

WHERE IS THE
SUPPORT SYSTEM?
AFTER SEXUAL VIOLENCE?

POST-SEXUAL VIOLENCE

SUPPORT WORKS

2022 Impact Assessment Report



Association for
**Struggle against
Sexual Violence**

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Preface

2022 was a year of struggle for women and LGBTI+ people in an increasingly polarizing political climate and deepening poverty. Hate speech spreading from the highest ranks in power and solidarity built against scapegoating has allowed the struggle to continue and grow.

As is known, on March 20, 2021, Turkey left the Istanbul Convention with a presidential decree which cleared the way for all types of violence towards women and LGBTI+ people. The Istanbul Convention was the most significant support factor for LGBTI+s and women in terms of preventing gender-based violence and post-violence interventions. The convention defined all types of gender-based violence including psychological violence, stalking, physical violence, forced marriages, female genital mutilations, forced abortions, forced sterilizations, rape, and harassment, and put a strong emphasis on the term woman. It included terms such as “violence against women”, “domestic violence”, and “gender-based violence against women”. Women and LGBTI+s certainly did not stop their struggle against this assault on their rights. They called all strata of society to action by way of street protests and advocacy work. Over a hundred women and LGBTI+ organizations and human rights defenders applied to the Council of State for appeal. During the trials held in February, April, and June, strong advocacy was demonstrated. To defend our fundamental human rights and our lives, we, as the Association for Struggle Against Sexual Violence were at the Council of State to appeal the decision to leave the Istanbul Convention, alongside bar associations, unions, civil society organizations, and non-governmental organizations.

Attacks and bans on November 25, March 8 and pride marches could not stop women and LGBTI+s to raise their voices from all over Turkey. 2022 was a year of struggle and solidarity despite and against all types of barriers. On the other hand, governmental institutions did not actualize support services following sexual violence. Rape Crisis Centers or other mechanisms for survivors were not created. In short, the central government's view of sexual violence, local government and civic society's limited resources, and the election agenda all led to a lack of improvement in access to rights following sexual violence for survivors. Yet despite everything, survivors did not stop seeking their rights.

As the Empowerment and Support Program, we continued our work towards empowering and supporting survivors of sexual violence and their close ones in 2022 despite a lack of resources for supporting sexual violence survivors and Rape Crisis Centers in the country. We announced our application system and channels following sexual violence after two years of feasibility studies. We provided social and legal support to 54 people who applied to our association via phone or e-mail with the aim of helping sexual violence survivors access rights and services. Additionally, this year we fast-tracked our efforts to increase our collaboration with institutions that provide support and services. We attended the 25th Women's Shelters General Assembly held in Diyarbakir and shared our field experiences with feminists from all over Turkey. We continued at every chance to emphasize supervision support for professionals who provide support and referral services at municipalities, civil society organizations, or other governmental institutions.

We continued to develop the csdestek.org website. With the support of an expert editor, we did a feedback study on it. We translated empowering articles regarding post-sexual violence processes, which we selected based on the needs and wants identified in the study, into Turkish. We sped up our accessibility work and added an "Accessible Menu" extension to the csdestek.org website. We began developing a reader-friendly version of the website. We made the "Definition of Sexual Violence" and "Places I Can Apply" sections reader-friendly and supported them with image

descriptions^[1]. Like every year, we once again updated our Units Map which shows units in Istanbul that provide support following sexual violence^[2].

This research report you are about to read tries to assess the impact of support services on those who are trying to seek their rights while comparing it with the previous two years^[3]. We turned to survivors' experiences for this task. We looked at the operation and impact of the support services with the "first contact with the support line experts", "accessibility" and "case follow-ups" sections. We then assessed the productivity of legal counseling under the heading "Empowerment on Rights and Application Channels". Finally, we tried to understand the role of support services in survivors' social-emotional development. We utilized the opinions and evaluations of survivors, analyzed data from the csdestek.org website, and we met with the researchers to discuss how we can improve our services.

We hope that this research will encourage efforts towards creating new units for survivors of sexual violence, and also assist people and institutions who already work in the field. We thank the researchers Tuba Emiroglu and Ekin Yildirim for their dedicated work throughout the process, and all the applicants who shared their views with us.

With solidarity,
The Empowerment and
Support Program Team

[1] For detailed information see: <https://www.csdestek.org/tr/kolay-okunur-metin>

[2] <https://www.csdestek.org/en/harita-hakkinda>

[3] For previous years' reports see: <https://cinselsiddetlemucadele.org/en/support-system-program-publications/>



Summary of Findings

In this impact assessment report, the 2022 support services' impact has been analyzed in comparison to the previous two years. For this research, the database that is the recording tool for the support services has been used. This database includes the demographic information obtained with the consent of the applicants who are provided with information or referral assistance. Independently of the association team, the researchers conducted one-on-one in-depth interviews with survivors and their close ones. Additionally, questionnaires were sent to survivors and their close ones who applied to the support services in 2022, and their experiences and views have been used as research data.

The 2022 impact assessment allows for comparison with the previous year. As a result, the changes or developments in the impact of the support services could be evaluated. Additionally, user surveys and Google statistics of [csdestek.org](https://www.csdestek.org) were used to understand the impact of the support services as well. These data were used to evaluate the utilization and the impact of the website.

In 2022, 54 people applied to post-sexual violence support services. This number includes both survivors and their close ones who applied on their behalf. Because applications from people under 18 are not accepted¹, all applicants are adults whereas only 82% of survivors are adults and 18% are children.

In 2022, most applications were done via the phone with 52.7%. The second most used medium was e-mail with 34.5%. And finally, 12.7% of applications preferred [csdestek.org](https://www.csdestek.org). Applicants calling the support line were not asked about their gender. Information regarding their gender identity has been recorded based on their self-determination and disclosure.

¹ The application can be made by the survivors themselves but also in some cases by a relative, family member, friend, an occupational expert in another institution the survivor is receiving support from, or a secondary or tertiary person who was witness to the abuse. As such, applicant and survivor are not used interchangeably throughout the report. Moreover, in the English translation of the report, the phrase "birinin yakını" which is often translated as "one's relative" has been translated instead as "a person's close one" since applicants applying on behalf of a survivor can be non-relatives as well.

The 2022 impact assessment results indicate that the legal and psychological consultancy needs of applicants were largely met. Another result is that survivors and their close ones were able to increase their knowledge about their rights by calling the support line. Those who were given referrals indicated that the referred organization or institution also had an impact, causing them to feel less alone, and more socio-emotionally empowered.

One of the most significant findings of the 2022 impact report is that services being completely free is not fully known by many survivors or their close ones. Finding out that the referral and information services are free has had a positive impact on applicants in continuing with the process.

The most powerful impact, similar to previous years, is the positive impact of support line experts on survivors and their close ones. Their professional and caring approach played a critical role in lessening the negative factors around survivors and identifying the support they need. The experts built trust, listened without judgment, and referred them to the relevant support services based on their needs, allowing the survivors to become more and more empowered throughout the process.

The operation of the support services and the follow-up calls of support service experts to applicants had a positive impact as well. It is observed that these calls lessen the feelings of loneliness and increase the strength to go on with the process. Additionally, providing information and referral services helped survivors better manage their process.

