



ENDING VIOLENCE AGAINST WOMEN IN THE WESTERN BALKANS AND TURKEY: IMPLEMENTING NORMS, CHANGING MINDS

Annexes to the Evaluation Report



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Table of Contents

Annex 1: Summary of Terms of Reference	1
Annex 2: Evaluation Matrix	11
Annex 3: Application of Conceptual Approaches in the Evaluation	20
Annex 4: UN Women Flagship Initiative TOC for EVAW	23
Annex 5: Description of Programme ToC	25
Annex 6: List of documents reviewed	27
Annex 7: Organizations Interviewed	39
Annex 8: Limitations Encountered	44
Annex 9: Consistency between National Strategies and Programme	46
Annex 10: Consistency between International Strategies and Programme	54
Annex 11: Contribution of the Programme to national legislation	61
Annex 12: Analysis of implementation strategies	65
Annex 13: IPA Beneficiary Summary Reports	115
ALBANIA	115
BOSNIA AND HERZEGOVINA.....	124
KOSOVO	134
MONTENEGRO.....	143
NORTH MACEDONIA	152
SERBIA	160
TURKEY	170
Annex 14: List of projects engaging directly with survivors of violence	179
Annex 15: Number of women who accessed services	180
Annex 16: Programme Budget by Objective and Geographic Components	181
Annex 17: Review of indicator reporting	182
Annex 18: Summary of ROM recommendations	189
Annex 19: Profile of JGG and Team	190

Annex 1: Summary of Terms of Reference

Final Evaluation of the Regional Programme “Ending violence against women in the Western Balkans and Turkey: Implementing Norms, Changing Minds”

1. Background of the Programme

The adoption of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention), and the fact that countries have to harmonize national legislation with the EU’s acquis as part of the accession process, has created an opportunity to step up UN Women’s Europe and Central Asia Regional Office (ECA RO) capacity to bring a regional perspective to human rights-based programming in relation to regional and international agreements, and the European Union (EU) normative frameworks for accession countries related to gender equality discrimination, and more particularly, on ending violence against women in Western Balkans and Turkey.

The three-year regional programme, ‘Implementing Norms, Changing Minds’ aims to end gender-based discrimination and violence against women in the Western Balkans (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, the Republic of North Macedonia and Serbia) and Turkey with a particular focus on the most disadvantaged groups of women. The Programme supports the development of an enabling legislative and policy environment on eliminating violence against women and all forms of discrimination; promotes favourable social norms and attitudes to prevent gender discrimination and violence against women; and pursues empowering women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible, and quality services. The Programme channels its interventions through and for civil society organizations, and in particular to women’s organizations, with an emphasis on those working and representing women from minorities and disadvantaged groups.

* For the European Union, this designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo* declaration of independence. For UN Women, references to Kosovo* shall be understood to be in the context of UN Security Council Resolution 1244 (1999).

'Implementing Norms, Changing Minds' is funded by the European Commission under the Instrument for Pre-Accession countries II. The project started in February 2017 and is expected to be completed in January 2020 and is backed up by the Civil Society Facility (CSF). The CSF was established in 2008 with the purpose of supporting the development of an active civil society capable of participating in public debate on democracy, human rights, social inclusion and the rule of law. The CSF aims to assist civil society in developing its capacity to influence policy-making and decision-making processes — strengthening civil society within a participative democracy. The CSF's strategy is to support local capacity building, intended to reach grassroots organisations; to support capacity-building and knowledge growth for governments, EU institutions and counterparts; to support the creation of space for cooperation between civil society and government; and to support partnership actions and networks between CSOs in all beneficiary countries and with EU partners.

1.1 Project beneficiaries and key stakeholders

The primary beneficiaries of the Programme are women and girls that are victims of discrimination and violence, with a special focus on women from minorities and disadvantaged groups.

The Programme is heavily focused on women's organizations working on gender equality and women's empowerment, including organizations representing women from minority and disadvantaged groups. As such, through the Programme, women's organizations are also direct beneficiaries of the Programme, primarily as implementing partners, but also as recipients of capacity development, technical assistance, and knowledge. From the overall direct costs of the Programme, at least 60 percent is being allocated for implementation programme activities by civil society organizations. Furthermore, 30 percent of these funded interventions are benefitting the most disadvantaged groups of women. To date the Programme has engaged over 60 grassroots organizations and CSOs having national and international coverage, including CSO networks and platforms.

As a result of the Programme implementation:

- Over 250 organizations are better equipped to monitor and report on human rights legal instruments and push for the development and implementation of comprehensive and coordinated policies on violence against women.
- Over 1,500 and service providers involved in prevention, prosecution and protection in cases of violence against women are being trained in case management, data-collection, reporting, referral and response mechanisms. These providers include community leaders, centres of social work, health care centres, municipalities, local NGOs, and security and law enforcement officials.

- 3,500 women, including minority women, are gaining a better understanding of their rights and of how to access available services when facing violence.

1.2 Budget, geographical scope and timeframe

The total eligible costs of the Programme are estimated at EUR 5.681.220,39. The European Commission contribution amounts to a maximum amount of EUR 5,000,000.00. UN Women contributes with EUR 681.220,39 from its core resources.

The Programme is implemented in Albania, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Montenegro, Serbia and Turkey and at regional level.

1.3 Management Arrangements of the Programme

The Programme is managed by UN Women Europe and Central Asia Regional Office (UN Women ECA RO) under the overall supervision of the Regional Director for UN Women ECA RO based in Istanbul (Turkey) with the support and strategic guidance of the Programme Steering Committee. Implementation at country is led by UN Women offices (in Albania, Bosnia and Herzegovina, Kosovo, the Republic of North Macedonia, Serbia and Turkey) and UNDP in Montenegro.

The Programme governance structure lies in two bodies: the Programme Steering Committee (PSC) at the regional level, and the Country Technical Working Groups (TWGs) in the seven participating countries and territory. The PSC has a strategic guidance role while the TWGs have an advisory role.

The PSC provides high-level direction, support, and oversight to the development, review, and implementation of the Action and its strategic objectives, results groups, associated activities, and the overall budget to improve the efficiency, effectiveness, and coherence of the Action in helping to achieve its overall impact. The membership of the Steering Committee includes UN Women Europe and Central Asia Regional Office, the EC Directorate-General for Neighbourhood and Enlargement Negotiations (Western Balkans Regional Cooperation and Programmes Unit), Council of Europe, the European Institute for Gender Equality representatives from civil society organizations financially supported by the Programme under its regional component. The PSC meets once a year.

The TWGs at country level coordinate programmatic planning, implementation, and operational issues. The TWG include representative from EU Delegations, UN Women, relevant line ministers

and CSOs financially supported by the Programme in each country. TWGs holds at least one meeting a year.

2. Evaluation purpose, objectives and use

A final evaluation of the regional programme with a special focus on lessons learnt is taking place during the last year of programme implementation in the countries covered by the Programme and at regional level. The main purpose of this final evaluation is to assess the achievement of programme results and performance of the above described intervention considering the following evaluation criteria: relevance, effectiveness, impact, organizational efficiency and sustainability.

