
- Ensuring that the whole of the private and public entity is aware of the figure of the abuser and of the victim, and the dynamics of bullying in its different forms, in order to guarantee that the victim is not blamed in the workplace.
- Guaranteeing a fast-track to Justice should the victim so desire, respecting her wishes which possible interests of the company/ administration interfering in that.

2.4 / With women victims of trafficking.

They are victims in highly vulnerable situations (as they may be far from their home countries, without alternative means to survive and without documentation). Once they are free from their abusers, a care plan must be designed taking into account the priorities and wishes of each of them. Therefore:

- They should first be considered as victims, not people in an irregular administrative situation.
- Their most urgent needs must first be addressed, including police protection against possible reprisals by the traffickers.

2.5 / With victims of female genital mutilation (FGM) and of forced marriages.

It is important to focus the work on prevention, by mainly training:

- Health care staff
- Education centres
- Social Services

so that they can be alerted and detect possible cases before they occur.

- In the case of the FGM, when girls reach the age that the ritual is carried out and in the case of possible trips to their home countries.
- In the case of forced marriages, even though it is not legally allowed in the Spanish State that is not an obstacle to marriages being held that are valid according to their traditions, but it should be remembered that they lack any civil legitimacy.

Intervention with women who have already suffered FGM must be form an integral approach, mainly addressing the reconstruction surgery, psychological care and the restoration of relations with the circle that consider this practice legitimate.

4/

/ Fundamental legislation

/ The Council of Europe convention on preventing and combating violence against women and domestic violence (Istanbul Convention) 2011, ratified by the Spanish State in 2014, is an essential point of reference to prepare reparation policies for the victim-survivors of violence against women.

Spanish Organic Act 1/2004, of 28 December, recognises women who are abused by their partners or former partners whether or not they cohabit as victims of gender violence, while Act 4/2005, of 18 February, includes all women who suffer any type of symbolic, sexual, mental and physical abuse, whether in the private or public sphere, in the definition of violence against women. In this regard, the concept underpinning the regional law includes a broader series of spheres and forms than the state law and is closer in line with the Istanbul Convention.

The lack of coherence between the different legislation must not be an impediment to developing and applying the principle of reparation, as the interests of the women victims and survivors and of all victims of violence against women are above the limitations and contradictions of the terminology legal frameworks.

1/ The extended guide includes all current legislation that covers the reparation policies and which develops the actions regarding different forms of violence against women.

The basic legislation to be taken into account regarding violence against women at international, state and regional levels is as follows:

International

/ MANDATORY LEGISLATION

- *Istanbul Convention: Council of Europe convention on preventing and combating violence against women and domestic violence (Istanbul Convention) 2011, ratified by the Spanish State in 2014*
- *Guidelines 11492/13 of 24 June 2103 to promote and protect the enjoyment of all human rights by lesbian, gay, bisexual, transgender and intersex (LGBTI) persons*
- *Directive 2011/93/EU of the European Parliament and of the Council of 13 December 2011 on combating the sexual abuse and sexual exploitation of children and child pornography, and replacing Council Framework decision 2004/68/JHA.*

/ RECOMMENDATIONS

- *Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), 1979. Ratified by the Spanish State in 1983.*
- *General Assembly Resolution 60/147, of December 2005, establishing the basic principles and guidelines on the right to a remedy and reparation for victims of gross violations of international human rights law and serious violations of international humanitarian law.*



Spanish State

/ MANDATORY LEGISLATION

- *Spanish Criminal Code 10/1995, of 23 November*
- *Act 35/1995, of 11 December, on the Provision of Aid and Assistance to Victims of Violent Crimes and Sexual Offences*
- *Act 1/2004 on Integrated Protection Measures against Gender Violence*
- *Gender Equality Organic Act 3/2007, of 22 March*
- *Act 4/2015, of 27 April, on the Statute of Victims of Crim*

/ MANDATORY LEGISLATION

- *Act 8/2015, of 22 July, on the Amendment of the System on Protecting Childhood and Adolescence, whose Third Final Provision established the amendment of Organic Act 1/2004, 28 December, on Measures for Comprehensive Protection against Gender Violence*
- *Legislative Royal Decree 9/2018, of 3 August, of Urgent Measures for the enactment of the State Compact against Gender Violence.*

BAC (BASQUE AUTONOMOUS COMMUNITY)

/ MANDATORY LEGISLATION

- *Gender Equality Act 4/2005, of 18 February*
- *Act 3/2009, of 23 December, amending the Childhood and Adolescence Care and Protection Act.*
- *Act 9/2019, of 27 June, amending Act 14/2012, of 28 June, on Non-Discrimination on grounds of Gender Identity and Recognition of the Rights of Transsexual Individuals.*

RECOMMENDATIONS

- *II Interinstitutional Agreement for the Improvement of the Care of Women Victims of Domestic Abuse and Sexual Abuse, 2009*

5/

/ The duties of the State and local authorities when applying the principle of reparation.