Finally, the research has shown that in time [csdestek.org](https://www.csdestek.org) has turned into a website that has reached a specific goal regarding support and is used in line with its intended purpose. While there is a decrease in number of visitors, users showed the tendency to get information on emergency support services and application centers. These data show the transformation of the website and the priorities of its users.

All these data sources and evaluation methods were used to assess and increase impact. These analyses and results are used as a guide to better understand the impact of the support system and make improvements in the future.



Introduction

The Association for Struggle Against Sexual Violence was founded to increase awareness of gender inequality, sexual/sexualized violence, and gender-based violence and to do protective and preventive work to prevent these types of violence. Additionally, the association team works to ensure that survivors and their close ones know and make use of their legal rights.

Towards this goal, the association adopts a rights-based approach to ensure that the survivors and their close ones have access to legal and social support services. In this context, interventions for adult survivors of sexual violence are developed and implemented.

Among the work that the Association for Struggle Against Sexual Violence does are organizing awareness campaigns to increase the visibility of sexual violence in society, researching the causes and effects of sexual violence, managing educational and informative activities, and providing psychological and legal consultancy to survivors of sexual violence and their close ones.

The association also collaborates with other institutions and organizations that do work regarding sexual violence in order to prevent it and develop policy proposals to protect and support survivors.

The Association for Struggle Against Sexual Violence continues its referral and support work for survivors and their close ones through its “Empowerment and Support Program”. The association provides referral services to applicants who reach the association via phone and e-mail. Additionally, it publishes content on csdestek.org to refer, inform, and empower survivors and their close ones.

Since 2015 the association has been receiving applications from survivors and their close ones. However, until 2019, the applications were not made through a specific system. To systematize the applications, the first step taken in 2019 was to begin following applications regularly.

By 2020, the basis for today’s system has been founded. Cases were now being followed in a much more systemic way and being entered into a system regularly. Applications were taken by a team of professional occupational experts and applicants were referred to either the internal legal consultant or other relevant organizations and institutions. Access to these institutions and organizations were done systemically through a nationwide communication network formed by our experts. In 2021 the system was properly standardized; the database was formed, and a systemic procedure was ensured.

Additionally, in 2020 the association’s website csdestek.org was launched and has continued to support survivors to this day. This website constitutes a significant part of the support services and contains self-help supporting content.

Since 2020², the impact of our program is being assessed by an independent expert². As such the areas in which the impact of the support system increases or decreases, and otherwise changes can be monitored with ease since 2020.

In this report, firstly, the demographic information of the survivors and their close ones was investigated and an analysis of the support services database was made. This assessment aimed to understand who the support services are able to reach, and the profile of these applicants.

² https://cinselsiddetlemucadele.org/wp-content/uploads/2022/09/Post_Sexual_Violence_Support_Works_2021_Impact_Assessment_Report.pdf [Last Accessed: 12.03.2023].
<https://cinselsiddetlemucadele.org/wp-content/uploads/2021/06/cs-sonrasi-destek-calismalari-etki-raporu-EN-1.pdf> [Last Accessed: 12.03.2023].

Later, an impact questionnaire and one-on-one interviews were utilized to understand the impact of the support system on the applicants. In this section, the impact of the support system on survivors and their close ones, how these impacts were felt, and the difference the support services made were analyzed.

Finally, this report provided some conclusions and recommendations based on the results of the research. The successes and limitations of the support system and how it can improve were discussed. The data and recommendations presented in the report can be seen as a road map for the betterment of the support system. As such, the recommendations are made with the aim of the support services reaching more survivors in the future.

1 About the Support Services

The Association for Struggle Against Sexual Violence was founded in 2014 when it began working towards supporting survivors of sexual violence and their close ones with a rights-based approach. The association provides informing and referral services to the survivors of sexual abuse and their close ones while adopting an empowering approach.

Until the year 2019, the applications to the association were tracked through phone calls, social media accounts, and e-mails. However, for this process, a 5-person working group was formed to focus more systematically on aiding survivors. Within this work, a database was created to keep track of applications as well as stages of the support provided.

The association prepared a report to systematize and further improve this process in 2020. In this report, a roadmap was drawn for needed improvements after a detailed look at application and support processes. The Association for Struggle Against Sexual Violence continues its work in supporting survivors of sexual violence and their close ones. The association shapes its work around the needs of those it serves and continually reviews its processes.

The Association for Struggle Against Sexual Violence collaborates with independent researchers to measure the impact of its support services. 2020 and 2021 reports have been published with the obtained results. These impact assessment reports make recommendations for future years and help improve the empowerment system of the association. The report you are currently reading focuses on the impact of the services in 2022, while also providing an opportunity for comparison with previous years.

2 Method, Scope, and Limitations of the Research

This study examines the impact of the support services, managed by the Association for Struggle Against Sexual Violence since 2019, for the year 2022 through various research methods and techniques. Similar to 2021, one-on-one in-depth interviews, questionnaires, and desk-based research have been utilized.

Survivors or their close ones' contact numbers recorded in the system have been used. The support line expert was the one to make initial contact regarding the process and obtained pre-consent for in-depth phone interviews. They were also informed about the content and confidentiality of the study. The research team then had in-depth interviews with six people from the interviewee list prepared after these procedures.

The internal database containing information about survivors and their close ones has been anonymized by the association team to be turned into data while ensuring its full confidentiality. As such, the demographic information of the survivors and their close ones who had applied to the support services in 2022 was shared with the independent researcher to serve as research data.

A questionnaire that was designed to be shared with survivors who reached the support services via e-mail and phone was turned into an online survey and shared with all 54 applicants. The response level remained quite low. The low participation rate of the survivors and their close ones was included as a topic of research and the reasons were investigated.

Additionally, in-depth interviews with the Association for Struggle Against Sexual Violence team have investigated the position support services hold after three years as well as the impact of critical processes during this period.

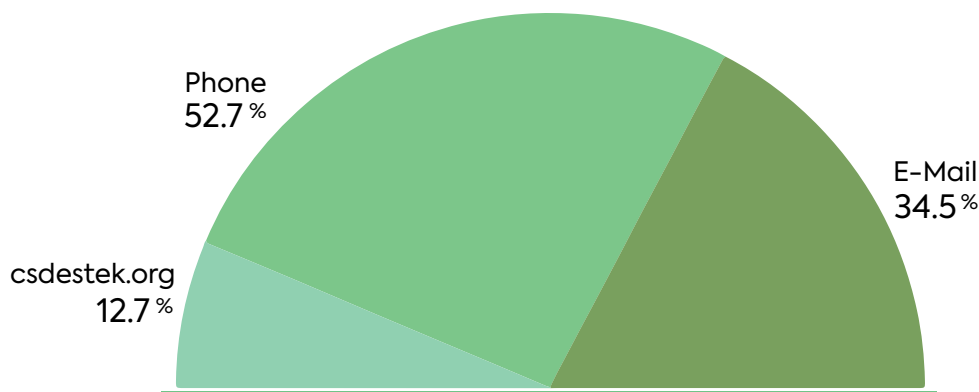
Finally, available data and statistics provided by google analytics regarding csdestek.org in 2022, as well as the results of user surveys on csdestek.org were reviewed to conduct an analysis about the visibility/recognition and the utilization of the website.