Specifically, the objectives of this evaluation are to:

- Analyse the relevance of the Programme objectives, strategy and approach at the country and regional levels;
- Assess effectiveness and a potential measurable impact of the Programme intervention on the region and target countries;
- Assess organizational efficiency in progressing towards the achievement of the Programme results as defined in the intervention;
- Assess the sustainability of the results and the intervention in ending gender-based discrimination and ending violence against women in the region and target countries;
- Identify and document lessons learned, good practices and innovations, success stories and challenges within the Programme, to inform future work of UN Women on EAW thematic area;
- Identify strategies for replication and up-scaling of the Programme's best practices;
- Provide actionable recommendations for future programme development and maximize ownership by partners in the region covered by the Programme;
- Assess the performance of the Action both at regional and country levels and to assess the intervention logic of the Action in light of the needs of CSOs in the region and the priorities set by European Commission in its policy and strategy documents;
- Assess the value added of UN Women regional programming including but not limited to leverage regional partners, linking with regional normative frameworks (e.g. Istanbul Convention, *EU acquis communautaire*), fostering regional integration and cooperation, facilitating learning and exchange sharing, among countries and within the region, mobilizing the women's movement, increasing coherence, harmonization and standardization of programmatic approaches, amongst others.

The findings of the evaluation are expected to contribute to effective programming, organizational learning and accountability. It will also be a key input to knowledge management on EAW in region where the Programme is implemented. The findings of the evaluation will

moreover be used to engage policy makers and other stakeholders at local, national and regional level in evidence-based dialogue and to advocate for developing a sustainable intervention on EVAW in the ECA region.

Targeted users of the evaluation are civil society organizations, government counterparts, regional institutions, development partners in the region, UN agencies and the personnel of UN Women in the Western Balkans and Turkey, and the Regional Office. The evaluation should provide specific recommendations as to the priority areas that should be considered to inform future programming. This would include interventions that require continued support, successful interventions for expansion, and recommendations on prioritizing interventions to maximize impact.

3. Evaluation scope, methodology and questions

3.1. Scope of the evaluation

The final evaluation of the Programme will be conducted in the final stage of the Programme's implementation and will cover the period from 1 February 2017 to 30 November 2019. The evaluation will be conducted between June and December 2019. The evaluation will include data collection missions to all countries where the Programme is implemented. The evaluation shall cover all aspects of the Programme's implementation.

3.2 Evaluation methodology

The evaluation will be a transparent and participatory process involving relevant stakeholders and partners in the countries. The evaluation will be based on gender and human rights principles and adhere to the United Nations Evaluation Group (UNEG) Norms and Standards and Ethical Code of Conduct and UN Women Evaluation Policy and guidelines¹.

The evaluation is a final programme evaluation but since a second phase of the Programme is planned it will follow both a summative approach (backwards looking) to support enhanced accountability, assessing the achievement of the objectives and results, as well as a formative (forward-looking) approach, focusing on capturing the lessons learned during the

¹ Please see Annex 1 Evaluation References below

implementation of the first phase to foster strategic planning and decision-making for the next phase of the project, to be initiated in 2020.

The evaluation methodology will follow a Theory of Change approach and employ mixed methods including quantitative and qualitative data collection methods and analytical approaches to account for complexity of gender relations and to ensure participatory and inclusive processes that are culturally appropriate in the contexts where it will take place.

Methods may include but are not limited to:

- Desk review of relevant documents such as project and programme documents, progress reports, financial records, meeting minutes and monitoring reports, and secondary data or studies relating to the regional and country context;
- Semi-structured interviews focus group discussions, surveys with direct and indirect beneficiaries, implementing partners, donor and other key stakeholders;
- Field visits and observation at selected programme sites.
- Interviews with key stakeholders to ensure further triangulation.

Data from different research sources will be triangulated to increase its validity. The proposed approach and methodology must be considered as flexible guidelines rather than final requirements, and the evaluators will have to revise and make a refined methodological proposal at the inception phase of the evaluation. It is expected that the Evaluation Team, the service provider for this evaluation, will further refine the approach and methodology and submit a detailed description in the inception report. The methodology and approach must, however, incorporate human rights and gender equality perspectives.

3.3. Evaluation questions

Relevance

- To what extent was the design of the intervention and its results relevant to the needs and priorities of the beneficiaries?
- To what extent the Programme addresses the main needs of the project's target groups?
- To what extent is the intervention consistent with the national development strategies in the area of ending gender-based discrimination and ending violence against women, and reflect country and regional priorities and commitments on EVAW?
- To what extent has the Programme been aligned to country and regional level strategies and policies on EVAWG?
- To what extent key country and regional level partners were involved in the Programme's conceptualization and design process?

- To what extent have gender and human rights principles and strategies been integrated into the Programme design and implementation?
- To what extent UN Women possess a comparative advantage in the Programme's area of work in comparison with other UN entities and relevant stakeholders in the Western Balkans and Turkey, and regionally wise?

Effectiveness

- To what extent have the expected results of the Programme been achieved on both objectives and results levels?
- Has programme achieved any unforeseen results, either positive or negative? For whom? What are the good practices and the obstacles or shortcomings encountered? How were they overcome?
- How effective have the selected strategies and approaches been in achieving programme results?
- How well did the intervention succeed in involving and building the capacities of rights-holders, duty-bearers, as well as the Programme partners?
- To what extent are the Programme approaches and strategies innovative for implementation of EAW strategies? What -if any- types of innovative good practices have been introduced in the Programme for the achievement of the results?

Impact

- What evidence exist that the Programme has delivered longer term results?
- Is there a potential measurable impact of the Programme intervention on the target group across all dimensions of empowerment?
- To what extent is the Programme changing the dynamics of power in relationships between different groups?
- To what extent is the program making sure to reach the most vulnerable categories of population and addressing the needs of groups experiencing intersecting inequalities?
- To what extent is the Programme bringing about gender transformative changes that address the root causes of gender inequalities – including prevailing social norms, attitudes and behaviours, discrimination and social systems?

Efficiency

- Have resources (financial, human, technical support, etc.) been allocated strategically to achieve the Programme outcomes?
- Has there been effective leadership and management of the Programme including the structuring of management and administration roles to maximize results? Where does accountability lie?
- Have the Programme's results been delivered in a timely manner?
- To what extent has the Programme's management structure facilitated (or hindered) good results and efficient delivery?

Sustainability

- What is the likelihood that the benefits from the Programme will be maintained for a reasonably long period of time after the Programme phase out?
- How effectively has the Programme generated country and regional ownership of the results achieved, the establishment of partnerships with relevant stakeholders and the development of in-country and regional capacities to ensure sustainability of efforts and benefits?
- To what extent the Programme fostered the participation of relevant CSOs and women's organizations in the different countries and at regional level?
- To what extent has the Programme been able to promote replication and/or up-scaling of successful practices?
- To what extent have different strategies fostered been successful in establishing the mechanisms that would ensure the continuation of work on EAW after programme's implementation? What factors are/will be critical to maintain programmes' results in the long term?

4. Evaluation governance structure and process

4.1 Evaluation governance structure

The evaluation will be a consultative, inclusive and participatory process and will include a threefold management structure to ensure and effective evaluation process and maximize evaluation use.

An Evaluation Steering Committee (ESC) will be the key accountable body that will ultimately endorse the evaluation report and will be responsible for the development of an evaluation Management Response (MR) to address the recommendations included in the report. The ESC will be chaired by the UN Women ECA Regional Director and integrated by the Regional Programme Manager and the UN Women Heads of Offices in the countries where the Programme is implemented.

