

# **Gender-based violence in the time of Covid-19: calls to the 1522 helpline**

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[www.istat.it](http://www.istat.it)



**WHY** monitor Gender Based Violence during lockdown?

**HOW** to monitor the phenomenon?

**WHAT** are the results?



Prime Ministerial Decree  
no. 18 of 8 March 2020:  
Starting lock down in Italy



COVID19 and Violence  
against women, 25<sup>th</sup> of  
March 2020



UN WOMEN, COVID-19  
and Ending Violence  
Against Women and Girls

The existing crisis of VAWG is likely to worsen in the context of COVID-19. Emerging data shows that since the outbreak of COVID-19, reports of violence against women, and particularly domestic violence, have increased in several countries as security, health, and money worries create tensions and strains accentuated by the cramped and confined living conditions of lockdown.



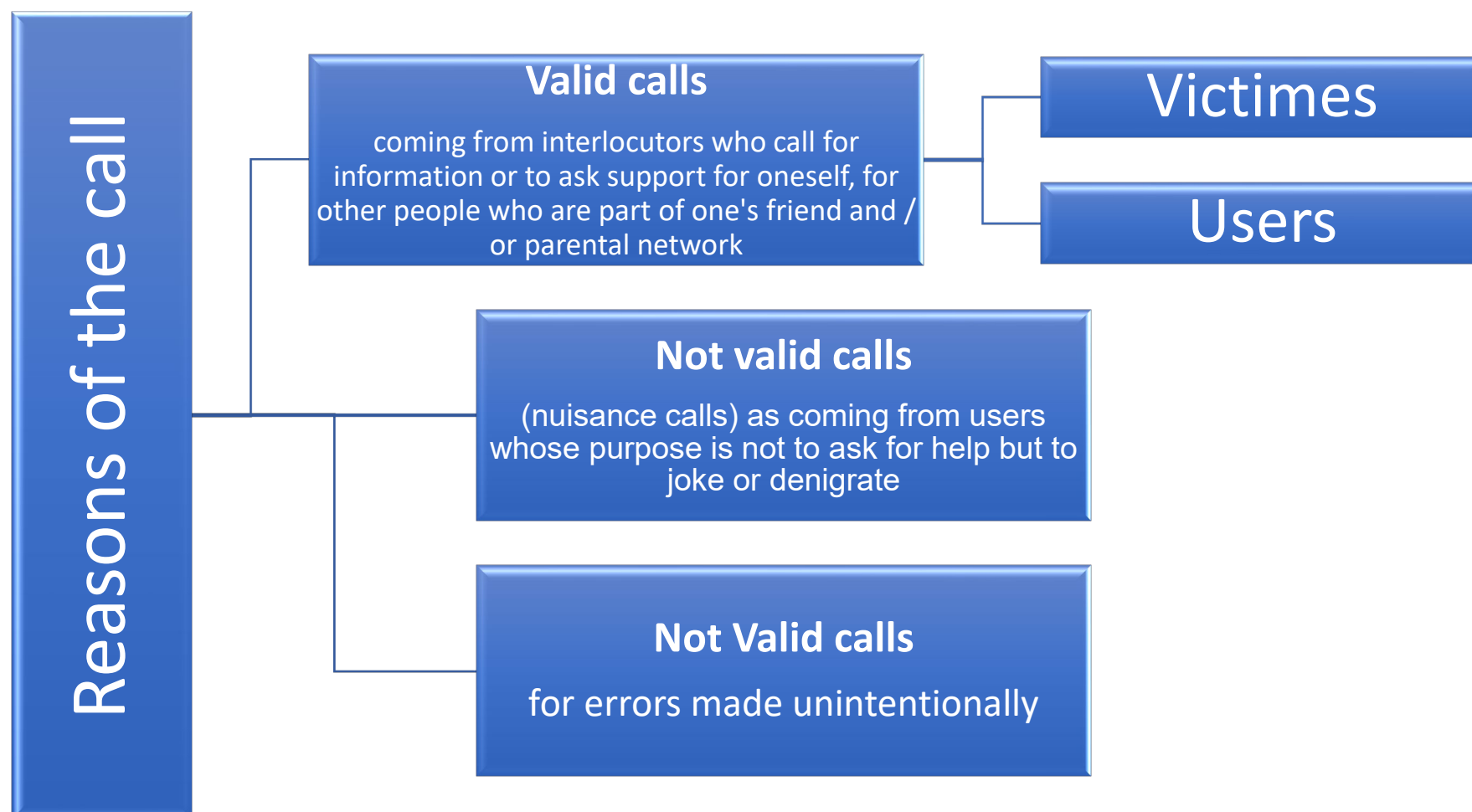
**National Statistical Offices was invited to monitor  
phenomenon and increased vulnerability of  
victims**

- ➔ ISTAT carried out **periodical surveys** but the lack of time between these surveys **do not allow collect data** and information especially during specific and dramatic periods as COVID19 pandemic period
- ➔ In order to give information about the trend of the violence against women during COVID19 period, ISTAT used data set storage of **national helpline 1522** adopting alternative sources of statistical information
- ➔ 1522 is the helpline provided by the Department for equal opportunities of the Presidency of the Council to **support and help victims of gender-based violence and stalking.**
- ➔ The analysis of data from calls to 1522, especially when compared with the same period of previous years, **can provide useful information** on the **evolution of the phenomenon during the lockdown.**