3 Who Accessed the Support Services in 2022?

In this report examining the impact of the support services on survivors and their close ones, the demographic information regarding the survivors and their close ones has been outlined in this section. Using the database information from 2022, the prevalence and types of sexual violence were investigated, as well as the post-violence support provided. Moreover, all applications from children and adults were analyzed by factors like application channel, country/city of application, method of reaching the association, and gender identity of survivors.

For some of the data, it was not possible to distinguish between the survivors and their close ones. As such, the term “applicant” has been used to include both groups. Additionally, unlike in 2021, child and adult data have been looked at altogether in 2022.

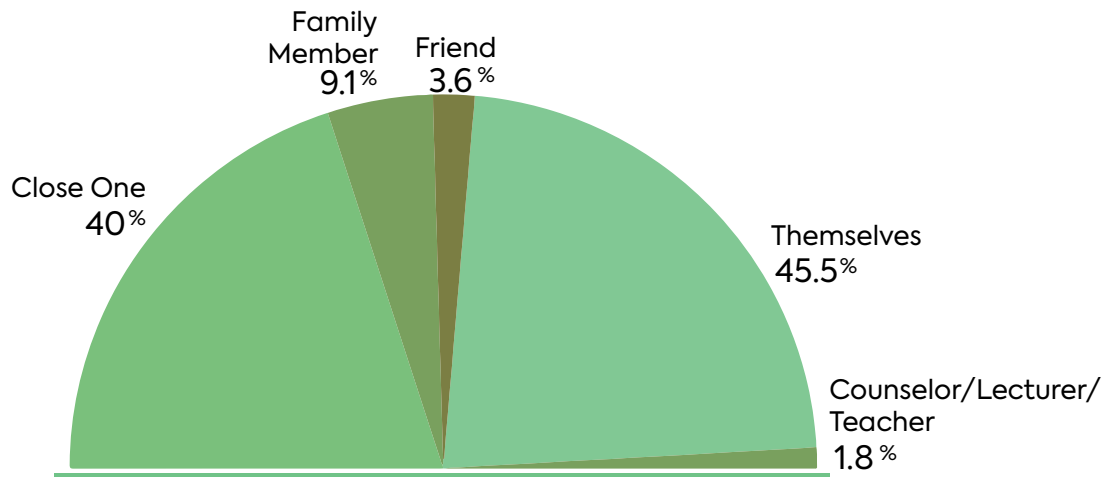
Application Channel



Graph 1: Application Channel of Survivors and their Close Ones

Understanding the channels through which applications are done is critical in understanding the impact of the support services of the Association for Struggle Against Sexual Violence. In 2022, with 52.7%, most applications were done via the phone. The second most used was e-mail with 34.5% whereas 12.7% of applications preferred csdestek.org.

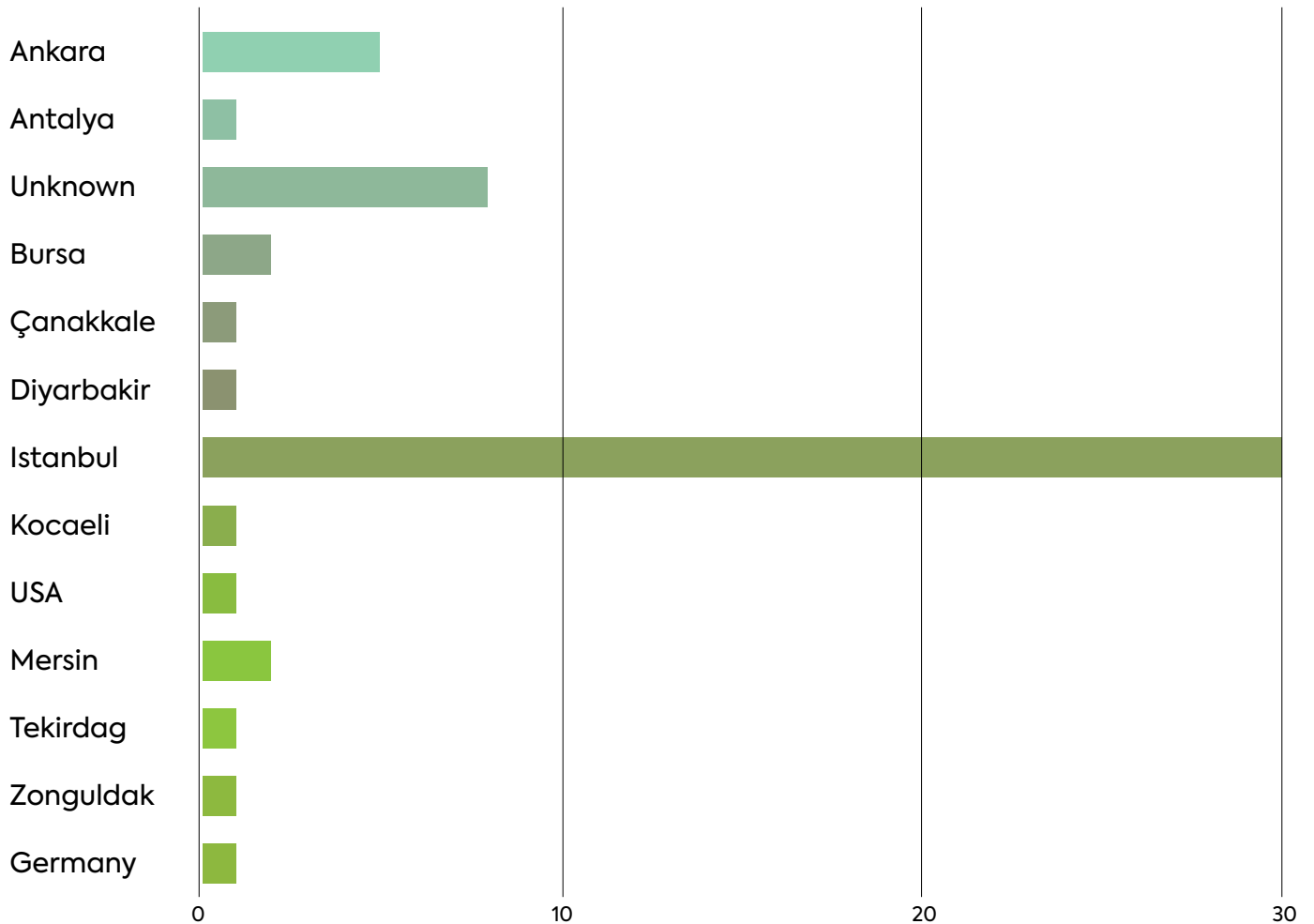
Relation to the Applicant



Graph 2: Relation of Applicant to the Survivor

In 2022, 45.5% of survivors applied to the association directly. 40% of applicants were from their close circle such as a neighbor or acquaintance. 9.1% were family members. The rest of the applicants were friends or counselors/lecturers/teachers. Visualized in the above graph, this information indicates that survivors of sexual abuse often choose not to stay silent but seek support.