An External Evaluation Reference Group (EERG) that will include key regional and country level stakeholders including regional institutions, national governments and civil society organizations participating in the Programme as well as donor partners and relevant programme partners will be an integral part of the evaluation management structure. The purpose of the ERG will be to facilitate the participation of relevant stakeholders in the design and scope of the evaluation, raising awareness of the different information needs and supporting quality assurance throughout the process. The reference group will provide input and relevant information at key stages of the evaluation: inception report, draft and final reports and will support UN Women with the dissemination of the results.

An Internal Evaluation Reference Group (IERG) that will be chaired by the Regional Programme Manager and integrated by the Programme coordinators in the different countries where the Programme is implemented and a designated UN Women EAW Policy Advisor will provide additional quality assurance to the process.

To ensure the greatest degree of independency of the evaluation process the Task Manager (TM) for the evaluation will be the UN Women Regional Evaluation Specialist who is a member of the UN Women Independent Evaluation Office, will oversee the evaluation process and will be responsible to quality assure the different deliverables and for the day-to-day management of the evaluation (in close coordination with regional programme manager and national programme coordinators) and for ensuring that the evaluation is conducted in accordance with the UN Women Evaluation Policy, and UNEG Norms and Standards for evaluation in the UN System.

4.2 Phases of the evaluation process

The evaluation process has five phases:

1) Preparation: gathering and analysing programme data, conceptualizing the evaluation approach, internal consultations on the approach, preparing the TOR, establishment of the evaluation management's structure, stakeholders mapping and selection of evaluation team.

2) Inception: consultations between the evaluation team and the Steering Committee, programme portfolio review, finalization of stakeholder mapping, inception meetings with the ERG, review of the result logics, analysis of information relevant to the initiative, finalization of evaluation methodology and preparation and validation of inception report.

3) Data collection and analysis: in-depth desk research, in-depth review of the Programme documents and monitoring frameworks, in-depth online interviews as necessary, staff and partner survey/s, and field visits².

4) Analysis, validation and synthesis stage: analysis of data and interpretation of findings and drafting and validation of an evaluation report and other communication products.

5) Dissemination and follow-up: once the evaluation is completed UN Women is responsible for the development of a Management Response to evaluation recommendations within 6 weeks after the final approval of the evaluation report, publishing the evaluation report, uploading the

² Field visits to all the seven countries where the intervention is implemented are foreseen.

final evaluation report on the UN Women GATE website and the dissemination of evaluation findings amongst key stakeholders.

The evaluation team will be responsible for phases 2, 3 and 4 with the support of UN Women while UN Women is entirely responsible for phases 1 and 5.

5. Expected deliverables

5.1 Evaluation deliverables

The evaluation team is responsible for the following deliverables:

- **An inception report:** The evaluation team will present a refined scope, a detailed outline of the evaluation design and methodology, evaluation questions, and criteria for the approach for in-depth desk review and field work to be conducted in the data collection phase. The report will include an evaluation matrix and detailed work plan.
- **Presentation of preliminary findings:** A PowerPoint presentation detailing the emerging findings of the evaluation will be shared with the evaluation task manager for feedback. The revised presentation will be delivered to the reference groups for comment and validation. The evaluation team will incorporate the feedback received into the draft report.
- **A draft evaluation report:** the first draft report which structure will be defined in the inception phase of the evaluation and will include a background, methodology, limitations, findings, conclusions, lessons learned and recommendations sections.
- **The final evaluation report:** The final report will include a concise Executive Summary and annexes detailing the methodological approach and any analytical products developed during the course of the evaluation.
- **Evaluation communication products:** A PowerPoint/Prezi presentation of the final key evaluation findings and recommendations, and a 2-pager/infographics on the final key findings, lessons learned and recommendations.

Regarding the validation process of all products, those will be shared with the evaluation reference groups for feedback and validation. The evaluation team will maintain an audit trail of the comments received and provide a response on how the comments were addressed in the final inception report. Final evaluation report will be approved by the ESC.

Annex 2: Evaluation Matrix

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
	Relevance			
1	To what extent was the design of the intervention, including the formulation of its planned results, relevant to the needs and priorities of the intended beneficiaries and key stakeholders?	<p>A. Were the needs and priorities of beneficiaries (women’s organizations, service providers, minority and disadvantaged women, ministries/public institutions from national governments and gender mechanisms), identified prior to the design? If yes, how?</p> <p>B. Were beneficiaries and stakeholders consulted regarding the intervention’s design and intended results?</p> <p>C. How and to what extent were the findings of the identification of needs and priorities, and of the consultation with beneficiaries, incorporated into the intervention’s design and intended results?</p> <p><i>D. How and to what extent were the findings of the identification of needs and priorities, and of the consultation with beneficiaries, taken into consideration for the selection of the Programme’s implementation strategies? (for case studies)</i></p>	<ul style="list-style-type: none"> •Type and extent of mechanisms used for the identification of needs and priorities of beneficiaries and key stakeholders •Type and extent of consultation of beneficiaries and key stakeholders on programme design •Comparison between the needs and priorities identified and the components of the Programme •<i>Comparison between the needs and priorities identified and the selection of implementation strategies</i> 	<ul style="list-style-type: none"> •Documents containing analysis and rationale that informed design •UN Women (UNDP Montenegro)
2	To what extent is the intervention consistent with the national and regional priorities and strategies in the area of ending gender-based discrimination and EVAWG?	<p>A. Is the intervention consistent with national priorities and strategies on EVAWG?</p> <p>B. Is the intervention consistent with regional priorities on EVAWG? (specifically, ECA priorities)</p> <p>C. Is the intervention consistent with, and contributing to the Sustainable Development Goals, particularly # 5 and #16? (SDG 5.2 SDG 5.3, SDG 11.7, SDG 16.1 and SDG 16.2.)</p>	<ul style="list-style-type: none"> •# and type of similarities and of differences between the Programme and the national policy priorities and development strategies related to gender-based discrimination and EVAWG •# and type of similarities and differences between the Programme and the regional policy priorities and development 	<ul style="list-style-type: none"> •National policy documents •National development strategies •Regional strategies •SDGs 5, 11 and 16

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
			strategies on gender-based discrimination and EVAWG •# and type of similarities and differences between the Programme and the SDGs and their targets.	
3	To what extent is the Programme consistent with national, regional and international legal normative standards on EVAWG?	A. Is the Programme consistent with national, regional (ECA) and international (CEDAW etc.) equality rights and EVAWG normative (legislative) standards?	•Degree to which EVAWG human rights standards are incorporated in the Programme design and implementation	•EC Acquis monitoring reports •GREVIO monitoring reports •CEDAW and other UN norms •National policy documents •National development strategies •Regional strategies (UN Women, UNDP and EU) •Programme documents
4	To what extent have gender and human rights principles and strategies been integrated into the Programme design and implementation?	A. To what extent is the Programme design based on gender-based, human rights, and systemic analyses including socio-cultural and political analyses? B. <i>Are implementation strategies gender responsive?</i> C. <i>Does the Programme apply HRBA in its implementation strategies?</i>	•Degree to which gender and human rights standards and principles related to non-discrimination and EVAWG are contained in the design •Degree to which gender responsive principles are integrated in implementation strategies (consideration of power and gender relations, empowerment of women, especially disadvantaged women, among other principles). •Degree to which HRBA principles of equality, participation and capacity building of rights holders and duty bearers, inclusion, and transparency are integrated in implementation strategies	•Programme design documents •CEDAW •Istanbul Convention •Programme materials