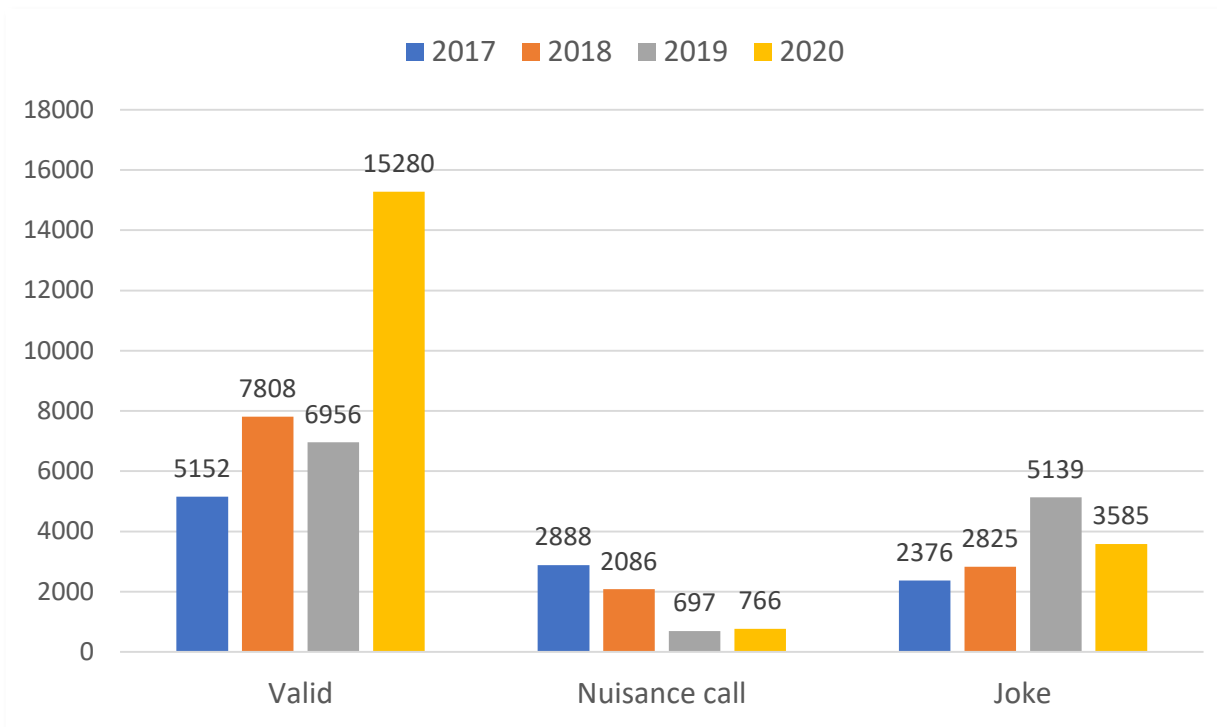
# 1522 helpline: types of calls

1522 helpline provides (by phone and chat) first aid in case of emergency and useful information to users asking help and occurring gender based violence and stalking.

*Depending on the **reasons**, calls are classified into three macro-group*

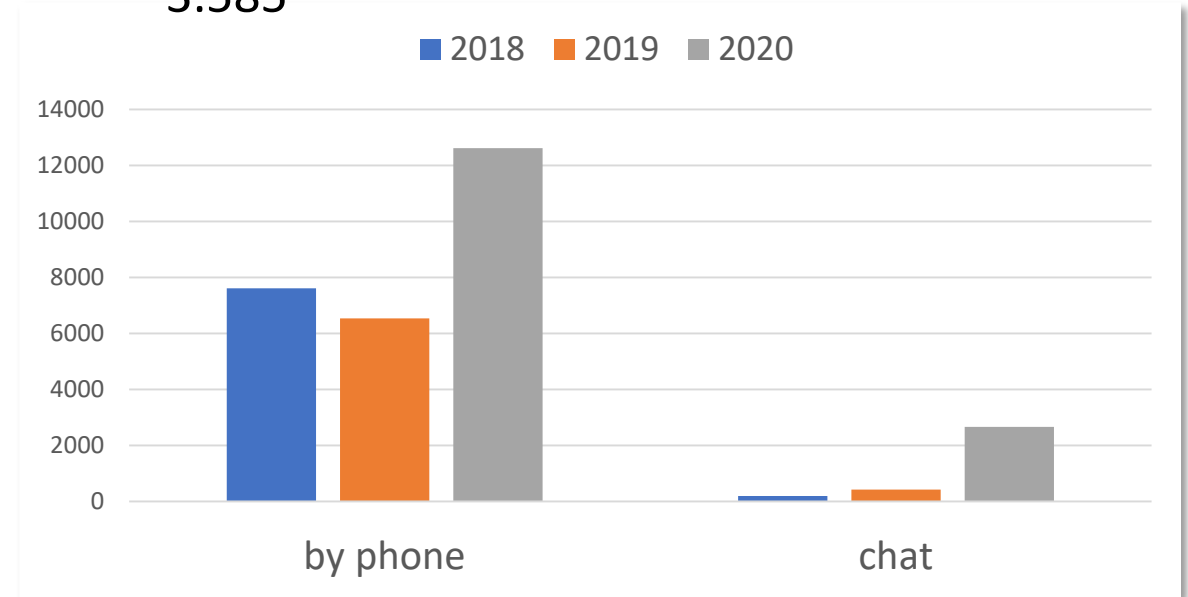


# 1522 calls 2020: an exponential rise



Chat help requests has increased **fifefold (+539%)** going from 417 to 2.666 **Chat request**

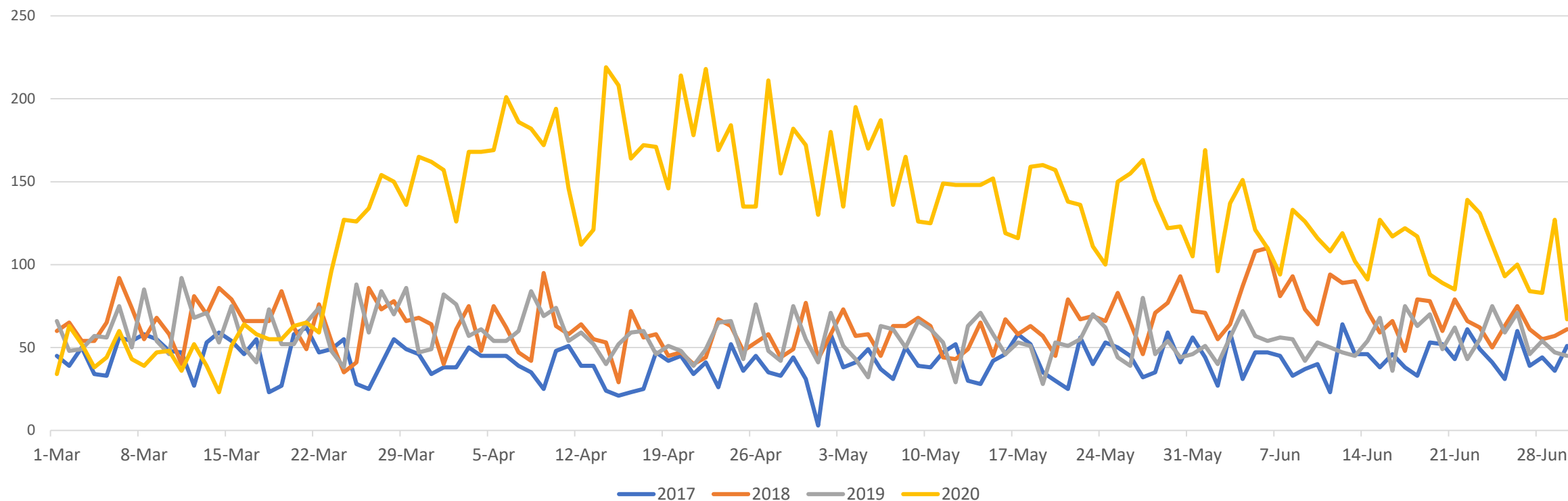
- ✓ Compared with the period 1 March - 28 Jun of the previous year (2017-2018-2019), requests for help registered a marked increase.
- ✓ **(+119,6%)** going from 6.956 to 15.280 **Valid telephone and chat calls**
- ✓ Not valid call decreasing
- ✓ Joke and harass **(-30%)** going from 5.139 to 3.585