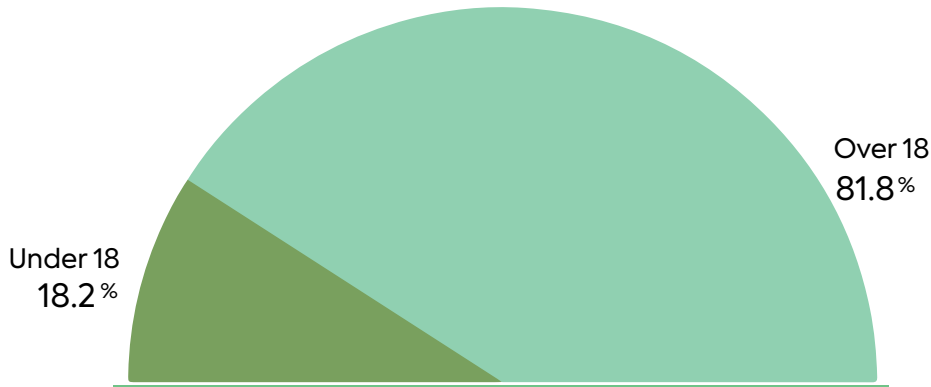
Country/City of Application



Graph 3: Country and City of Application

As seen in Graph 3, with 54.5%, it is apparent that over half of the applications by survivors and their close ones were done from Istanbul. The location of 14.5% of applications was unknown and 9.1% were done from Ankara. Followed by other cities such as Bursa, Mersin, Antalya, and Tekirdag. Moreover, in 2022 the association received applications from other countries like the United States of America and Germany. However, whether these applications were done by the survivor themselves or someone close to them has not been detailed in the database. The geographic distribution of the applications clearly shows that sexual violence occurs in many different cities of Turkey, and even countries outside of Turkey. Yet it is noteworthy that over half of the applications were done from Istanbul.

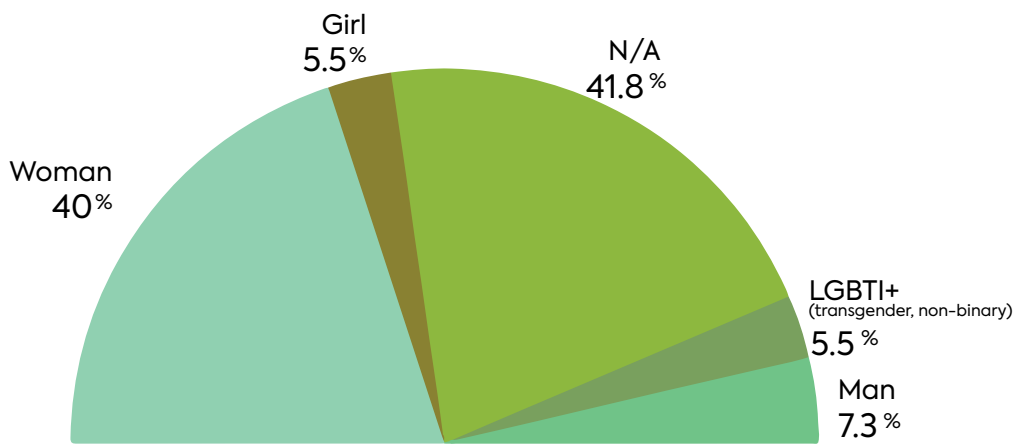
Distribution of Survivors by Age Group



Graph 4: Age Groups of Applicants

According to the information put into the database in 2022, most applicants consist of adults. Detailed information has not been entered into the database and the graph presented above only provides the broad age distribution of applicants to the associations. According to this data, 81.8% of applicants are adults, whereas 18.2% of applicants are children. It is important to note that the applications of survivors under the age of 18 have been completed by an adult.

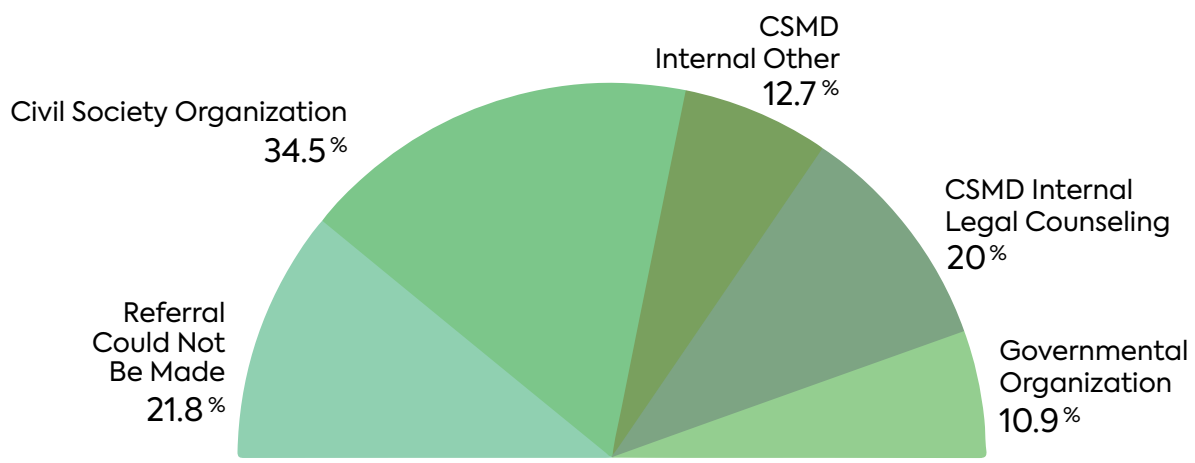
Gender Identity Stated by the Applicants



Graph 5: Stated Gender Identities

It is unknown whether the gender identity noted in the database is of the close ones or of the survivors themselves. Similarly, the gender identity category is not based on any distinction between children and adults. This is because applications do not include any inquiry on the gender of the applicant. The database collects data on gender under two different categories: assigned gender and gender identity. As such we can see that 40% of applicants identify as women.