/ Specifically, the GOALS TO BE ACHIEVED to guarantee the principle of reparation in municipal policies are to:

*MENTOR THE VICTIM-SURVIVORS IN THEIR RECOVERY AND REPARATION **PROCESS**, BY PROVIDING THE NECESSARY CONDITIONS TO STRENGTHEN THEIR ABILITIES AND EXPAND THEIR CHOICE OPTIONS, I.E., BY IMPLEMENTING MEASURES FOR THEIR PERSONAL EMPOWERMENT*

*GUARANTEE THE **NON-REPETITION** OF THE FACTS BY PREPARING AND PUTTING **PREVENTION** POLICIES INTO PRACTICE*

States and all Administrations at their tier of competence are REQUIRED to guarantee each and every one of the rights that help the victim-survivors of violence against women, as the victims of violation of Human Rights that they are, which means:

- A **specific and assessable commitment** by the political establishment to enforce the binding legislation in that regard, to prepare the appropriate prevention and care policies and to pass budgets in order to implement that approach.



- **Create information exchange and coordination spaces** between all the stakeholders (Judiciary, Law Enforcement, social services, Osakidetza [Basque Health Service], women's centres, local feminist groups, women's aid centres and associations, health and law professionals, psychologists etc.) who guarantee coherent intervention and prevent the institutional revictimization.
- **Guarantee specific training from a feminist perspective** for the professionals involved in the care, prevention and reparation of the victims, as well as for policymakers.

Municipal policies regarding violence against women must specify the commitment of the political establishment and define the competences of the areas fundamentally involved in implementing those policies.

Equality departments or services are the authority tasked with fostering the implementation of the necessary measures in this regard and approved by the municipal plenary sessions, along with coordinating between the different stakeholders in question.

It should be the authority empowered to guarantee the application of the principle of reparation, by facilitating the necessary means and resources to design a reparatory intervention as described above. In tandem, it is