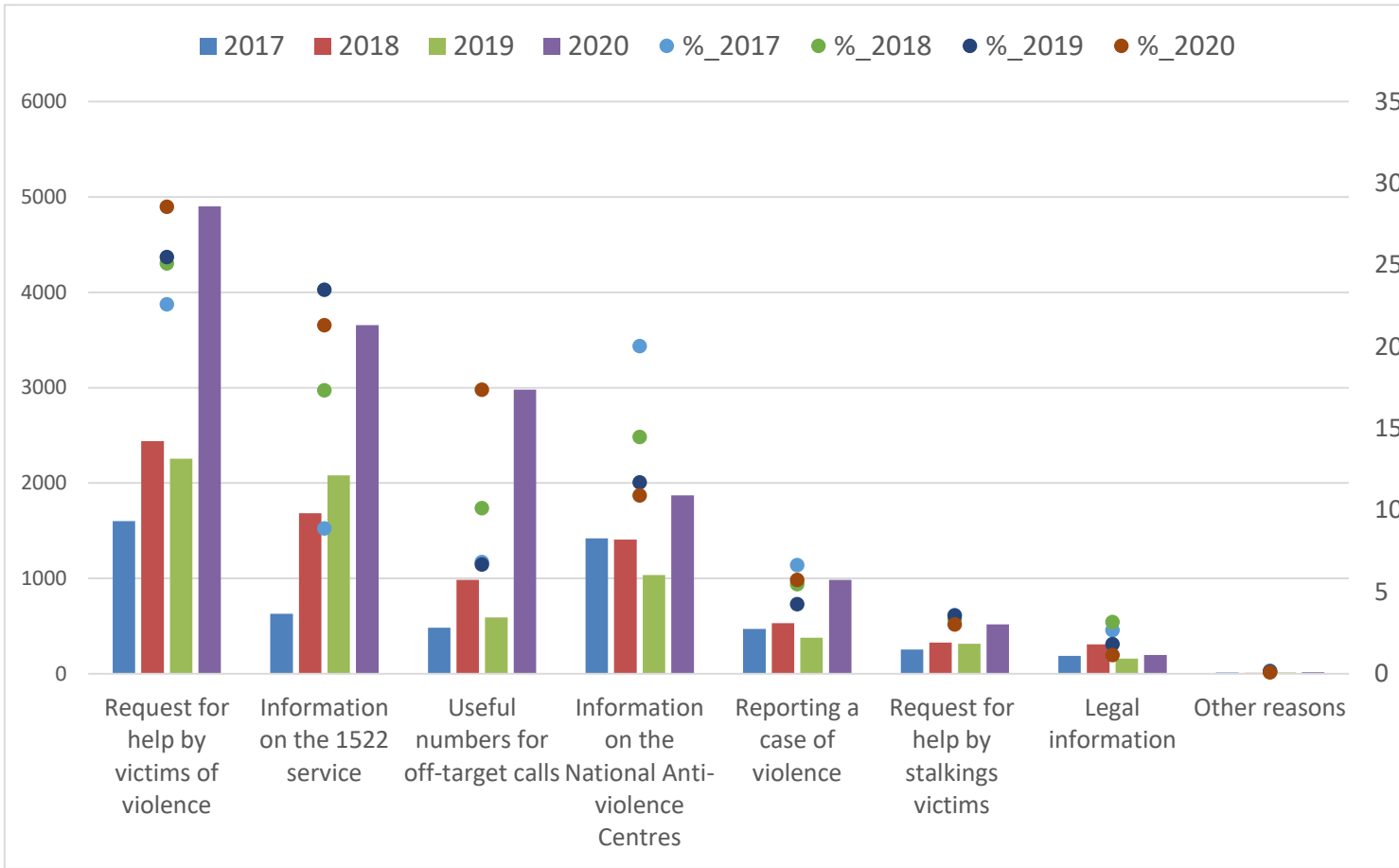
# Daily calls - 1 March 28 June

Compared with the period 1 March - 28 June of the previous year (2017-2018-2019), requests for help registered a **marked increase** concentrated in particular on the period **22 March to 30 of May**.

VALID CALLS



# Why? Reasons for calling



Compared to the same period of the previous year

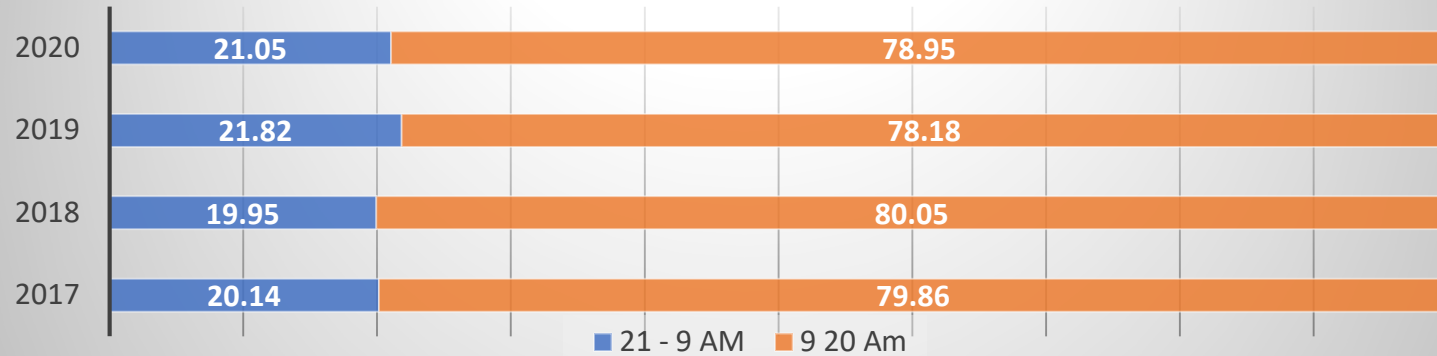
- **(+ 117%)** from 2.257 to 4.899 requests from **victims of violence**
- **(+64%)** going from 315 to 519 requests for help from **victims of stalking**
- **(+75%)** jump from 2.080 to 3.655 requests of **information on 1522 service**
- **(+80%)** grown up from 1.037 to 1.872 requests of **information on anti-violence centres**
- **(+402,3%)** from 593 a 2.979 information and advice to various and **heterogeneous needs for help**