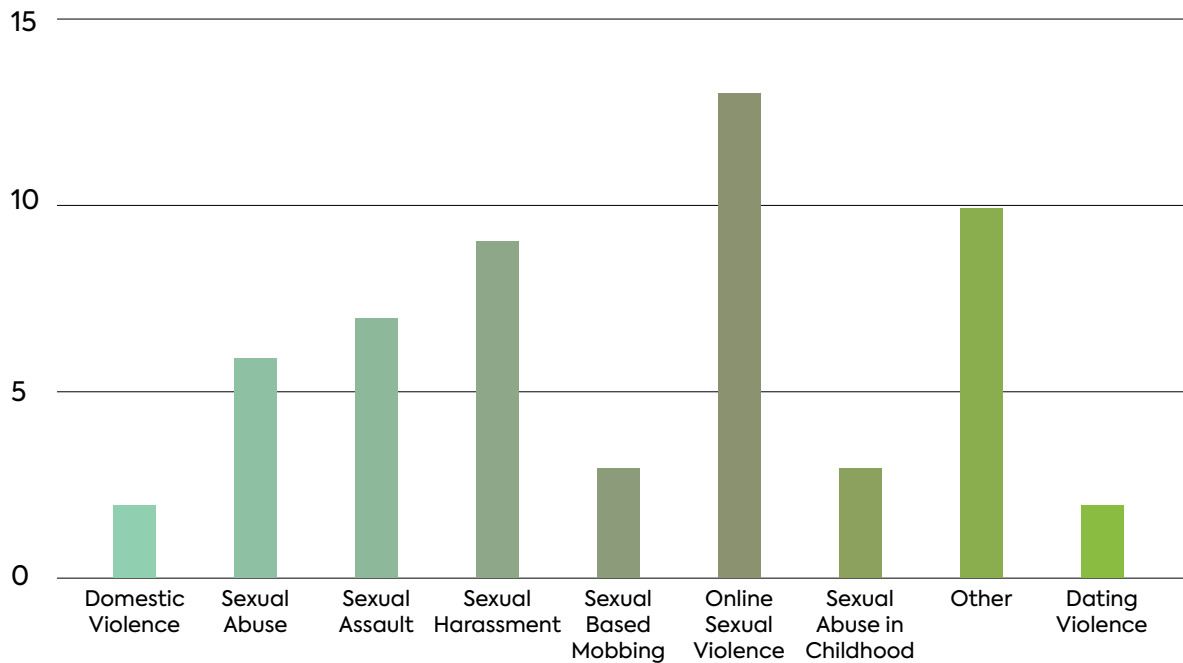
Referred Units



Graph 6: Units Referred To

The Association for Struggle Against Sexual Violence has provided referrals to 78.2% of survivors and their close ones through support services. These referrals could be to internal units, different civic societal organizations, or governmental organizations. On the other hand, 21.8% received no referral and were instead informed regarding their rights.

Application Cause – Type of Violence



Graph 7: Reason for Application

Data analysis provides us with information on types of violence by investigating the 2022 database. According to the analysis, 23.6% of survivors have been subjected to online sexual violence. The second most prevalent result is “other” with 18.2%, which encompasses all sexual violence that falls outside of those defined by the list above. Following these are sexual harassment, sexual assault, and sexual abuse respectfully. It can be observed that the types of violence recorded in 2022 differ in ratio from the records of 2021. While sexual assault was the highest category in 2021, online sexual violence was the highest observed sexual violence type in 2022.


4 Evaluating the Impact of the Support Services in 2022


4.1. Operation of the Support Services in Relation to its Impact


• 4.1.1. First Contact with Support Line Experts

In this section where the impact of the support services experts is evaluated, it is important to first talk about the experts. Since systematization of the support line, one social worker and one lawyer have been on duty. The clearest metric of the impact of the support line can easily be identified as the relationship and communication between those who reach the support line and the support services experts. The style and contents of communication not only directly impact the strength of survivors or their close ones to keep going through this process, but it also empowers them socio-emotionally.

Throughout contact with the support line, communication with survivors and their close ones plays a significant role. Almost all of the interviewees indicate that the expert held a critical role in the success of their process. Similar to 2021, support line experts played the biggest role in the social and emotional empowerment of survivors and their close ones.

 Whenever I felt distressed or got something stuck in my mind, I called [the support line] until 5 A.M. and asked my questions. I called when I felt blue or suffocated. I can't usually speak to others with openness but if the tone of their voice came across as warm, I could open up with ease. There was a friend who answered the phone, and that was what I felt. Even their voice is peaceful. (Interviewee I)

 It was extremely helpful. What was important in a process like this was their ability to choose their words. I don't think they made any mistakes in this regard. I would have remembered because I encountered many mistakes that are now instilled in my brain. Not with this association, but in other institutions I mean, like doctors who spoke carelessly. (Interviewee II)

 I was welcomed very nicely. They listened to me nicely and they were a lot of help in the initial stages. I was able to get my child back with the help and petitions of the association. Later we prepared a program for the development of my child. (Interviewee III)


As seen through interviewee testimonies, applicants felt relaxed and safe during their first contact with the support line. This impacts the legal consultancy and recovery processes positively. On the other hand, the field research indicates that the professional approach of experts during first contact played an important role for the survivor to discover the most appropriate support for them. There was occasional negative feedback from the applicants. However, overall, it is seen that the first contact with the support line had a positive impact.


But on first impression, they appeared to have no interest in what I was talking about or they said something like “We will conduct a research and then get back to you”. The first phone call was saddening in this regard. As a criticism, I can say that this was not the type of response I was expecting.


It can be said that one of the most significant roles of support services experts is to determine the needs of the survivor. These needs may not be identified by the survivor or their inner circle. And as such, support of the experts with experience in the field play a key role for mapping out a route in accordance with the applicants’ needs. Data shows that experts in the support services correctly identified the needs of the survivors and referred them to the most appropriate support system. This clearly demonstrates the positive impact of the support system.

If I didn’t move forward with the association, a lot would be missing. Let’s say the contribution of the association is 40% so I can say that almost half of this process was through them because I called them for things I did not know about. I met them through my friend but... For example, I don’t know something, and I call them up and ask. And because I receive a response, I say “Oh, okay. So, this is what I need to do” and then do that. I tell them I do not have a lawyer. I do not even know how to request a lawyer from the bar association. Because I never had an issue requiring a trial in my life. I had no idea about these things. Because I myself did not know, it was very, very good to speak to the association. Because I didn’t have an ounce of knowledge. I asked all that I didn’t know. I wasn’t ashamed or reserved. Of course, you feel that way at first, but they open you up.

Field research shows that experts can request the appropriate time in order to refer the survivors or their close ones to the relevant institutions and organizations. During this time, the support line experts research the relevant institution and follow up with applicants. Additionally, experts who are not knowledgeable about the particular topic being consulted on can quickly do some research and get back to the applicants. This approach has a positive impact by making the survivors or their inner circle feel safe and exemplifies the positive impact of the support system on the applicants.

-  Just knowing that the association exists, through that process, and seeing that they are doing everything they can, calling you, calling you back as they say they would, actually calling you in exactly 5 minutes when they say they would... This is very important, especially to someone who is in a nerve-wracking and untrustworthy situation. For this reason, I believe they took proper care of us.

-  I saw that this friend was knowledgeable. And they were able to say "I don't currently know" when they didn't, which was good. They said "I don't know this. I will do some research and quickly get back to you. And they researched, asked a few lawyers, and then returned to me regarding that question. I think the process was managed well by Miss X [support services expert].


-  I was already thinking about being liberated. So, I was able to express with confidence and clarity what my problems were, why I wanted to become free. And as they listened, I became more relaxed. Later, the center researched places I could go.


● 4.1.2 Accessibility

While investigating the impact of the support line, the accessibility of the line was taken as a factor as well, alongside the experts. The fact that the support line is only accessible during work hours shows its operation is more limited than that of a 24/7 emergency line. In the 2021 impact report, on this topic, some suggestions were made. These were clearly indicating the hours of the line should be openly stated on social

media and the website, as well as explaining why the line is not open 24/7. Looking at the field research, it is seen that these recommendations were taken into account and actualized in 2022. Interviewees have indicated that they did not have any problems accessing the line and had knowledge of when the line was accessible.


2022 findings indicate that the accessibility of the support line is high. Compared to 2021, data shows that survivors and their close ones had an easier time accessing the line. However, one critical note is that field data from 2022 is much more limited compared to that of 2021.

 I did not have any difficulty reaching the association. We talked a few times but believe me it was three or four times a day plus a follow-up call the next day. (Interviewee II)

 I regularly had phone calls with the association. So, for example, I could call them until 5. I knew this, so I was able to keep track of it... Everyone has certain hours so for example if I wanted to talk with Miss X I would call on Fridays etc. I could reach certain experts -like the legal consultant- on certain days. And if they were busy they would call me back.