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
5	To what extent does UN Women possess a comparative advantage in the Programme's area of work in comparison to other UN entities and relevant stakeholders in the Western Balkans and Turkey, and in the regions?	<p>A. What other entities (UN and others) are working on EVAWG in the 7 countries and in the broader region?</p> <p>B. Do partners and beneficiaries perceive UN Women as best placed to support EVAWG?</p> <p>C. What capacities in EVAWG are unique to UN Women?</p> <p>D. Was it an appropriate strategy to engage CSOs to implement programme activities?</p>	<ul style="list-style-type: none"> •# and type of entities engaged in EVAWG work in the countries and region •% of beneficiaries and % of partners who perceive UN Women as best placed •Type of capacities or advantages are unique to UN Women 	<ul style="list-style-type: none"> •Desk research •Implementing agencies (UN Women and UNDP Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EU commission and EU delegates) •Beneficiaries (CSOs, Women's organizations)
Effectiveness				
6	To what extent have the expected results of the Programme been achieved with regard to both objectives and results?	<p>A. What programme objectives, among the three specific objectives, were achieved to a greater degree? (most significant changes)?</p> <p>B. In which programme objective/area was progress toward results delayed or slower? Why?</p> <p>C. To what extent are beneficiaries (primarily women's organisations, service providers and service recipients, including women from disadvantaged and minority groups) satisfied with the level and quality of results achieved by the program?</p>	<ul style="list-style-type: none"> •Most significant changes •Variation between programme targets and programme achieved results •# of stakeholders that have a positive perception of the results achieved by the Programme 	<ul style="list-style-type: none"> •Programme reports •Programme agencies (UN Women and UNDP-Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EU commission and EU delegates) •Beneficiaries (CSOs and women's organizations, service providers, service providers and women from disadvantaged or minority groups) •EC Acquis monitoring reports •GREVIO monitoring reports

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
7	Has the Programme achieved any unforeseen results, either positive or negative? For whom?	<p>A. What are the most significant unexpected changes, both positive and negative, that beneficiaries and other key stakeholders perceive as a result of the program's activities?</p> <p>B. Which if any of the beneficiaries and key stakeholders perceive positive changes?</p> <p>C. Which if any of the beneficiaries and stakeholders perceive negative changes?</p>	<ul style="list-style-type: none"> •# and type of unexpected positive changes related to EVAWG identified in the change pathway/theory of change and/or reported by stakeholders •Type of rights holders or duty bearers reporting unexpected positive changes •# and type of unexpected negative changes identified in the change pathway/theory of change and/or reported by stakeholders •Type of rights holders or duty bearers reporting unexpected negative changes 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP-Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EU commission and EU delegates) •Beneficiaries (CSOs, women's organizations, service providers and women from disadvantaged or minority groups)
8	<p><i>How effective have the selected strategies and approaches been in achieving programme results?</i></p> <p><i>(Note that analysis of good practices below will inherently address the effectiveness of strategies)</i></p>	<p><i>A How do the implementation strategies interact to achieve programme results?</i></p>	<ul style="list-style-type: none"> •<i>Degree to which programme strategies are complementary and mutually reinforcing</i> •<i>Degree to which programme strategies contradict one another</i> •<i>Level of satisfaction among beneficiary women's organizations of programme strategies</i> 	<ul style="list-style-type: none"> •<i>Programme design documents</i> •<i>Implementing agencies (UN Women and UNDP-Montenegro)</i> •<i>Beneficiaries (Women's CSOs)</i>
9	What factors, positive and/or negative, affected the achievement of program results and objectives?	<p>A. What factors, if any, facilitated the implementation of the Programme and the achievement of results? How?</p> <p>B. Can any of these facilitating factors be considered to be innovative good practices?</p> <p>C. What factors, if any, negatively affected the achievement of results? How?</p> <p><i>D. To what extent have each of the Programme's implementation strategies facilitated or</i></p>	<ul style="list-style-type: none"> •# and type of factors perceived to have facilitated programme implementation and achievement of results •# and type of positive factors that are perceived to be innovative good practices •# and type of factors perceived to have negatively affected programme implementation and the achievement of results 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EU commission and EU delegates) •Independent experts and activist from women's and

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
		<i>impeded the achievement of results?</i>	<ul style="list-style-type: none"> •Degree to which stakeholders assess the implementation strategies positively or negatively 	feminist civil society organizations <ul style="list-style-type: none"> •Beneficiaries (CSOs, women's organizations) •Programme monitoring reports/data •Desk review of international good practices
Impact				
10	Is there evidence of progress towards potential impact of the Programme intervention on the target group across all dimensions of empowerment?	A. Has the Programme contributed to enhancing the empowerment of women to access survivor-focused and human rights-based protection services? B. Has the Programme contributed to enhancing the broader political empowerment of women?	<ul style="list-style-type: none"> •Degree to which women feel more empowered to access survivor focused and human rights-based protection services •Degree to which women feel more empowered in political and economic terms 	<ul style="list-style-type: none"> •Service providers and CSOs working with survivors of violence
11	To what extent is the Programme changing the dynamics of power in relationships between different groups?	A. How has the programme contributed to changing power dynamics in the relationships among civil society organizations, particularly disadvantaged and minority women's groups? B. How has the programme contributed to engagement between women's organizations and government (and inter-governmental) authorities at national and regional levels?	<ul style="list-style-type: none"> •Extent to which and how power dynamics have shifted among stakeholder groups, especially for disadvantaged and minority women •Extent to which there is more engagement between women's organizations and government authorities since the beginning of the Programme 	<ul style="list-style-type: none"> •Beneficiaries (CSOs, women's organizations and women from disadvantaged or minority groups) •Ministries/public institutions from national governments and gender mechanisms •Pre-design system analysis
12	Is there evidence of progress towards potential impact of the Programme intervention on the root causes of gender inequalities?	A. What if any evidence is there of progress towards transformative changes on gender equality with regards to prevailing social norms, attitudes and behaviours, and discriminatory practices? B. If yes, to what extent can this progress be attributed to the Programme?	<ul style="list-style-type: none"> •# and type of changes related to social norms, attitudes and behaviours, and discriminatory practices compared to baseline •Type of contributions to the identified changes by the Programme •Type of contributions to the identified changes by other factors 	<ul style="list-style-type: none"> •Beneficiaries (CSOs, Women's organizations and women from disadvantaged or minority groups) •Public surveys or studies (national or regional)