*Effect of the awareness campaign of department of equal opportunity, by television and social media « #liberapuoì »*

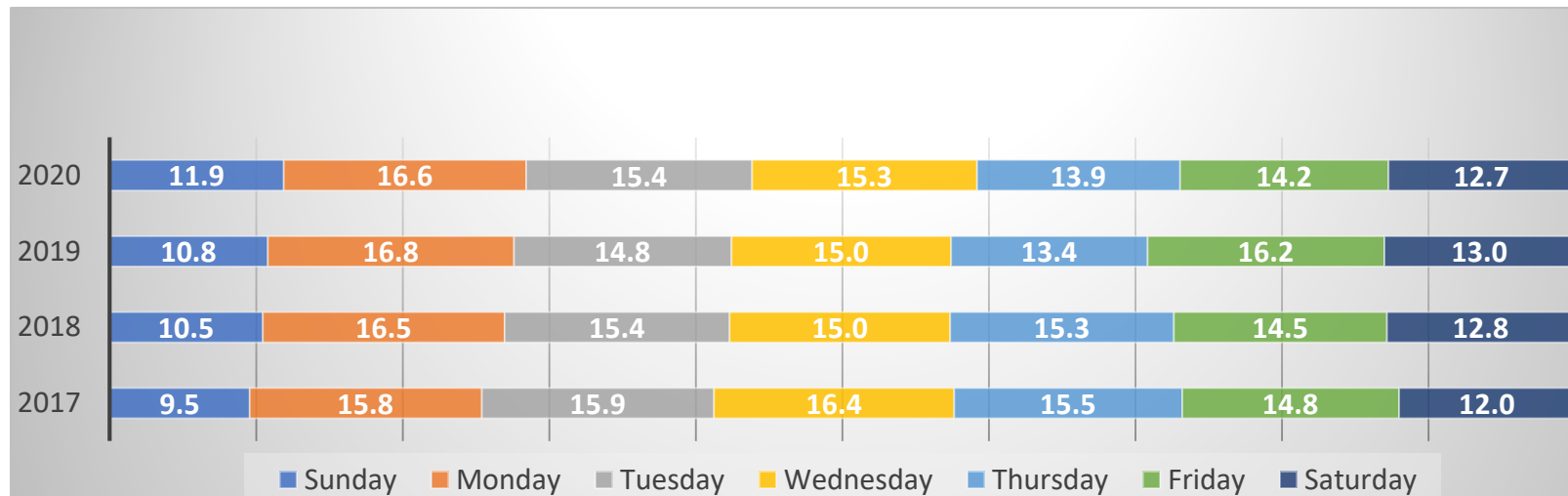




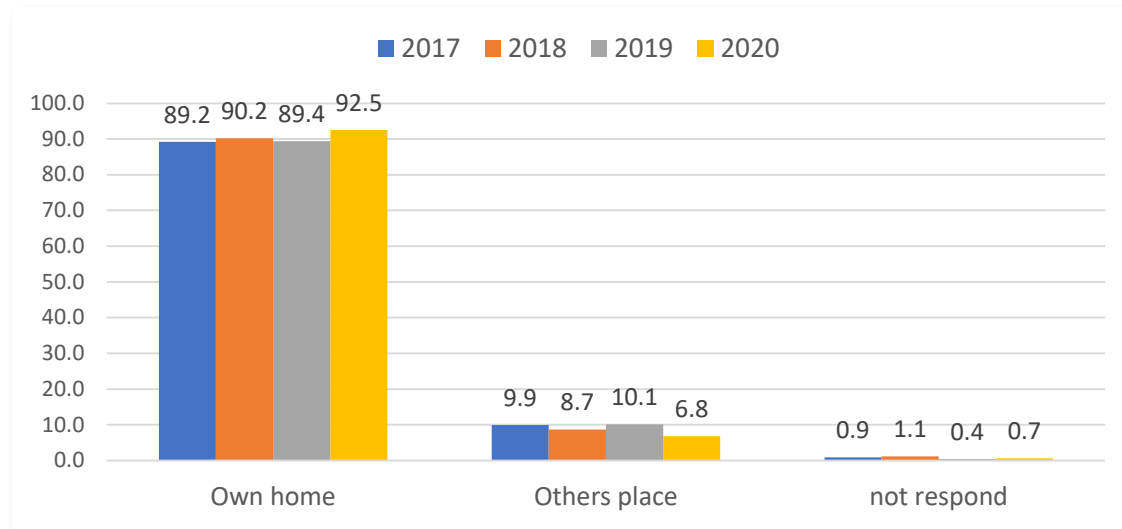
# When? Day – Week calls



*During the lockdown the call trend throughout the day and week remains unchanged*