No issues in reaching the support line were noted by the interviewees. Awareness that the line was only available on certain days and hours was quite high this year, and that they were able to adapt to the hours of the experts.

Another topic of note is that applicants felt safe to call the support line when they needed it without hesitation. This is once again a testament to the safe relationship bonds formed between the applicants and the experts, which comes up as a positive factor in accessibility as well.

 We talked regularly with the legal consultant throughout the process. Whenever a new development arose, I could call them up immediately regarding what to do. And sometimes occasionally they would call me regarding the process.

• 4.1.3. Case Follow-Ups

Survivors and their close ones were given information and referral support. This support is followed up by the support line experts in order to continue the healing process. This year, similar to 2021, getting calls from the social worker made the survivors feel less alone.

They called me constantly. They would write to me on WhatsApp. They never left me alone through the process. They would always call me. Friday was our consultancy day, so we would talk every Friday, like, “Are there any developments? How is everything evolving?” So, every Friday we would have a consultancy.

The support line expert called me constantly. Especially in the beginning. After a while when I healed, I said “I am fine”, and it became less frequent. I let them know when I was feeling extra fragile and then the support line expert Miss X would call more often. I think about this. There must be thousands of others they are dealing with. So, when you think about it, it is incredible that they can follow up and call you up this often.




The field study shows that being called by the support line expert regarding any progress has helped keep them in the whole process. Getting calls from support line experts has a positive impact on applicants who are in the process of being referred or have already been referred. In comparison, the 2021 data outlined a more negative experience by applicants who did not have repeated communications with the association compared to those who did. In 2022, there is no such finding. However, it should be reminded that this could be due to the limitations in the quantity of data.

4.2. Empowerment on Rights and Application Channels

• 4.2.1. Legal Counseling

It can be said that people call the support line sometimes just to get some information and other times to request a referral. From both 2021 and 2022 data, it is evident that many applicants are not sufficiently knowledgeable about their rights. The most significant impact of legal consultancies has been increasing the information level of applicants on their rights.


The legal consultancy managed by the Association for Struggle Against Sexual Violence does not have a directly reachable phone line. The social worker refers to the survivor or their close one calling the support line to the lawyer of the association based on need and want. Thanks to this referral, the survivor is empowered through learning about their rights, finding out the places they can apply, and learning about the stages they may come across during legal processes.

-  I had a lawyer aside from the association. But I was in such a situation that I did not want just one single lawyer. If necessary, I would have had 10 lawyers. Because you feel like it is not enough. It was not enough for me. I did not feel safe with just one lawyer.
-  I received legal consultancy. That is how I was able to get my child next to me, thanks to petitions. That is how it developed.
-  Thankfully they never left us without a response and they always listened. They helped out a lot with petitions and such. We prepared my petitions etc. with the help of the legal consultant.


• 4.2.2. Free Support Line

Like all internal referral systems within the Association for Struggle Against Sexual Violence, legal consultancy services are also free. However, it is identified that not all applicants have this information. Some of these applicants thus worry about whether they will be asked to pay a fee. The 2022 field research has shown that this information has to be published more prominently on the association's website. Finding out the services are free has a boosting impact on applicants' motivation to continue with the process.


The main free service that the system provides is open-access resources on rights and self-help on the csdestek.org website. Secondly, the social worker refers people who reach the support line to governmental and civil society organizations where they can receive free consultancies. Finally, the system provides free legal consultancy to survivors.

 [The support line expert] sent me some information via e-mail. Like when I talked about my children. So, I could read some files and increase my knowledge. This opened a door. It helped me increase awareness. I was open to it. I chose this path. But Miss X [support line expert] supported me and opened my eyes, I can say.

2021 research data shows that the applicants were hesitant to speak with especially the lawyer, due to monetary reasons. Mainly because they were worried they would be asked for monetary compensation.

 I talked with lawyers from other places. Without even listening, without even knowing the issue, they would first bring up the topic of money. All they care about is money, I would think. I was questioning how and how much they would be able to support or defend me if that was the case. But it was absolutely not like that with the association. Even if I went to trial, I knew they were alongside me. They gave me the feeling that someone was beside me.


 It being free has such a big impact on the process. We would prepare my petitions together.


 You hesitate about whether they will end up requesting money. In these processes, we always come up with monetary barriers. Whichever door we knock on, money was the first priority. So, I was hesitant about whether the services of the association would stop being free after a while. Money can be scrounged up somehow, but it feels like a transaction when money gets involved. But CSMD was beautiful. They did not talk about money, so it did not feel like a commercial business. I said, "Okay, they are standing by me and it is not about money for them".


• 4.3. Social-Emotional Empowerment

Not Feeling Alone/Helpless and the Strength to Go Through with the Process

After interviews with survivors and their close ones who contacted the support services, it was evident that the feelings of loneliness and helplessness were one of the most touched upon topics. Similarly, the most talked about emotion by survivors in 2021 was also loneliness. In 2022, once again, it was observed that these feelings of loneliness and helplessness were reduced to a minimum thanks to the impact of the support services. And the most significant factor for this was presented by the applicants as the environment and opportunity provided by the association to freely express themselves without fear of judgment. Additionally, it is understood that those who are not able to talk about their sexual violence experience with their inner circle are able to share it in a professional setting.

 I felt that I was not alone. After that, I felt the power and ability to express myself in the best way possible wherever necessary. If you seek it, you will find the strength. Like, instead of saying "Well, this must be my destiny", you can find help if you seek it. Doors open. And here I felt that trust. If there's an issue, there's a solution. If there's a problem, there's a solution. Having a solution-oriented approach was really good for me.

 ... found [my]self very lonely in this position. I felt incredibly alone. There were issues, familial and otherwise. The association maybe didn't fully make my loneliness go away but it definitely alleviated it a bit. Even if momentarily, I stopped feeling alone. They are very good about that. They call you.

 With the referral of the association, pedagogical support was provided to my daughter. It continued for about 6 months. It met my expectations exactly. Because I was hesitant, as no one else was helping during that period. The government was not helping, so I was questioning how much the association could stand by me. I just told myself to call, that I did not have anything to lose. Pretty much all my expectations were met since the day I called.

5 Evaluating the Impact of csdestek.org

The csdestek.org website continues to provide support since its launch in February 2020. This website provides information on the rights of sexual violence survivors, application mechanisms, and how they can access support. Additionally, it disseminates the Istanbul Units Map which is routinely updated. The data used to understand the impact of csdestek.org were questionnaires with 1 or 2 questions at the end of each page and Google Analytics statistics for the website. However, it should be noted that considering the number of visitors, the number of people filling out the questionnaires is quite low. As such, in this section, Google statistics were used as the primary source of data.

The steps taken in 2022 to improve csdestek.org and keep it up-to-date are as follows. In 2022, the association has collaborated with a new editor who does rights-based work on sexual violence to receive feedback. A questionnaire was prepared to assess the contents and usage of the website and shared with people working in the field of sexual violence. The results were reported on and shared internally within the association. Based on its results, and the needs identified in the previous year, 8 self-help articles were selected. They were translated and published.

