

Annex 3 to the Call DGV02 – Special conditions for the provision of the project grant for social services providers meeting the required European standards

Special conditions for the provision of the project grant for social services providers meeting the required European standards¹

1. Shelters

1.1. Activities

Each shelter funded within the Project is obliged to provide at least social services of crisis intervention and other activities (hereinafter referred to as “**mandatory activities**”) in-house²:

- a) Accommodation for a certain period, including the creation of conditions for:
 1. food preparation, catering or food provision,
 2. performing basic personal hygiene,
 3. cleaning,
 4. washing, ironing, and maintenance of linen and clothing,
 5. hobby activities,
- b) field crisis intervention,
- c) social counselling,
- d) specialized social counselling or safety management,
- e) assistance in claiming rights and legitimate claim ,
- f) support services for children, with psychological care and special pedagogical care required as a minimum.

Mandatory activities funded by a project must be provided or related to women at risk of or who have been victims of domestic or gender-based violence and their children (hereinafter referred to as “**the target group**”), including women and girls who have been subject to sexual violence. Shelters should consider accommodating women with additional needs, including migrant and minority women, women with

¹ The European standards are based on the provisions on specialized protection of women experiencing violence and their children and on specialized services for them in the Council of Europe [Guidance on ‘Combating violence against women: minimum standards for support services’](https://www.coe.int/t/dg2/equality/domesticviolencecampaign/Source/EG-VAW-CONF(2007)Study%20rev.en.pdf) (https://www.coe.int/t/dg2/equality/domesticviolencecampaign/Source/EG-VAW-CONF(2007)Study%20rev.en.pdf). [For the conditions of the Slovak Republic](#), the European Standards have been adapted by the Coordination and Methodological Centre for the Prevention of Violence against Women of the Institute for Labour and Family Research (Please see *Návrh usmernenia k poskytovaniu služieb pre ženy zažívajúce násillia a ich deti – Usmernenie Služby A Standardy* – only in Slovak language).

² In-house means the performance of a mandatory activity by the provider independently, on their own behalf and under its own responsibility. The possibility of carrying out a mandatory activity through a subcontractor is not affected by this, provided that the related services are paid for by the provider. Mandatory activities cannot be transferred to another provider.

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disabilities, women with mental health or substance dependency issues, young women facing forced genital mutilation, forced marriage, or crimes in the name of honour.

For the purposes of the project, **the field crisis intervention** means target group outreach, professional activities, service activities and other activities focused mainly on prevention, providing social counselling, social rehabilitation, assistance in claiming rights and legally protected interests and creating conditions for catering or food provision. Outreach activities are considered as the minimum requirement within a supported project. For the purposes of the project, field social services as a part of preventive activities also means providing temporary shelter in an apartment or house or other accommodation facility, including the creation of conditions of a natural social environment or home environment³ for the target group. This is without prejudice to the possibility of providing crisis assistance to the target group also through telecommunications technologies.

For the purposes of the project, **Safety Management** means identifying the causes, nature and extent of problems of a woman and her children and providing specific professional service to the client, including identification of violence, risk assessment and risk management, safety planning and measures to ensure their safety and other activities aimed at promoting the safety of women and their children. The provider manages safety management in the interest of the client and her children in its own organization, ensures it at the level of multi-institutional cooperation and, if possible and justified, also in the client's natural social environment, work or home environment. Where reference is made in this document to specialized social counselling, this includes the set of measures defined in this document as **Safety Management**.

Other activities that a shelter can provide or ensure are, for example: psychological assistance, legal assistance, legal counselling and legal representation, development of work skills, assistance in employment, support children in preparing for school and accompanying children to and from school facilities and other.

Mandatory activities are provided in-house by the shelter. Other activities can be provided indirectly (i.e. with other providers).

1.2. Annual capacity range of mandatory activities

Each shelter funded under a Project must be able to perform mandatory activities with a capacity of 10,000 hours per year, i.e. to provide year-round accommodation and at least 6 hours of mandatory activities on days worked⁴. Mandatory activities are defined above. This indicator determines the total capacity, not the

³ Equipment costs, as well as the costs of minor building modifications related to the creation of conditions of the natural social environment or home environment, are eligible to the maximum extent corresponding to the actual extent and duration of use, as well as the legal relationship to the property. Infrastructure costs (costs requiring a building permit or a building announcement) to such real estate are generally not eligible unless the provisions of Article 8.6, paragraph 3 of the [Regulation](#) are met.

⁴ 365 days of accommodation (8760 hours) and 6 hours of daily counselling during the working year are considered (the working year is designated as 200 days for the purposes of the call - approximately there are 250 working days annually, from this amount

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real number of hours of mandatory activities. All supported facilities and the total number of hours for which mandatory activities⁵ are available are included. During the implementation of a project, a tolerance of 15% will be applied (for longer-term illnesses, dismissals and other unforeseen situations).