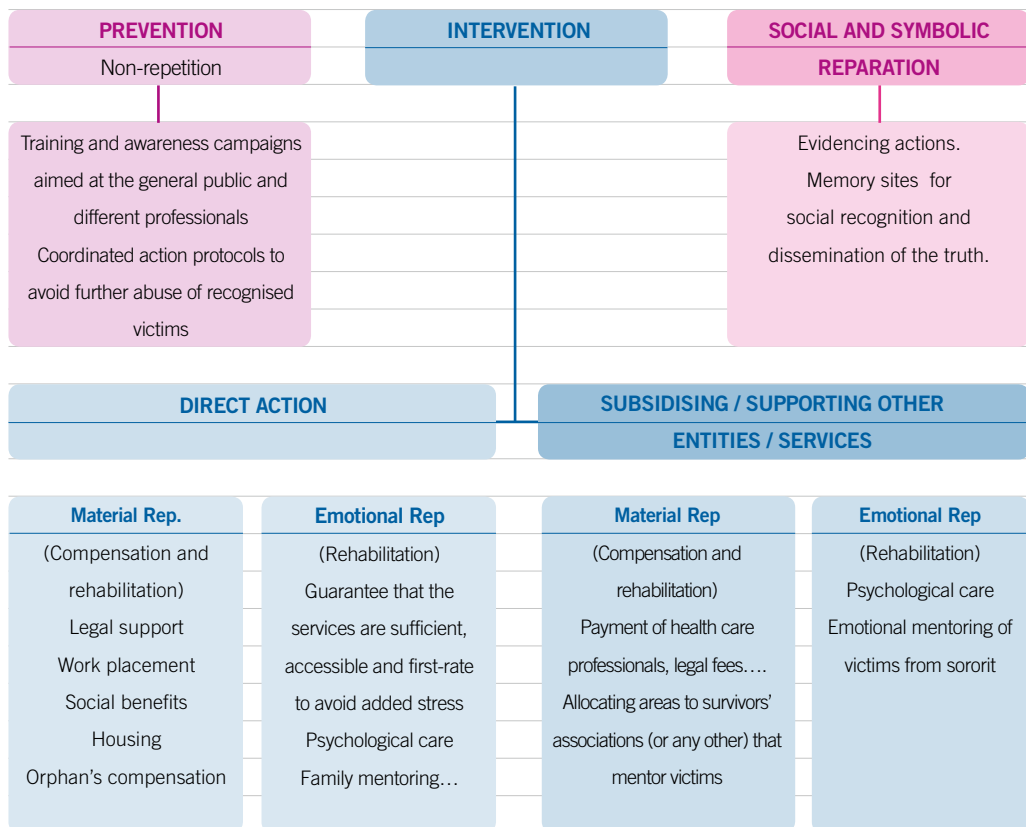
6/

/ Guidelines to approach the development of the principle of reparation in municipal intervention



1/ PUBLIC INSTITUTIONAL WILL	<ul style="list-style-type: none">• Appointment of people in charge of the process and coordination methods between them• Establishing the Intervention Departments and Services involved• Providing the services or departments in question with sufficient resources
2/ DIAGNOSING THE SITUATION	<ul style="list-style-type: none">• Awareness-raising/training level of municipal technical and political staff, along with the direct intervention staff: social services, health services, police forces, psychological care services, legal advice services....• Women's associations of the municipality regarding:<ul style="list-style-type: none">· Possible direct intervention actions with victims.· Communication level with municipal areas
3/ DESIGNING AND IMPLEMENTING ACTIONS	<ul style="list-style-type: none">• Training municipal staff (technical and political), along with those individuals in direct intervention with the victims (professionals and members of associations)• Establishing coordination figures/panels, municipal and interinstitutional (mainly with provincial services and women's associations that provide some type of mentoring of the victims).
4/ MONITORING AND ASSESSMENT	<ul style="list-style-type: none">• Improvement suggestions• Designing programme monitoring and surveillance systems

What MUST local councils DO to apply the different reparation principles?



What SPECIFIC ACTIONS can be implemented in each sphere by local councils?

Some examples

AIMED AT	<ul style="list-style-type: none"> Facilitating access to health care
DEFENDING	<ul style="list-style-type: none"> Facilitating access to psychological care
WOMEN'S INTEGRITY	<ul style="list-style-type: none"> Preparing and approving protocols and bylaws and which guarantee the principle of reparation Processing expeditiously shelter resources that cover victims' real needs Establishing re-education/awareness programmes for abusers
AIMED AT WOMEN'S	<ul style="list-style-type: none"> Fostering associationism between women victims
EMPOWERMENT	<ul style="list-style-type: none"> Setting up empowerment schools, Women's Centres, feminists txokos [groups], etc. to facilitate their autonomy.
AND AUTONOMY	<ul style="list-style-type: none"> Facilitating information to exercise employment rights, access to funding and economic resources, housing, etc.
SOCIAL AND	<ul style="list-style-type: none"> Performing urban planning actions (street names, monuments, etc) to highlight the reality of violence against women
SYMBOLIC	<ul style="list-style-type: none"> Organising seminars, events, etc., on key dates to remember the victims and survivals Establishing awareness-raising workshops with citizens, in order to work on values to combat violence against women from a feminist perspective Programming interventions with the community (neighbourhood, school, etc.) for the reparation of coexistence and recognition of the truth.
ECONOMIC	<ul style="list-style-type: none"> Approving exceptional financial help for victims of violence against women
AND EQUITY	<ul style="list-style-type: none"> Mediating between the victim and companies of the municipality or supramunicipal council to facilitate the job placement of the victims In those municipalities with a Lanbide [Basque Employment] office: guaranteeing job placement pathways, appropriate training, subsidies, etc., in constant contact with the work mentoring of victims of violence.
JUDICIAL	<ul style="list-style-type: none"> Informing women of all their rights from the legal perspective. Facilitating mentoring/support for the women during the legal process Fostering and supporting initiatives aimed at amending legislation that does not respect women's rights.