The new articles are:

- How Do I Understand If I Was Subjected to Sexual Violence?
- Tips for Healthy Communication with Survivors of Sexual Violence
- Sexual Violence Towards Adult Men and Boys
- Supportive and Unsupportive Responses to Survivors of Sexual Violence
- Emotions of the People You Share Your Sexual Violence Story With
- Telling Your Loved Ones About Surviving Sexual Violence
- Healing from Childhood Sexual Abuse
- Questions You Can Ask Your Therapist During Psychotherapy Following Sexual Violence

These self-help articles significantly help the usage and impact of csdestek.org as a resource.

Number of Total Visitors:

As the table indicates, the csdestek.org website received 9,707 visitors throughout 2022. In the previous year, this figure was around 12,000. In 2021, heavy visitor periods were related to advertising campaigns. A similar tendency was recorded in 2022. Advertisements were placed for csdestek.org in July and October.

Month	Visitor
January	422
February	453
March	533
April	558
May	580
June	607
July	3663
August	409
September	351
October	1038
November	573
December	520
TOTAL:	9707

Landing Page:

In general, the landing pages are in parallel with the data for 2021. One thing that draws attention is; while the number of people coming to the site with the "Emergency Support Phone Lines" page in 2021 was 937, this number has increased to 1,397 in 2022. The rise in visits for this page, with no significant changes observed in other pages, can be interpreted that the site was used more frequently for urgent support cases this year. On the other hand, while the page advertised in 2022 was self-help, it is noteworthy that this page ranks lower as a landing page. A need to increase knowledge around self-help was observed among visitors and survivors.

Landing Page:	Number of Visitors
Home Page	1,412
/Emergency Support Phone Lines	1,397
/Sexual Violence Definition, Types, Concepts	861
/Istanbul Support Units Map	240
/Turkish/ Self-Care and Healing	215
/Arabic/ False Beliefs and Facts	140
/Turkish/ Grounding Techniques for Post-Traumatic Stress Disorder	115
/Turkish/ Istanbul Support Units Map	113
/Turkish/ Recovering from Rape and Sexual Trauma	108
/Turkish/ Self-Help Essays	101

Exit Page:

Monitoring and analyzing factors such as the effectiveness of websites, the number of visitors, and their behavior are important for the development and improvement of websites. The data in the table above indicates that 1,412 people logged onto the website from the home page. The data in the table below shows that 1,041 people left the site through the home page. The difference between these numbers, 371 people, logged onto the site through the homepage and then continued to browse the site by turning to other pages.

When comparing the years 2021 and 2022, it can be seen that the number of visitors who visited the "Emergency Support Lines" page and then left the site increased from 902 to 1,381. The data of the other exit pages are similar to the data of 2021. The heavy visitation of this page as a landing page shows that the awareness of the website regarding emergency support has increased.

Exit Page	Number of Visitors
/Emergency Support Phone Lines	1,381
Home Page	1,041
/Sexual Violence Definition, Types, Concepts	849
/Istanbul Support Units Map	231
/Turkish/Istanbul Support Units Map	202
/Turkish/Self-Care and Healing	199
/Turkish/Application Centers	167
/Arabic/False Beliefs and Facts	141
/Turkish/ Recovering from Rape and Sexual Trauma	119
/Turkish/Grounding Techniques for Post-Traumatic Stress Disorder	114

Second Page:

When the secondary visit page preferences of the visitors are examined after logging on to the site, it is seen that the "To where I can file a report" page is in the first place and the "Home Page" page is in the second place. This indicates that visitors tend to apply through the website and that the support requests are increasing. According to the data of 2021, the "Definition of Sexual Violence, Types, Concepts" page is at the top of the second visit page ranking, while the "To where I can file a report" page took first place in 2022. This indicates that the visitor mass tends to receive support at a higher rate compared to 2021.

This data is guiding the website in providing content and services for user needs. The prominence of the "To where I can file a report" page indicates that it is important to focus on the urgent support needs of visitors and that it is important to provide more information and resources on this subject.

Second Page	Number of Visitors
/Turkish/Application Centers	199
Home Page	174
/Turkish/Refer me	148
/Sexual Violence Definition, Types, Concepts	120
/Emergency Support Phone Lines	108
/Turkish/Istanbul Units Map	99
/Turkish/What is Self-Help?	98
/Turkish/Sexual Violence Definition, Types, Concepts	73
/Turkish/Emergency Support Phone Lines	58

Sites/Resources Visitors are Directed From

36% of visitors accessed the site through Facebook. Facebook had the largest share of all resources. In addition, a total of 43% of visitors accessed the site through social media platforms such as Facebook, Twitter, Instagram, and YouTube. This shows that social media is an important source of traffic.

A slice of 16% reached the site through direct traffic, that is, without searching the internet, by typing the address of the site into their browser. This rate has increased from 14% to 16%, indicating that the awareness of the csdestek.org domain name has increased.

The rate of visitors who access the site organically through search engines was determined as 33%. These visitors reached the site without advertising and through searches using keywords. This rate was recorded as 1.8% in 2020, 21% in 2021, and 33% in 2022. This indicates that the site is frequently visited by search engines, its content is accepted, and its reference is strengthened. As the variety of content increases, the organic reach rate is expected to increase even more. This indicates that the need for advertising campaigns can be reduced in the future.

Finally, the rate of visitors redirected from other websites was determined as 6.4%. Considering all of these data, it is seen that Facebook traffic has decreased in the 2021-2022 period, while direct traffic and organic reach rates have increased. In addition, it was stated that the number of visitors coming through the e-mail group remained at similar levels. These data indicate that communication strategies should be reviewed, and content should be diversified.

Resource-Type	Users	User (%)
Facebook	3,586	36.71%
Google / Organic Search	3,238	33.15%
Direct Access	1,632	16.71%
Instagram	485	4.96%
cinselsiddetlemucadele.org	337	3.45%
linktr.ee	192	1.97%
Twitter	161	1.65%
visitmy.bio / Referral	41	0.42%
CSMD Email Bulletin	29	0.30%
Baidu Search Engine	20	0.20%
Yandex Search Engine	12	0.12%
nomoredirectory.org	10	0.10%
bianet.org	6	0.06%
Yahoo Search Engine	5	0.05%
bizimaramizda.org	4	0.04%
sivilalan.com	4	0.04%
youtube.com	4	0.04%
linkedin.com	3	0.03%

Users' Profile:

Stated Gender/Age Groups of Visitors

Analysis of 3,630 visitors whose age and gender information can be detected by Google from their browsers shows the demographic distribution of site visitors and is likely to have a general perspective. 60.5% of these visitors were female and 39.5% male. In particular, the decrease in the male visitor rate from 49% in 2021 to 39.5% in 2022 was noted as a significant change.

The rate of visitors in the female (35–44) age group increased by 5% to the highest level and became the age group with the highest number of visitors. The rate of visitors in the female (18–24) age group, on the other hand, increased by 6% and ranked second. In addition, a decrease in the number of male visitors in all age groups was observed. These results indicate that among those who are interested in the site, women between the ages of 18–44 still constitute a dominant profile, while male interest/access has decreased significantly.