# Violence mostly occurs at home

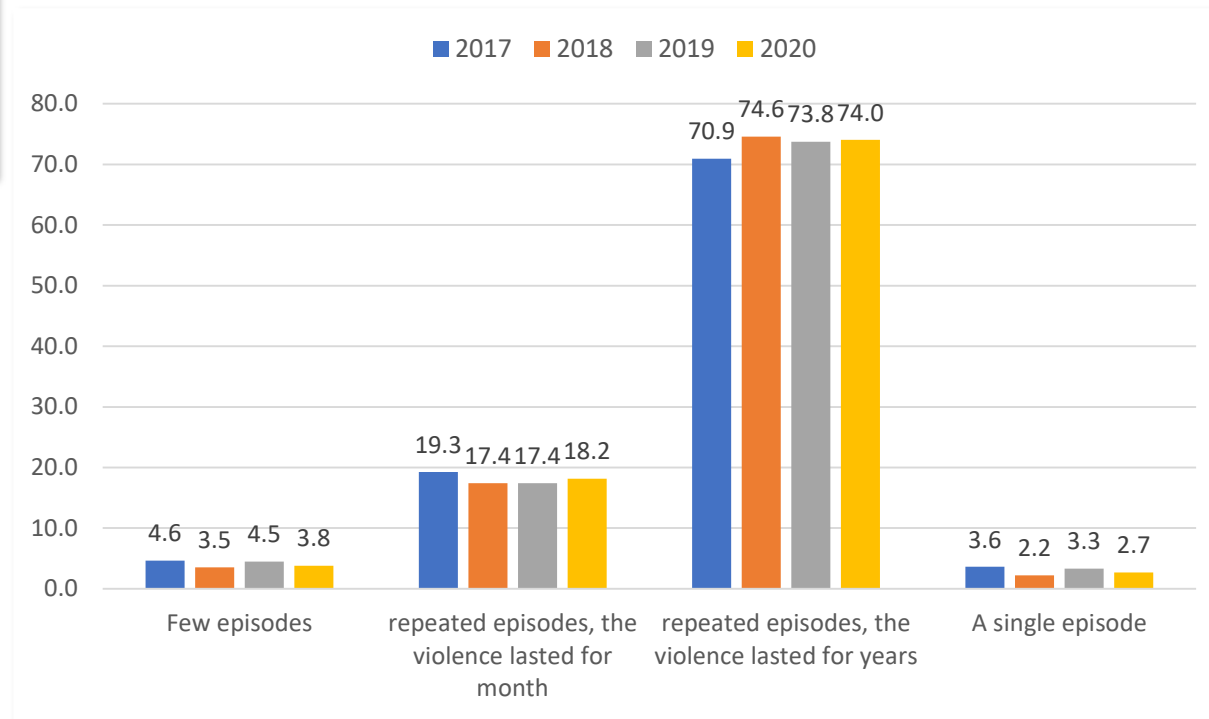


Home is a place where violence occurs most often:  
**92,5%** of cases in 2020 (+3% compare to 2019)

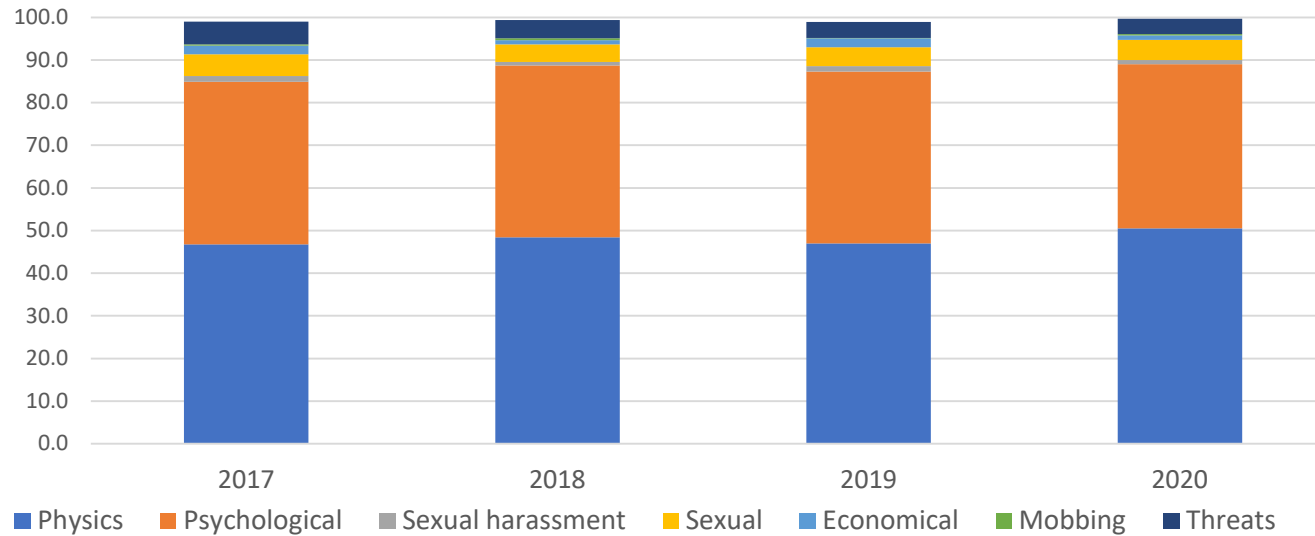
**74.0%** Violence had lasted for years

**18.2%** Violence lasted for months

**Data are stable over time!**



# Types of violence and change in behaviour



Violence reported to the helpline was mostly of a physical and psychological

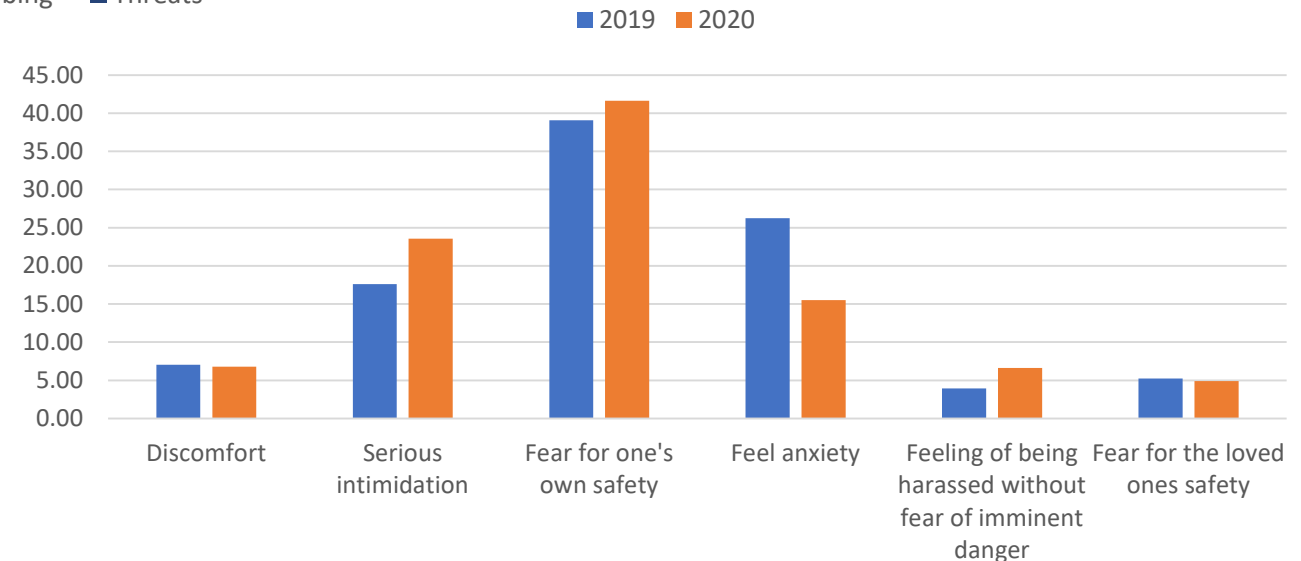
**Physical violence** (50,5%) ➡ **+ 3% on 2020**