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
				<ul style="list-style-type: none"> •Administrative data from governmental institutions (reports) •Ministries/public institutions from national governments and gender mechanisms •Beneficiaries (service providers) •EU representatives •UN Women programme staff (UNDP Montenegro)
Efficiency				
13	Have resources (financial, human, technical support, etc.) been allocated strategically to achieve the Programme outcomes?	<p>A. To what extent are the costs of the intervention aligned with the results?</p> <p>B. How are financial and human resources distributed among programme objectives?</p> <p>C. How are financial and human resources distributed among countries and for regional activities?</p> <p>D. How are resources allocated among UN Women (and UNDP) offices?</p> <p>E. Are certain types of resources linked to stronger results?</p>	<ul style="list-style-type: none"> •Comparison between results verified and costs (by objective) •% of financial and human resources by programme objectives •% of financial and human resources by country •% of financial and human resources distributed by UN offices (UN Women and UNDP) 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP-Montenegro) •Summary of results achieved by component by evaluation team •Budget and financial reports •Narrative reports
14	Has there been effective leadership and management of the Programme including the structuring of management and administration roles to maximize results?	<p>A. Are inputs monitored regularly to encourage cost-effective implementation of activities?</p> <p>B. How well were activities monitored by the management structures and were corrective measures taken if required?</p>	<ul style="list-style-type: none"> •Frequency of monitoring reports •Degree of relevance of programme indicators •Type of programme indicators (qualitative/quantitative) •# and type of challenges identified for the delivery of results 	<ul style="list-style-type: none"> •Programme design documents (theory of change, logic model, performance measurement plan) •Monitoring reports protocols

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
		<p>C. Which, if any, elements of the management structure facilitate or impede the achievement of results?</p> <p>D. What are the lines of accountability within the Programme, including within UN Women/UNDP offices, and between UN Women/UNDP offices and implementing partners?</p> <p>E. How do key stakeholders perceive the program's accountability mechanisms?</p>	<ul style="list-style-type: none"> •Timely decision-making resulting from use of management tools (monitoring data) •# and type of mechanisms for accountability •% of stakeholders with positive perception of current mechanisms for accountability 	<ul style="list-style-type: none"> •Programme management tools •Implementing agencies (UN Women and UNDP-Montenegro) •Beneficiaries (CSOs, Women's organizations and women from disadvantaged or minority groups) •Members of Project Steering Committee •Members of Technical Working Groups
15	Have the Programme's results been delivered in a timely manner?	<p>A. Were the activities of the Programme implemented as envisioned in the work plan? If not, why?</p> <p>B. How were any challenges to timely delivery addressed?</p>	<ul style="list-style-type: none"> •# of activities with delays in implementation •# and type of implementation challenges encountered and solved 	<ul style="list-style-type: none"> •Programme work plan •Programme design documents (performance measurement plan) •Monitoring reports •Implementing agencies (UN Women and UNDP-Montenegro)
Sustainability				
16	What is the likelihood that the benefits from the Programme will be maintained for a reasonably long period of time after the Programme phase out?	<p>A. How has the Programme contributed to the EU accession process, particularly the Acquis Communautaire?</p> <p>B.1 To your knowledge, are there national mechanisms or structures in this country to maintain the results achieved? Which ones?</p> <p>B.2 If yes, do they have the financial and human resource capacities to do so?</p> <p>C.1 Are there regional (Western Balkans & Turkey; or European) mechanisms or structures in this</p>	<ul style="list-style-type: none"> •Type of comments by the European Commission in progress reports •# and type of national/regional mechanisms/structures to maintain the results achieved •Total budget assigned to national/regional mechanisms/structures • And type of personnel assigned to national/regional mechanisms/structures 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP-Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EC reports and EU delegates) •Other members of PSC and TWGs

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
		country to maintain the results achieved? Which ones? C.2. If yes, do they have the financial and human resource capacities to do so?		
17	To what extent have programme activities fostered regional ownership of the results achieved, and to what extent do the partnerships established and the capacities developed provide a solid basis for sustainability of efforts and benefits?	A. How well-rooted are the partnerships created under the Programme? B. How institutionalized are the capacities developed under the Programme? C. To what extent are key stakeholders committed to the sustainability of program efforts and benefits	<ul style="list-style-type: none"> •# and type of partnerships created by the Programme •Extent to which the capacities developed under the Programme are institutional rather than individual (changes in work processes and organizational practices) •# of stakeholders that consider that partnerships created by the Programme have enhanced effectiveness to work with gender-based discrimination and EVAW •Type of commitment from key stakeholders 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP-Montenegro) •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (EU commission and EU delegates) •Beneficiaries (CSOs, women's organizations) •Other members of Project Steering Committee •GREVIO experts
18	To what extent has the participation of CSOs and women's organizations been institutionalised in national and regional dialogue and decision-making spaces as a result of the Programme interventions?	A.Has the participation of CSOs and women's organizations in national and regional dialogue and decision-making spaces become institutionalized? Can you provide concrete examples? B. Have public-private partnerships been mobilized to address VAWG?	<ul style="list-style-type: none"> •Conditions/criteria for the participation of CSOs and women's organizations in national and regional dialogue and decision-making spaces •# and type of CSOs and women's organizations that continue working in the initiatives of the Programme 	<ul style="list-style-type: none"> •Implementing agencies (UN Women and UNDP-Montenegro) •Beneficiaries (CSOs, women's organizations) •By-laws, regulations of dialogue and decision-making spaces •Ministries/public institutions from national governments and gender mechanisms •Partner agencies (European Commission and EU delegates)

Q#	Questions	Sub questions	Key indicator/Analytical Factor	Means of verification
				<ul style="list-style-type: none"> •GREVIO, Imkaan, Bibija Women’s Center (and partners), Centre of Women’s rights (CWR), European Women’s Lobby, Women against Violence in Europe (WAVE) Network, Yada Foundation
19	To what extent has the Programme been able to promote replication and/or up-scaling of successful practices?	<p>A. Have successful practices been documented during the implementation of the Programme? How?</p> <p>B. Have they been disseminated? How?</p> <p>C. Are there any examples of replication or scaling up of successful practices across different countries? To what extent were they successful?</p>	<ul style="list-style-type: none"> •# of successful practices that were documented •# of successful practices that were disseminated •Types of dissemination processes •# of successful practices replicated •# of replicated practices that have been successful 	<ul style="list-style-type: none"> •Documents with the systematization of practices •Communication material •Documents supporting replication of practices (MOUs, etc.) •Documents supporting success of replicated practices (narrative reports)

Annex 3: Application of Conceptual Approaches in the Evaluation

Conceptual principles	Application in the evaluation methodology
Gender-responsive evaluation.³	
<ul style="list-style-type: none"> • “assesses the degree to which gender and power relationships—including structural and other causes that give rise to inequities, discrimination and unfair power relations— change as a result of an intervention using a process that is inclusive, participatory and respectful of all stakeholders (rights holders and duty bearers)” • Accountability to international commitments: gender equality, human rights, women’s empowerment • Gender-based analysis (differential effect of intervention on women and men) • Knowledge-based evaluation to support learning and social change to further promote gender equality, human rights, and women’s empowerment 	<ul style="list-style-type: none"> • The relevance evaluation criterion assessed the Programme’s alignment with international norms, in particular CEDAW and the Istanbul Convention. • Data collection instruments included questions on the empowerment of women and changes in the relative power between women and men. • Evaluation questions specifically seek to identify innovative (new) approaches to address VAW and gender inequality. • The evaluation team is independent and impartial, and the evaluation process was transparent, with important inputs from the evaluation reference groups. • Ethical considerations included the anonymization of data. • Data was triangulated among different data sources to ensure validity. • Evaluation report will be utilization focused, seeking to enhance learning among all stakeholders
Human rights-based approach⁴	

³ How to Manage Gender Responsive Evaluation. Evaluation Handbook: www.unwomen.org/en/digital-library/publications/2015/4/un-women-evaluation-handbook-how-to-manage-gender-responsive-evaluation (p. 2-4)

⁴ United Nations Evaluation Group (2014). [Integrating Human Rights-Based and Gender Equality in Evaluation](#). New York: UNEG.