Gender/Age	Users (%)	Users
Female 35–44	12.89%	468
Female 18–24	12.26%	445
Female 25–34	12.23%	444
Female 45–54	11.49%	417
Male 25–34	8.93%	324
Male 35–44	8.51%	309
Female 55–64	8.15%	296
Male 45–54	8.10%	294
Male 18–24	7.93%	288
Male 55–64	4.30%	156
Female '65+	3.50%	127
Male '65+	1.71%	62
	TOTAL:	3,630

Current Cities of Visitors

43% of the visitors came from Istanbul. 63% in total came from Istanbul, Ankara and

Izmir. The remaining 37% came from outside of the three big cities. The top 8 cities with the highest number of visitors did not change for both years.

For this reason, if we make an expanded assumption that we can accept the 8 cities with the highest number of users as "8 Big Cities";

In 2021, 78.5% of the total visitors came from the "8 Big Cities" region; In 2022, this rate was noted as 77.9%. So, it has not changed much. However, one noteworthy data comes from Istanbul: In 2022, the proportion of visitors originating from Istanbul increased from 31.8% to 43.5% compared to 2021. This remarkable increase brings forward once again the idea that the site is being used more by Western/urban masses.

Area	Users	Users (%)
Istanbul	3,301	43.55%
Ankara	880	11.61%
Izmir	646	8.52%
Bursa	279	3.68%
Antalya	227	3.00%
Adana	218	2.88%
Gaziantep	177	2.34%
Konya	177	2.34%
Mersin	157	2.07%
Diyarbakir	137	1.81%
-Virginia-	126	1.66%
Kocaeli	125	1.65%
Samsun	118	1.56%
Eskisehir	114	1.50%
Kayseri	110	1.45%
Hatay	109	1.44%
Balikesir	98	1.29%
Aydin	96	1.27%
Denizli	91	1.20%
-Dublin-	89	1.17%
Kahramanmaras	86	1.13%
Manisa	75	0.99%
Tekirdag	74	0.98%
Mugla	69	0.91%

Language of Visitors

According to the data collected in compliance with the language used on the devices of the visitors accessing the site, it is evident that the rate of Turkish use has not changed. However, the rate of Arabic language use has decreased from 9% to 3%. In contrast, the rate of use of the English language has increased from 4% to 12%.

These changes offer important clues in terms of the user profile of the site. The increasing use of the English language shows that the users accessing the site are shifting towards Western or urban profiles. On the other hand, the decrease in the Arabic language shows that the interest of Arabic-speaking visitors to the site has decreased. This data may require a review of language and content strategies for the site's target audience.

Language of Visitors	Users	Users (%)
Turkish	7,802	83.69%
English	1,140	12.23%
Arabic	280	3.00%
Chinese	74	0.79%
German	27	0.29%

6 Conclusion and Recommendations

This research measures the impact of the Association for Struggle Against Sexual Violence's work on supporting survivors and their close ones in 2022. Demographic data entered into their database by the association team has been analyzed. The impact of the support services and the csdestek.org website, which is a part of these services, has been evaluated. Additionally, questionnaires and in-depth interviews were done with survivors and their close ones.

The data at hand has led to some conclusions and recommendations regarding the support services of the Association for Struggle Against Sexual Violence. These conclusions and recommendations are believed to provide a road map for the association to develop support services and increase their impact.

In the demographic data analysis section of the research, the data entered by the association team has been looked at. Included in these data are many factors relevant to the application process such as age, gender, socioeconomic status, ethnic origin, geographical location, and type of sexual violence. These data have served their necessary purpose by allowing to best use and distribution of the resources of the association's support services.

In the section evaluating the impact of the support services, the impact of the referral and support services provided by the association has been investigated. These services include consultancies, psychological support, and legal support. The research has exhibited that these services have a positive impact on the healing of survivors.

Additionally, the impact of the csdestek.org website has been evaluated. The information shared with the public through the website as well as resources and online support services have been investigated. The research demonstrates that the website

is an impactful tool in reaching sexual violence survivors, increasing awareness, and providing support. The user-friendly interface of the website, trustworthy information provided, and accessible resources allowed the website to become a part a key role within the support services.

Based on the results, some recommendations have been provided to the Association for Struggle Against Sexual Violence. These recommendations aim to improve the impact of the support services and allow it to reach more people. This research, which focuses on the year 2022, is an important step in evaluating and furthering the impact of the support services provided by the Association for Struggle Against Sexual Violence. The conclusions and recommendations obtained will be helpful for the association to provide more impactful services, empowerment, and access to the rights of survivors.

The professionalism and language/approach the applicants are greeted with during their first contact has an empowering impact on defending their rights. In this context, the supervision support received by the expert has been one of the most critical properties of the support services. It is important that the experts continue to receive systemic supervision from experts in their fields. As such, this should be made a key property of the system.

The suggestion in 2021 to clearly indicate the days and hours of operation of the support line has been taken into consideration and applicants have not had any difficulties in accessing the services.

When referrals to other cities, the expert needs to do additional research for institution contacts, which increases their workload. Additionally, the referral locations can sometimes not be to the satisfaction of the applicants. As such, it is important that systems are put into place to increase the geographical impact area of the support services.

The fear of the support line being a paid service has the potential to defer survivors and their close ones from the process. As such, the information that the services are free should be made more visible.

Another observation is that most applicants reach the association through social media. While doing visibility work for the services, this should be taken into account and social media channels should be given significance during said work. Additionally, there are applications that are referrals from other organizations and institutions. Strengthening institutional relations will increase the role of this application channel.

It is seen, similar to 2021, that the applicants feel less lonely and helpless as a result of reaching the support line. Moreover, the case follow-ups within the support services increase the strength to go through with the process.

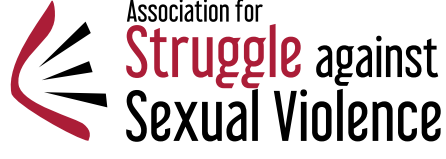
Rotation is a known method to ensure the continuity of the services especially for professionals in mental health and rights-based advocacy areas. A rotation system could be integrated in order to ensure the continuation of the well-being of the experts, within institutional resources.


The analysis of csdestek.org has identified areas to focus on to improve user experience. Information regarding emergency support lines and application centers is prominent as an important step to properly meet the needs of users after surviving sexual violence. In this context, it can be said that csdestek.org has become more able to reach its goal and clearer in its user profiles as well as usage areas over the years. While there is some decrease in the number of visitors, the data reveals that users tend to look at emergency services and application centers which signal a positive change. Additionally, the language, city, and age-gender distribution of visitors indicates that this website is a tool mostly for “women” from “big cities”. During strategic planning, this information can be taken into account so that specific policies are identified based on the target audience.


The same analysis allows for improved strategic planning for the website as well. The observation that “women” from “big cities” show the highest interest in the website suggests that content strategies can be done with this audience and the goal of meeting their specific needs in mind.


To conclude, the analysis of the website informs the association on the way to becoming a more user-focused website and having more user-focused guides to optimize the site through the information it provides on the needs of its target audience. During strategic planning, specific strategies for the target audience can be identified and implemented to improve the user experience and impact of the website in reaching its goals.

This research evaluating the impact of the support services in 2022 shows that the Association for Struggle Against Sexual Violence uses the csdestek.org website and support services for survivors and their close ones effectively to make sexual violence a more visible and talked about issue in Turkey. This year, once again, data and information sources on sexual violence in Turkey are still quite limited. In this context, we hope to aid in forming a society in which legal and judiciary support mechanisms following sexual violence are better defined and more accessible by being one source of information.



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