**Psychological** (38,4%) ➡ **- 1,9% on 2020**

Changes in behaviour by victims following the violent act:

**Serious intimidation** (23.6%) ➡ **+ 6%**

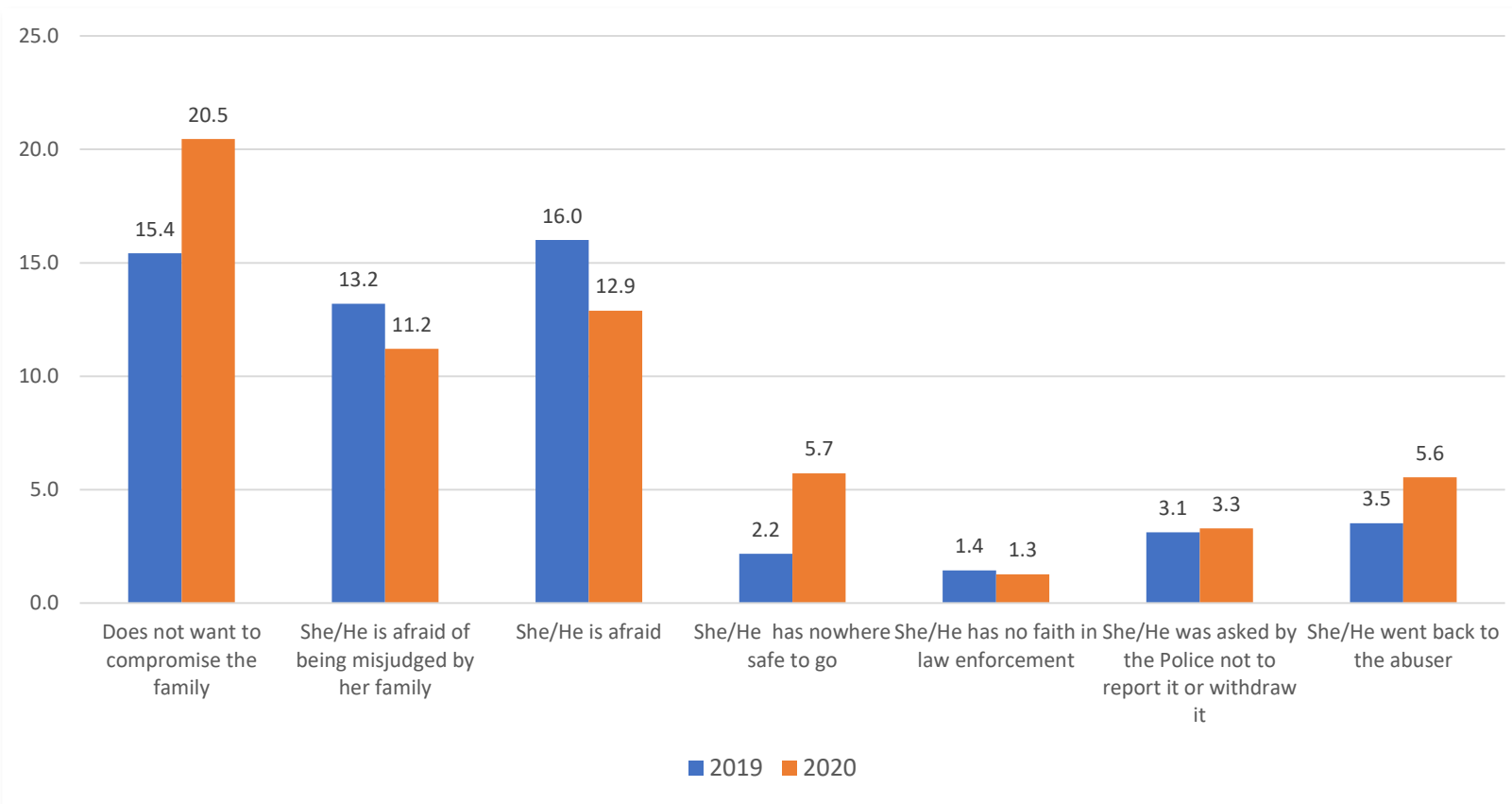
**Fear for one's own safety** (41.6%) ➡ **+ 2,6%**



# Reports of abuse are still few...

Based on what victims told to the 1522 operators :

Victims that **DID NOT report** increased **(+3,5%)** → from **80,4%** in 2019 to **83.9%** (4.738) in the same period of 2020 (2.212)



## Why victims doesn't report?

- **She/He has nowhere safe to go** ⇒ + 5%
- **Does not want to compromise the family** ⇒ + 3,5%
- **She/he went back to the abuser** ⇒ + 2,3%