1.3. Occupancy percentage of a shelter per year

The Project Promoter will ensure at least 75% quarterly occupancy of the shelter from its total capacity. Occupancy is calculated as the share of the number of clients per quarter in the total capacity of a shelter (number of clients per quarter/number of places) during the entire duration of the mandate. In the case of low-capacity shelters (for the purposes of the project, these are shelters with a capacity of less than 20 places), the occupancy must not be less than 70% of the total capacity.

2. Counselling centres

2.1. Activities

Each counselling centre financed under a Project is obliged to provide at least the following **mandatory activities**⁶ in-house:

- a) social counselling,
- b) specialized social counselling or safety management,
- c) assistance in claiming of rights and legally protected interests enforcement,
- d) psychological counselling,
- e) support services for children, with psychological care and special pedagogical care required as a minimum.

Other activities that the counselling centre can provide or ensure are, for example: legal aid, legal counselling and legal representation, hobby activities, development of work skills, assistance in employment, support children in preparing for school and others.

Mandatory activities are provided in-house by the counselling centre. Other activities can be provided other activities indirectly.

2.2. Annual capacity range of mandatory activities

50 days are intended for holidays, trainings, sickness absence, doctor's visits, accompanying a family member and other non-working days.

⁵ Example: a shelter every working day is able to provide 4 hours of specialized social counselling, 2 hours a day psychological counselling and 4 hours a week legal counselling. As legal advice is not included as a mandatory activity for the purposes of this Call, 6 hours of capacity of mandatory activities per day during the working year (200 days) are counted, i.e. 1,200 hours.

⁶ Mandatory activities in the case of a counselling centre are defined as crisis intervention social services and other activities listed below.

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Each counselling centre funded under a Project must be able to perform mandatory activities with a capacity of 1,200 hours per year, i.e. on average at least 6 hours of **mandatory activities** per day worked⁷. Mandatory activities are defined above. This indicator determines the total capacity, not the real number of hours of service provision. All supported facilities and the total number of hours for which **mandatory activities**⁸ are available are included. During the implementation of the project, a tolerance of 15% will be applied (for longer-term illnesses, dismissals and other unforeseen situations).

2.3. Number of clients provided with counselling in the counselling centre per year

The minimum target value is 90 clients per counselling centre. The client means a woman whose personal card was established, or for which a visit to the counselling centre was proved in another way. If it is a newly established centre or a branch, the minimum target value is 60 clients.

3. Common conditions (valid for shelters and counselling centres)

3.1. Average expertise of employees

The Project Promoter is obliged to ensure that within each **shelter/counselling centre** funded under the Project, the appropriate expertise of employees performing the above-mentioned mandatory activities is ensured.

The minimum target value of the required expertise is 3 (three) within each supported centre and a shelter. It is calculated as the average of the sum of the points awarded to **employees providing services** according to the following key:

- The employee is a recognized expert in the sector. He or she has experience exceeding 10 years, and he or she is generally recognized and respected. He or she is also known to the general public; his or her statements are requested by the media and from publicly available sources it is possible to find a large amount of citations or information about him or her. - **5 points**
- The employee is an expert in the sector, with experience exceeding 5 years. He or she is known in the sector know him or her and generally respect him or her as an expert. He or

⁷ 6 hours of daily counselling are considered during the working year (the working year is designated as **200** days for the purposes of the Call - approximately there are 250 working days annually, from this amount 50 days are intended for holidays, trainings, sickness absence, doctor's visits, accompanying a family member and other non-working days).

⁸ Example: A counselling centre is able to provide every working day 4 hours of specialized social counselling, 2 hours a day of psychological counselling and 4 hours a week for the development of work skills. As the development of work skills is not included among the mandatory activities for the purposes of this Call, 6 hours of capacity of mandatory activities per day during the working year (200 days) are counted, i.e. 1,200 hours.

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she is a well-known and sought-after expert in the given region, at the local to regional level
he or she is a sought-after person. - **4 points**

- The employee has more than two years of experience in the sector, completed relevant courses and training, regularly educates and deepens his or her qualification - **3 points**
- The employee is a newcomer in the sector but has great potential to become a recognized expert in this field. His or her study results are encouraging, he or she studied at a relevant university or voluntarily or part-time helped in a similar profession - **2 points**
- The employee does not meet any of the above allocations, the position is vacant - **1 point.**

3.2. Number of clients per a working time unit

The Project Promoter will be obliged to ensure that during the Project implementation period the number of clients to whom counselling was provided during the calendar month is:

- at the weekly working time laid down of the consultant at least 15 clients in a calendar month (new or repeated),
- in the case of part-time work or in the case of agreements on work performed outside the employment relationship in an aliquot extent,
- in justified cases, more professional employees of different specializations and/or interventions may work with the client at the same time.

Sustainability condition: The Project Promoter will be obliged to ensure that during the Sustainability Period of the project (5 years from the approval of the Final Project Report) the value according to the previous paragraph is in principle maintained in full.