Conceptual principles	Application in the evaluation methodology
<ul style="list-style-type: none"> • Human rights guaranteed by normative frameworks are critical to the rule of law and set out obligations of State duty bearers to respect, protect and fulfill the human rights and fundamental freedoms of individual and group rights holders • An HRBA intervention seeks to build capacities of rights holders to claim their rights, and duty bearers to fulfil their obligations • The approach promotes equality and non-discrimination. 	<ul style="list-style-type: none"> • Data collection and analysis considered the inputs of both rights holders (women and their organizations) as well as of duty bearers (national governments and regional policy-making institutions) • Data collection sought inputs of disadvantaged and minority women (including representative rights-based organizations) • The evaluation questions and analysis are based, in part, on assessing the effects of the Programme on the root causes of gender inequality. • The evaluation is transparent. All products of the evaluation will be shared with the evaluation reference groups.
System thinking⁵	
<ul style="list-style-type: none"> • A system is composed of many inter-linked actors and parts that influence each other. • To understand how the components of the system affect each other, individual actors and parts of the system need to be analyzed. • The context within which the system functions also needs to be assessed to understand the effects on the system. 	<ul style="list-style-type: none"> • The national and regional consultants with strong knowledge of the countries' and the region's social, economic and political contexts, provided insights on the context, relationships between actors, and system dynamics. • Data collection and analysis included the perspectives of diverse actors, including rights holders, duty bearers, regional bodies and experts.
Feminist evaluation⁶	
<ul style="list-style-type: none"> • Feminist evaluation has as a central focus the gender inequities that lead to social injustice • Gender-based discrimination or inequality is systemic and structural • Evaluation is a political activity given that 	<ul style="list-style-type: none"> • The evaluation was informed by the analysis of the deep-rooted inequalities related to gender in the countries and region of implementation of the Programme. • The evaluation collected the perceptions and reflections of stakeholders through a mix of individual interviews and group discussions where the evaluation

⁵ Richard Hummelbrunner (2011). Key Note Address “Systems Thinking and Evaluation”. Conference “Systemic Approaches in Evaluation; and Bowman K. et al. (2015). Systems Thinking: An introduction for Oxfam Programme Staff

⁶ Better Evaluation (2019): Feminist Evaluation: https://www.betterevaluation.org/en/themes/feminist_evaluation

Conceptual principles	Application in the evaluation methodology
<p>the environments in which programme interventions and evaluation operate are politicized;</p> <ul style="list-style-type: none"> • Personal experiences, perspectives, and characteristics of evaluators bring political assumptions to an evaluation. • A feminist evaluation encourages an evaluator to view her- or himself - as an activist. • Knowledge is subjective and powerful. It is contingent on cultural, social and political values. Multiple ways of knowing exist. • Knowledge sharing among people who create, hold, and share it to create positive learning in programme beneficiaries and evaluation users. 	<p>team acted as facilitators for collective reflection.</p> <ul style="list-style-type: none"> • The evaluation will seek out in particular inputs from disadvantaged and minority women (including through representative rights-based organizations) • The evaluation process and deliverables I aim to provide recommendations to strengthen the Programme and its gender equality aim and EVAWG objectives.

Annex 4: UN Women Flagship Initiative TOC for EAVW

Goal	Women and girls living free from violence Key indicators: Proportion of ever-partnered women and girls aged 15+ subjected to physical and/or sexual violence by a current or former intimate partner, in the last 12 months; Proportion of women and girls aged 15+ subjected to sexual violence by persons other than an intimate partner, since age 15 (See Flagship Program Gender statistics for UN Women's work on capacity building of NSOs to collect data on VAW)		
Goal TOC Statement	If (1) an enabling legislative and policy environment in line with international standards on EAVW, including for ending impunity and other forms of discrimination is in place and translated into action; (2) if favourable social norms, attitudes and behaviors are promoted at community and individual levels to prevent VAW; and (3) if women who experience violence are empowered to use available, accessible & quality essential services & recover from violence; then (4) there will be a substantial reduction in violence against women; because (5) violence is being prevented before it happens or before it re-occurs, and those experiencing violence will be empowered to recover and rebuild their lives with appropriate assistance and support.		
Outcomes	1. An enabling legislative and policy environment in line with international standards on EAVW and other forms of discrimination is in place and translated into action Number (%) of countries with VAW laws and policies in place that are in line with international standards on VAW; Number (%) of countries with legal frameworks that promote gender equality and non-discrimination against all women and girls	2. Favourable social norms, attitudes and behaviors are promoted at community and individual levels to prevent VAW Percentage of people who think it is never justifiable for a man to beat his wife, by sex	3. Women and girls who experience violence are empowered to use available, accessible and quality essential services and recover from violence Percentage of women and girls who experience violence in the last 12 months who seek help from formal institutions; Percentage of victims of violence in the previous 12 months who reported their victimization to competent authorities or other officially recognized conflict resolution mechanisms
Outcome TOC	If (1) women are engaged in developing and implementing legislation to EAVW, if reformed legislation is adequately resourced and monitored, and if institutions have the capacity to implement legislative and policy frameworks; then (2) an enabling legislative and policy environment on EAVW and other forms of discrimination is in place and translated into action; because (3) evidence shows that legislation must be backed up by resources, capacity & oversight in order for it to translate into practice	If (1) community mobilization and education strategies are carried out in an integrated manner based on a shared understanding and approach in line with international standards and evidence on preventing VAW; then (2) favourable social norms, attitudes and behaviours are promoted at community and individual level that prevent VAW; because (3) evidence shows that multi-pronged prevention initiatives reinforce each other	If (1) service providers have the capacity to deliver essential services in line with global standards and guidelines, if these services are made available and accessible to women, and if women understand and can exercise their rights to services; then (2); women who experience violence are empowered to use services to recover from violence; because (3) underlying barriers to women's access to services have been addressed.
Outputs	1.1. Women's voice and agency strengthened to advocate for the development and implementation of laws and policies on EAVW (capacity development, awareness raising and mobilization of women's organizations, parliamentarians, women's, health, education and justice ministries) context) 1.2. Laws and policies are regularly reviewed, reformed and resourced to conform with international human rights standards and evidence (technical assistance to review/reform laws, adequate budget allocations, oversight mechanisms to monitor implementation) who face multiple forms of discrimination, use of the media, theater, and other 1.3. Capacity of institutions to implement legislation on EAVW and other forms of discrimination strengthened (support to institutions, notably in the police, justice, health and education sectors to translate laws and policies into practice through codes of conduct, risk assessment processes and other tools, reporting mechanisms, awareness-raising programmes, etc.). ment of educational curricula and programmes that promote gender equality and human rights, respectful relationships and non-violent communication skills, technical assistance to ministries of education) anisms through women's organizations, media campaigns, public information at police, justice, health and education facilities)	2.1. Prevention strategies and action plans in line with international human rights standards developed and implemented by UN and national actors in a coordinated manner (Global framework on the prevention of VAW is developed, publicized and adapted for implementation at country level based on national 2.2. Women, girls, men and boys at community and individual level are mobilized in favour of respectful relationships and gender equality (community mobilization targeting both men and women, boys and girls, and other stakeholders, including traditional and faith leaders; specific focus on groups of women and girls forms of entertainment, outreach by civil society, set up of peer-to-peer groups, finding influential 'champions'). 2.3. Educational curricula and programmes addressing gender equality and VAW are developed and integrated into formal and non-formal education (develop-	3.1 Global standards and guidelines for essential services are developed and integrated in service delivery (standards and guidelines service provision acrosssectors developed and made available including for ensuring women to have access to the range of health services that address physical, mental and sexual and reproductive health). 3.2. Capacity of service providers (health, police and justice, social services) to provide quality, coordinated services, to hold perpetrators to account in line with due diligence standards and collect and use data in an ethical manner is strengthened (training to meet level of quality service, and technical areas area (including gender equality and data collection and analysis), peer-to-peer learning, peer-to-peer learning) 3.3. Availability and accessibility of services to women and girls who were subject to violence improved, in the case of gender-related killings support to victims' families strengthened (geographic, including in urban and remote areas, linguistic and financial accessibility of services, particularly for vulnerable/marginalized women, including indigenous, women living with HIV/AIDS etc. See Access to Justice TOC) 3.4. Women understand and can exercise their rights to quality services (awareness raising and outreach efforts on laws, access to services, and recourse mech-
Key Assumptions	- Political will and commitment to EAVW as a national priority norms and attitudes; - Changes in attitudes and beliefs will result in changes in behaviors.	- An integrated/multi-pronged approach to prevention is effective to change social	- Quality services will increase women's confidence in seeking support and increasing their access to such services; - Commitment and resources to collect data and coordinate services.
Risks & Barriers	- Political statements are not translated into action; - Legislation not implemented due to lack of capacity and budget allocations; - Harmful social norms and attitudes limit women from advocating for laws on EAVW	- Lack of political will; -Lack of technical and financial resources; - Limited evidence on what works for preventing VAW; - Deeply entrenched harmful social norms resistant to change.	- Limited gov. and non gov. services available in countries (health / police / justice and social services); -Lack of technical and financial resources to improve service delivery; - Harmful social norms / fear prevent women from seeking services