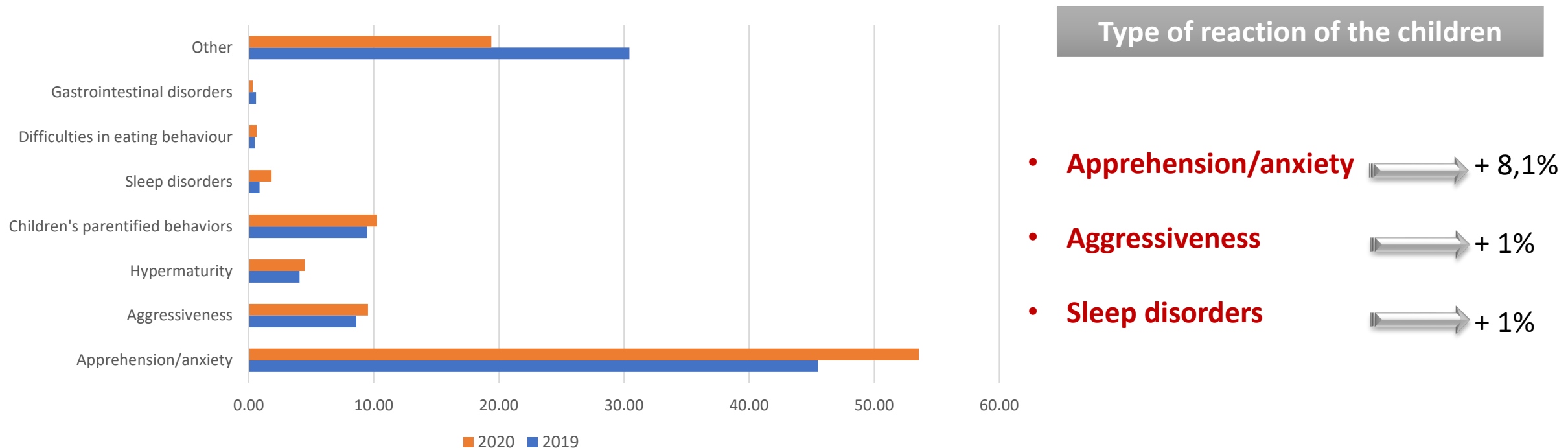
# Witnessing violence

**59,4%** (3.801) of the requests for help comes from victims with children

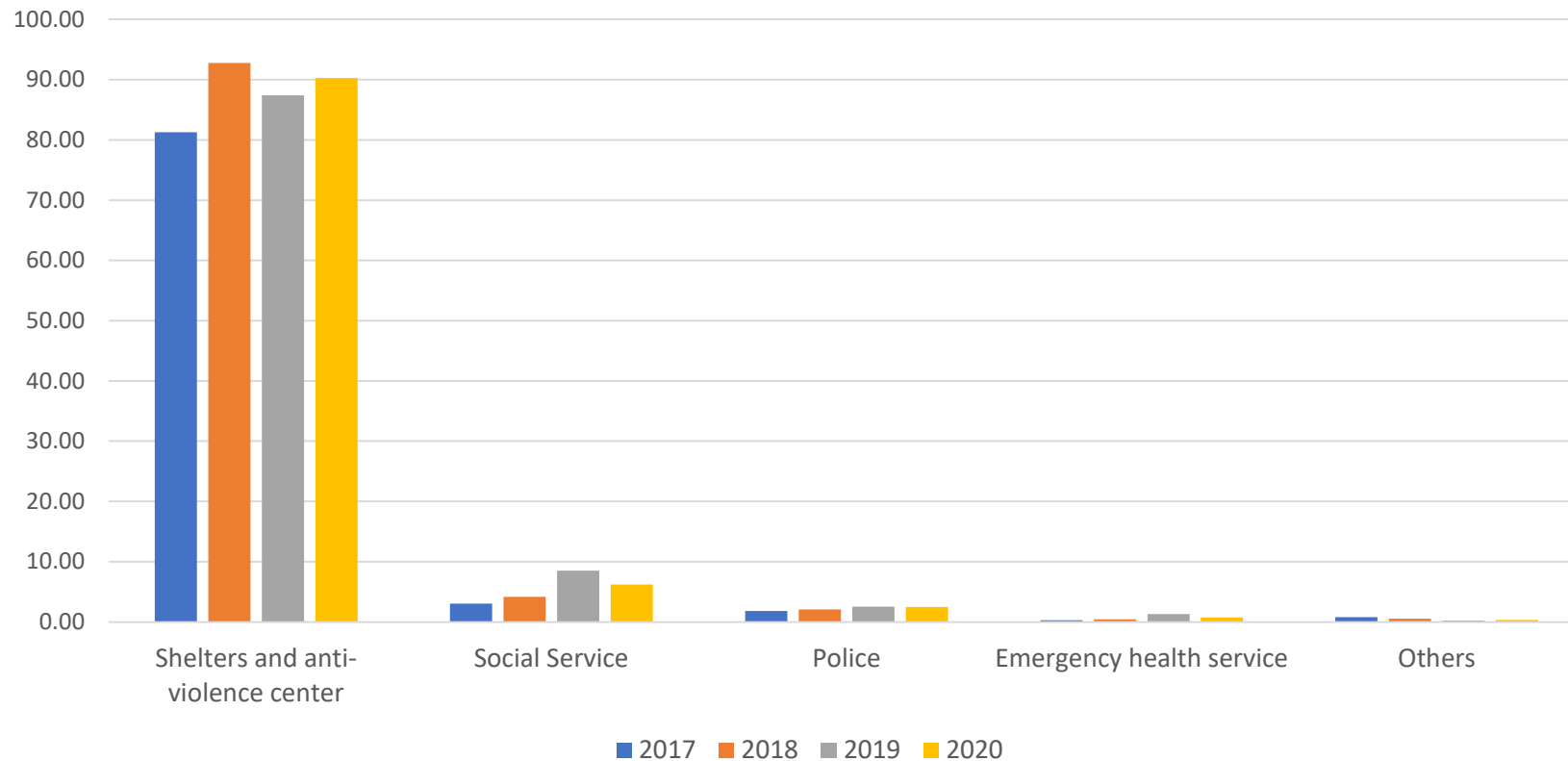
**56%** (2.128) from victims with minor children

