



Summary

The aim of the project *Look Wide: Developing a working method to support LGTBI victims of gender-based violence by integrating gender and sexual diversity*, conducted between January 2018 and December 2019, is to develop working methods for social services to make services focusing on victims of gender-based violence (GBV) more accessible for LGBTQIA+ people by integrating sexual and gender diversity into existing working methods and approaches.

Needs assessment results

At a first stage, project partners worked on local and comparative **needs assessment** to find out how this can be achieved and to explore the specific needs of LGBTQIA+ people who have been exposed to violence.

Major results of partners' studies are:

- **violence is present in many LGBTQIA+ people's lives:** in public and community spaces (schools, workplace, housing and streets) as well as in their families and intimate partnerships, and even public institutions (e.g. healthcare institutions and schools);
- European and national **legislative provisions** confer protection against each type of violence, and **victim support services** operate in each partner country;
- there is, however, much work **to secure immediate, comprehensive, real and effective protection** for LGBTQIA+ victims of violence, as well as to secure their **right to information** regarding support services and enhance reporting;
- although traditionally linked to violence against women, **GBV also affects all**

those perceived as not conforming to prevailing sexual and gender norms, and the spectrum of specialized services for victims of GBV needs to be broadened;

- **counsellors must learn more** about structural violence and minority stress, as well as about particularly vulnerable groups like LGBTQIA+ youth and transgender and/or nonbinary people, and find new ways to reach out to people who are more difficult to access.

The results of partners' research showed that victim support service providers need specific training on LGBTQIA+ issues as well as the development of their skills when working with LGBTQIA+ people. Enhancing the quality of their services would also enhance reporting and decrease the invisibility of violence against LGBTQIA+ people.

Recommendations based on needs assessment

Stakeholders maintaining victim support services must realize that

- the visibility of support services needs to be greatly improved;
- youth are particularly vulnerable, and there are even fewer services accessible to them, so specific measures targeting youth are necessary;
- the digital realm of victim support needs to be improved for better accessibility, so that more people can be reached via digital practices, e.g. live chat or emails; development in this area would necessitate further training specifically for this kind of counselling;

- improved data collection e.g. on the prevalence of bullying, hate speech and hate crimes is important to know more about GBV;
- prevention is of primary importance in the treatment of GBV.

Training and capacity building programmes

Based on needs assessments, project partners trained service providers (professionals working at anti-violence services, social workers at health services, staff of shelters, school psychologists and other professionals working with youth, that is, service providers contacted by LGBTQIA+ people who have experienced gender-based violence), and worked with them on realizing capacity building programmes during the first half of 2019. Capacity building programmes included:

- providing training to transfer knowledge;
- creating new co-operations;
- establishing new systems of referrals;
- paying special attention to intersectionality;
- reflecting upon the norms reproduced in the everyday work of social service providers; as well as learning more about the impacts of microaggressions.

Based on the experiences gained through holding training and facilitating capacity building programmes, partners created a **guide for professionals**. The guide summarizes the results of a research on the training needs of professionals. It outlines how violence is present in many LGBTQIA+ people's lives, and that there is much work to secure immediate, comprehensive, real and effective protection for LGBTQIA+ survivors of violence, as well as to secure their right to information regarding support services. The guide includes recommendations for the different stages of GBV intervention: prevention, detection, support and recovery. It

also gives insight into the principles of multi-agency coordinated work in this field. Finally, it lists conclusions pointing to the need for further work, and also provides **recommendations for policy-makers**.

Professionals supporting LGBTQIA+ people affected by GBV need to be competent on at least two distinct but interconnected levels:

- they need to be able to provide inclusive and affirmative services for LGBTQIA+ clients,
- they also need to be able to efficiently identify and address different types of GBV in the various contexts in which these may occur, their multiple consequences, and the need for personalized services.

Recommendations based on the experiences gained through conducting training and facilitating capacity building programmes

- States should accept better and more inclusive legislation and policies to secure protection for LGBTQIA+ people.
- States should maintain services that are ready to support LGBTQIA+ people who experience GBV.
- Services should co-operate with LGBTQIA+ organizations.
- Services should participate in training programs to raise awareness of the needs of LGBTQIA+ clients for all who work in the anti-violence social sector.



The project "Look Wide" is funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020). The content of this document represents the views of the authors only and is their sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.