6/ Guidelines to approach the development of the principle of reparation in municipal interventions

WITH VICTIMS OF SEXUAL VIOLENCE	<ul style="list-style-type: none"> • Facilitating access to specialised psychological and health care • Facilitating access to legal advice on the options and the way of proceeding • Establishing municipal or supramunicipal “crisis centres” • Implementing victim care protocols
WITH VICTIMS WHO ARE MINORS	<ul style="list-style-type: none"> • Establishing efficient early alert and prevention systems for violence against women and/or sexual abuse • Organising programmes to prevent abuse between minors at education centres, Gaztegunes, etc. • Creating specific physical spaces for victims who are minors that are adapted to their needs with the police, social and health system. • Facilitating access to health and psychological care adapted to minors • Processing access to accommodation and/or foster resources, adapted to the needs of minors who have been forced to abandon their usual place of residence. • Incorporating minors in the local protocols to care for women victims
WITH VICTIMS OF SEXUAL ABUSE AND/OR SEXUAL HARASSMENT IN THE WORKPLACE	<ul style="list-style-type: none"> • Encouraging the approval of sexual abuse and sexual harassment at the companies located in the municipality. • Facilitating access for the victims to the necessary professional care (legal advice, psychology, etc.). • Fostering non-discrimination at work based on gender (remuneration, promotion opportunities, training, etc.)
WITH WOMEN VICTIMS OF TRAFFICKING	<ul style="list-style-type: none"> • Facilitating resources to meet their basic needs immediately • Facilitating police protection to prevent possible reprisals • Facilitating access to psychological and medical care • Facilitating access to legal advice (prioritising their victim status over being a person in an “irregular situation”) • Facilitating the return to their home countries
WITH VICTIMS OF FEMALE GENITAL MUTILATION (FGM)	<ul style="list-style-type: none"> • Establishing coordination protocols between different entities based on prevention • Facilitating access to psychological care • Facilitating access to medical care and access to reconstructive surgery
WITH OTHER VICTIM-SURVIVORS	<ul style="list-style-type: none"> • Facilitating access to psychological care • Facilitating access to legal advice and information • Encouraging the setting up for support groups for relatives and close friends of victims and survivors.

/ Best practices at local level



Basauri Local Council / Local plan against violence against women

	<p>OBJETIVE Involve the citizens in combatting violence against women and foster a zero-tolerance attitude in Basauri</p>
	<p>PRINCIPLES</p> <ul style="list-style-type: none"> • Public denouncement: condemning and totally rejecting the male abuse and murders. • Remembrance. Victims of violence against women usually become forgotten and are not recognised as such. Therefore, recovering the collective memory of the women who are or have been victims and the historical memory of the ones murdered become an act of social justice and recognition. • Reparation: reparation starts from activating personal processes of the women who have coped or are coping with violence against women to reconstruct their life project.
	<p>CONTACT igualdad@basauri.eus 946 124 107</p>

Incorporating the principle of reparation in protocols: II Action and Coordination
Protocol to Address Violence against Women in Durangaldea

	<p>OBJETIVE</p> <ul style="list-style-type: none"> • Incorporating the framework of the Right to Reparation in the current protocol • Holding work sessions to involve all the technical staff of the signatory entities • Presenting a series of specific reparation actions to the political staff in order for them to be incorporated in future protocols.
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	<p>TARGET WORK</p> <p>METHODOLOGY</p> <ul style="list-style-type: none"> • Representatives of different entities working together: local (Durango, Elorrio, Berriz, Abadiño), Osakidetza, Ertzaintza [Basque Police Force] and supramunicipal councils, providing a global approach to the whole process. • The measures/actions established by the work panels and which make up the Annex to the Protocol were approved by the political establishment
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	<p>CONTACT berdintasuna@durango.eus 946 03 00 42</p>
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Vitoria-Gasteiz City Council/IV Plan for Equality

	GOAL	<ul style="list-style-type: none"> • Improve interinstitutional and institutional coordination in that regard • Recognise the victims of violence against women and supporting their reparation
	STRATEGIC LINES	<ul style="list-style-type: none"> • Equality in the municipal government model • Feminist care economy • Feminist empowerment • City free of violence against women
	CONTACT	<p>igualdad.adm@vitoria-gasteiz.org 945 16 13 45</p>

Andoain Local Council/ Political agreement to care for victims and survivors of violence against women and the public response.

	BASES ON WHICH TO BUILD THE RESPONSES	<ul style="list-style-type: none"> • Priority care of the victims • Effective, coordinated and rapid response • Rejection of the abusers • Reliable information • Confidential information • Preventive action
	CHARACTERISTICS OF THE RESPONSE	<ul style="list-style-type: none"> • Forcefulness in the response • Respect • Stopping impunity • Avoiding revictimization
	CONTACT	<p>berdintasuna@andoain.eus 943 30 08 30</p>