Annex 5: Description of Programme ToC

The evaluation referred to the Programme Document (Prodoc) description of the ToC and the Flagship Programme's ToC to understand the programme's logic and results framework.

The regional Programme's Prodoc has the following description of its ToC:

The Programme is guided by lessons learned from UN Women and UNDP past and ongoing strategies and methodologies tested and implemented in the field of addressing discrimination and ending VAW. It is grounded in UN Women's "theory of change" that defines the building blocks required to fulfil women's and girls' human rights through the reduction of violence against women and girls.

The Programme is based on a set of assumptions and preconditions for a pathway of change: **if** (1) an enabling legislative and policy environment in line with international and regional standards on eliminating discrimination and violence against women and girls is in place and translated into action; (2) favourable social norms, attitudes and behaviors are promoted at community and individual levels to prevent violence and discrimination against women and girls; and (3) women and girls who experience violence are empowered to use available, accessible and quality essential services to recover from violence; **then** (4) there will be a substantial reduction in violence against women and girls, because (5) violence is being prevented before it happens or before it re-occurs, and those experiencing violence will be empowered to recover and rebuild their lives with appropriate assistance and support.

This Theory of Change conforms to the global Flagship Programme Initiative that UN Women has launched and accordingly, aligns the Programme with the Sustainable Development Goals (SDG), particularly SDG Goal 5 Achieve gender equality and empower all women and girls.

The Programme adopted the wording for its three specific objectives and long-term goal from the Flagship Programme but did not explicitly address the assumptions explained in the flagship initiative. The evaluators noted implicit assumptions in the Inception Report and these, explained below, guided aspects of the evaluation, especially in relation to Effectiveness.

Programme - Specific Objective 1: To create an enabling legislative and policy environment in line with international standards on eliminating violence against women and all forms of discrimination.

This Programme objective is adopted from the Flagship ToC. JGG perceived assumptions related to this objective; i) that government duty bearers have the capacity to develop and implement legislation aligned with international standards; ii) they have the motivation to engage in the Programme although they are not direct beneficiaries; and, or iii) government agencies are

sufficiently supported by other programmes at the national level. The Programme seeks to strengthen civil society influence in national legislation and policy; however, the achievement of the objective does require government engagement with CSOs. The degree of government engagement and CSO influence in creating an enabling environment was assessed by the evaluation and is analyzed in a number of evaluation questions related to Effectiveness, Impact and Sustainability.

Specific Objective 2: To promote favorable social norms and attitudes and prevent discrimination and violence against women.

The Prodoc speculates that the achievement of the objective (*favourable social norms, attitudes and behaviors are promoted at community and individual levels to prevent violence and discrimination against women and girls*), along with the other two objectives will decrease violence against women and girls.

This objective is very ambitious for a three-year programme. To promote a behavioural impact methodology the Programme conducted training in year 2 and undertook experimental initiatives as part of its “Gender Lab.” During the evaluation the Gender Lab and related activities were reviewed to better understand the extent to which the communication and advocacy practices have contributed to attitudinal and behavioural change or those initiatives that may contribute to behavioural change after extended implementation. In summary, the feasibility of influencing behaviours was examined as part of the evaluation.

Specific Objective 3: To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.

The Prodoc does not explain the change pathway in relation to women’s empowerment to advocate for improved services. The implicit assumptions in this objective are that: i) women will be empowered to advocate for services (self-advocacy) and ii) services for women who have experienced discrimination, including violence, are widely available and the services are delivered by trained personnel who adhere to national and regional (Istanbul Convention) standards.

Annex 6: List of documents reviewed

Regional EAW Programme Documents

European Commission
Communication and Visibility in EU-Financed external actions. Requirements for implementing partners (projects). 1 January 2018.
European Union Grant Agreement for Pillar Assessed Organisations. IPA 2016/380-469. March 2017
IPA Multi-Country Programmes Activity Report. D.5 Western Balkans Regional Cooperation and Programmes. July – December 2018.
ROM Handbook, Results Oriented Monitoring: Instructions and guidance for ROM reviews and support to end-of-project results reporting for projects and programmes financed by the European Union within the framework of its external assistance. March 2015, Version 2.0.
ROM Report on Ending violence against women in the Western Balkan Countries and Turkey Implementing Norms, Changing Minds. 2018.
UN Women
Theory of Change in support of the Development Results of UN-Women’s Strategic Plan, 2018-2021. 2017.
Theories of Change for UN Women’s Thematic Priorities: Achieving Transformative Results for Gender Equality and Women's Empowerment. 2017.
<p>Programme Documents (15 documents)</p> <ul style="list-style-type: none"> • Inception Phase Report and EC comments • Activity report UN Women July – December 2018 • Annex I & II - General Conditions for PA Grant or Delegation Agreements; 2016 • Annex III – Budget for the Action Part 1; 2016 • Annex IV – Financial Identification Form 1– UN Women; 2016 • Annex IV - Financial identification form 2 – UNDP; 2016 • Annex V - Request for payment PAGODA; 2016 • Annex VI – Communication and Visibility Plan • Budget Part 2 and Annexes IV, V and VI; 2016 • EAW Performance Monitoring Frameworks Consolidated • EAW Risk Assessment • Programme Governance – PowerPoint • Programme Management - PowerPoint • Theory of Change- PowerPoint
Annual Progress Report Year 1: February 2017 – January 2018