**50.6%** (1.923) of the victims with children reported cases **of violence witnessed**

**9,4%** (354) of victims report cases of violence suffered by children

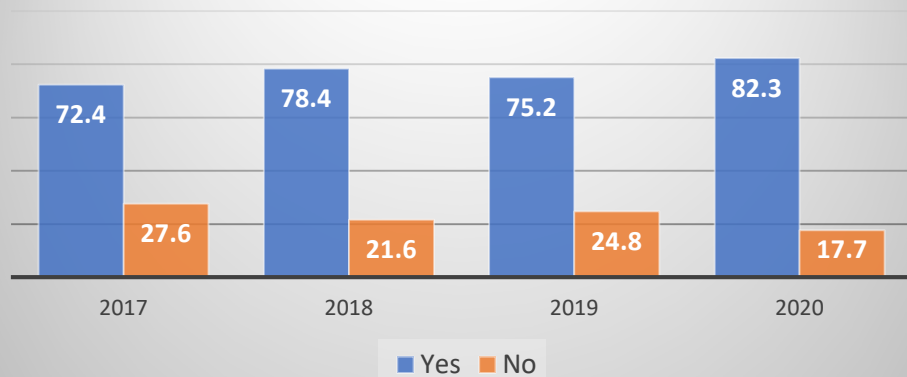


# Transfer of the calls



# Going deeper on data: some remarks

## First contact

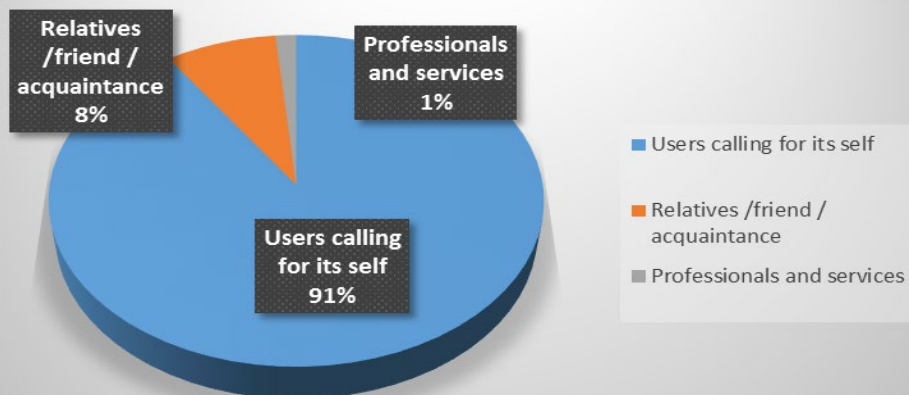


*Victims calls for the first time?*



*Phone calls are often interrupted before the end of the conversation, and in many cases those missing values cannot be ascribed to either a desire not to answer or an interruption of the call.*

## 2020




*Who Calls*

# Data from administrative sources: the police statistics

- ✓ Data were decreasing during the lockdown: maltreatment, sexual violence, stalking reports

 *But increased again in May and June*

- ✓ Homicide decreased for both men and women

 *But homicide of women decreased less than those of men, especially those perpetrated by partners and family members*



# For more information....

**Istat** | Istituto Nazionale di Statistica

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HOME > VIOLENCE AGAINST WOMEN

## VIOLENCE AGAINST WOMEN

The Italian National Statistical Institute and the National Department of Equal Opportunity are publishing an integrated system of information concerning the violence against women in Italy.

The aim is to provide an overview of this phenomenon through information, quality indicators and integrated data gathered from several sources as Istat, the Department of Equal Opportunity, Ministries, Regions, anti-violence centers, shelters and other services as the dedicated national helpline 1522.

Together with statistics and analysis reports, here are available documents about Italian and European policies to combat violence and focus on prevention, training activities at schools and for health workers, police, lawyers, judges.

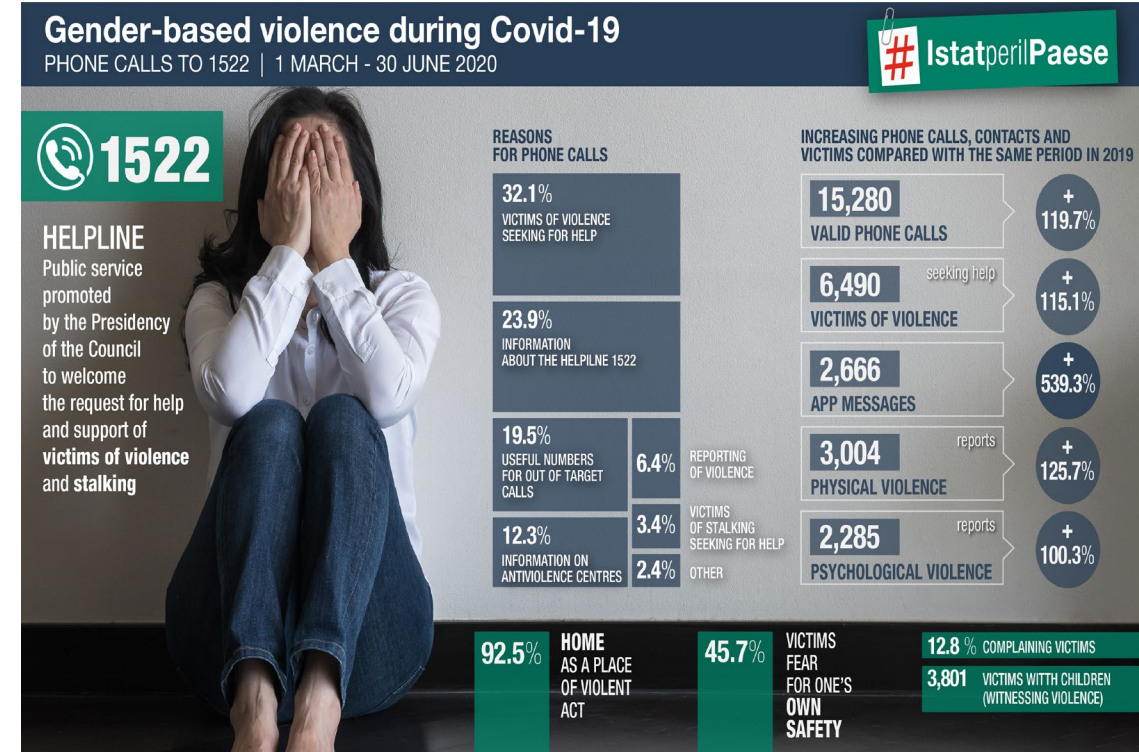
This integrated system originated from the National Plan to fight violence against women and will become a privileged observatory for the government bodies and all the public and private stakeholders to monitor several aspects of the phenomenon, to fight violence against women with effective means and to progressively achieve the objectives of the Istanbul Convention.

**POLICIES AND DEFINITIONS**  
**SURVEY RESULTS**  
**THE WAY OUT**  
**THE CRIMINAL JUSTICE CHAIN**  
**THE PREVENTION**  
**INTERNATIONAL EXPERIENCES**

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<https://www.istat.it/en/violence-against-women>



<https://www.istat.it/en/archivio/246618>