Urduliz Local Council / Gender Equality Bylaw

	<p>NEEDS • Incorporating the guidelines set by the Istanbul Convention as regards municipal powers</p> <p>DETECTED</p> <ul style="list-style-type: none"> • Coordinated work by the people who intervene with women victims • Understanding the role of women’s associations and feminist organisations in that regard • Creating and putting into effect its own Gender Equality service and answering to the Mayor’s Office, whose purpose is to achieve real and effective equality in the territorial sphere of the bylaw.
	<p>MAIN LINES OF WORK Prevention and awareness-raising. Drive:</p> <ul style="list-style-type: none"> • Collective processes to empower women victims • Mobilising the population so that there is a public reaction to all cases of this type of violence. • Prevention programmes at the education centre. • Public actions in response to case of sexist violence in conjunction with the municipality’s women’s associations and feminist groups. <p>Coordinated and integral care:</p> <ul style="list-style-type: none"> • Obligation to guarantee the improvement and/or creation of mechanisms for internal coordination and interinstitutional coordination among all stakeholders.
	<p>CONTACT berdintasuna@uribekosta.org 946 57 92 82</p>



Worksheet 1

Worksheet to assess the application of the principle of reparation in municipal actions

PRINCIPLES	QUESTIONS	YES	NO
RECOVERY	• Is there a municipal protocol to look after victims of violence against women?		
	• Is the freedom of movement of the victims guaranteed?		
	• Is the enjoyment of Human Rights guaranteed?		
	• Do the victims have an adequate quality of life?	How?	
	• Are possible indirect victims taken into account? (relative, school, workplace...)	Which?	
COMPENSATION	• Do the municipal budgets include items to financially compensate the victims?		
	• Is there a compensation protocol regarding loss of opportunities in:		
	- Employment		
	- Education		
	- Social benefits?		

Worksheet 1

Worksheet to assess the application of the principle of reparation in municipal actions

PRINCIPLES	QUESTIONS	YES	NO
REHABILITATION	<ul style="list-style-type: none"> • Is the opinion of the victims regarding their needs taken into account? 		
	<ul style="list-style-type: none"> • Do the staff in the municipality who directly deal with the victims have specific training in that regard? <ul style="list-style-type: none"> - medical services - social services - local police 		
	<ul style="list-style-type: none"> • Is the privacy of the victims guaranteed in all municipal and supramunicipal services? 		
	<ul style="list-style-type: none"> • Are there municipal services providing the following? <ul style="list-style-type: none"> - psychological care - legal advice 		
	In case of resorting to provincial services:		
	<ul style="list-style-type: none"> • Is there a victim mentoring service regarding: <ul style="list-style-type: none"> - Legal services/actions - Psychological care services - Child psychosocial and socio-educational intervention services? 		
	<ul style="list-style-type: none"> • Does the municipality have: <ul style="list-style-type: none"> - An empowerment school - Women's association - Association of women survivors who work with women victims of violence? 		
	If this type of associations exists:		
	<ul style="list-style-type: none"> • Is there coordination between them and: <ul style="list-style-type: none"> - the local council - medical services - social services - local police - Ertzaintza? 		
	<ul style="list-style-type: none"> • Is there any type of municipal subsidy/financial aid? 		

Worksheet 1

PRINCIPLES	QUESTIONS	YES	NO
REHABILITATION	• Is the “diversity” factor taken into account?		
	- Cultural		
	- Functional		
	- Sexual		
	- Gender		
SATISFACTION	• Does the municipality implement or has implemented actions aimed at promotion social reparation actions, such as tributes, events, etc.?	Which?	
	In the official communications:		
	• Is information processed in such a way so as not to blame the victims?		
	• Is the information processed in such a way as to respect their desire/right to privacy?		
	• Has an intention to search for the truth been expressed?		
GUARANTEE OF NON-REPETITION	• Is there a protocol that guarantee coordination between direct intervention professionals and political staff?	Involving which professionals?	
	• Does the local council explicitly reject any form of violence against women?	Which?	
	• Are citizen training/awareness actions regarding violence against women organised?	How frequently?	

Worksheet 2

Worksheet to establish possible actions that guarantee the application of the principle of reparation in municipal measures?

PRINCIPLES	BENCHMARK QUESTION IN THE ASSESSMENT	ACTIONS
RECOVERY		1/
		2/
		...
COMPENSATION		1/
		2/
		...
REHABILITATION		1/
		2/
		...
SATISFACTION		1/
		2/
		...
GUARANTEE OF NON-REPETITION		1/
		2/
		...

Worksheet 2

	RESPONSIBLE AREA/ PERSON	IN COORDINATION WITH	PRINCIPLES
			RECOVERY
			COMPENSATION
			REHABILITATION
			SATISFACTION
			GUARANTEE OF NON-REPETITION