<ul style="list-style-type: none"> • Annex A: Workplans Year 2 • Annex B: Detailed List of Programme Beneficiaries • Annex C: Communications and Visibility Products • Interim Financial Donor Report as at 31 January 2018
<p>Annual Report Year 2: 1 February 2018 – 31 January 2019 (8 documents)</p> <ul style="list-style-type: none"> • Annex A: Detailed List of Programme Beneficiaries • Annex B: Detailed List of Publications • Annex C: Workplan Year 3 01 February 2019 – 31 January 2020 • Interim Financial Donor Report Year 2 1 February 2018 – 31 January 2019 • Clarification: Montenegro • Clarification: Financial Report • Narrative Report Answers
<p>Mid-year review report Year 2: 1 February 2018 – 31 July 2020 (2 documents)</p> <ul style="list-style-type: none"> • Annex A: Detailed List of Programme Beneficiaries
<p>Mid-year review report Year 3: 1 February 2019 – 31 July 2019</p>
<p>Contribution to Activity Reports (4 documents)</p> <ul style="list-style-type: none"> • Contribution to Activity Report UN Women January – June 2017 • Contribution to Activity Report UN Women July – December 2017 • Contribution to Activity Report UN Women January – June 2018 • Contribution to Activity Report UN Women July – December 2018
<p>GenderLab Workshop: Strategic Communication Planning: Applying the communication for behavioral-impact (COMBI) planning Methodology, with a Special Focus on Gender Equality and Ending Violence against Women. Istanbul, 9-11 May 2019.</p>
<p>Project Steering Committee and Technical Working Groups</p>
<p>Minutes of Meetings from PSC (3 documents).</p>
<p>Agendas and Minutes of Meetings from TWG in Albania (4 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in BiH (11 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in FYR Macedonia (4 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in Kosovo (3 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in Montenegro (3 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in Serbia (10 documents)</p>
<p>Agendas and Minutes of Meetings from TWG in Turkey (2 documents)</p>
<p>Regional Component Documents</p>
<p>Bibija Roma Women's Centre (BIBIJA) (54 documents including Project Cooperation Agreement, Progress Reports Deliverables and Pictures)</p>
<p>Centre of Women's Rights (CWR) (7 documents including Project Cooperation Agreement and Progress Reports).</p>

European Women’s Lobby (EWL) (10 documents including Project Cooperation Agreement, Progress Reports and Deliverables).
Imkaan (29 documents including Project Cooperation Agreement, Progress Reports and Deliverables).
Women Against Violence Europe Network (WAVE)- (44 documents including Project Cooperation Agreement, Progress Reports and Deliverables).
Yada Foundation (14 documents including Project Cooperation Agreement, Progress Reports and Deliverables).
First Regional Forum Report. Promoting the Implementation of the Istanbul Convention in the Western Balkans and Turkey “Integrated policies, inclusive partnerships” (27-28 November 2018, Skopje, North Macedonia).
Second Regional Forum Report. Promoting the Implementation of the Istanbul Convention in the Western Balkans and Turkey “Integrated policies, inclusive partnerships” (9-10 October 2019, Tirana, Albania). December 2019.
Country Component Documents
Albania Documents
Albania Disability Rights Foundation (ADRF) – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Centre for Legal Civic Initiatives (CLCI) – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Global Gender Alliance for Development Center (GADC) – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Human Rights in Democracy Center (HRDC) – 15 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Observatory for Children’s Rights (Observatory) – 9 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women’s Forum Elbasan (WFE) – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
BiH Documents
Association Vive zene Tuzla – 7 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Center for social research Analitika –7 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Foundation for Local Democracy – 10 documents including Project Cooperation Agreement, Progress Reports and Deliverables.

Foundation Lara Bijeljina – 9 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Roma Women's Association Bolja buducnost – 8 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
United Women Banja Luka – 8 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Kosovo Documents
Kosovo Gender Study Center (KGSC) – 14 total documents including Project Cooperation Agreement, Progress Reports and Deliverables.
KOSOVALIVE – 49 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Kosovo Women Network – 21 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
KRAEWON – 39 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
NGO AKTIV – 41 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Lawyers Association NORMA (NORMA) – 16 documents including Project Cooperation Agreement, Progress Reports, Images and Deliverables.
SAFE HOUSE – 15 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Montenegro Documents
CRINK – 13 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Montenegrin Women's Lobby – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
NGO IKRE – 12 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
NGO NOVA-Center for Feminist Culture – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
SOS Hotline for Women and Children Victims of Violence Niksic (SOS Niksic) – 14 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
SOS PG – 14 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women's Rights Center – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women's Safe House – 15 documents including Project Cooperation Agreement, Progress Reports and Deliverables.

Women's Rights Center – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
North Macedonia Documents
Coalition Margins – 11 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Center for research and policy making (CRPM) – 29 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Educational Humanitarian Organization (EHO) – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Helsinki committee for human rights – 23 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Health Education and Research Association (HERA) – 21 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Macedonian Women's Lobby – 7 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Macedonia Young Lawyers Association-Skopje – 3 documents including Project Proposal, Budget and Progress Report.
National Council for Gender Equality– 6 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
North Macedonia Call for Proposals (10 documents)
Serbia Documents
...iz kruga Vojvodina – 45 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Association Fenomena – 7 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Association of Women Sandglass – 8 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Center of Modern Skills – 5 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Gender Knowledge Hub – 18 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
SeConS Development Group Initiative – 14 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
SOS Vojvodina Network – 67 documents including Project Cooperation Agreement, Progress Reports and Deliverables.

Victimology Society of Serbia – 7 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women Space Work Plan and Budget – 14 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
National Roma Centrum – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Turkey Documents
National Roma Centrum – 16 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Capacity Development Association (KAGED) – 22 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Flying Broom – 35 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Foundation for Women's Solidarity (FWS) – 17 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
FWS2 – 2 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Mother and Child Foundation (ACEV) – 3 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Support to Life – 18 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Turkish Women's Union – 22 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women's Solidarity Foundation (KADAV) – 20 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
Women's Studies Association – 49 documents including Project Cooperation Agreement, Progress Reports and Deliverables.
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Law No. 10221, dated 04.02.2010, "On Protection from Discrimination"
Law "On Free Legal Aid provided by the State" 111/2017
National Strategy for Integration and Development2015-2020 (the so-called NSDI II)
National Strategy on Gender Equality, Reduction of Gender Violence and Violence in Family, 2011-2015
BiH
BiH Gender Action Plan (2018-2022)
BiH Framework Strategy for the Implementation of the Convention on Preventing and Combating Violence against Women and Domestic Violence (2015-2018)
Law on Protection against Domestic Violence in the Republika Srpska (2012); Protocol on Cooperation
Law on Protection from Domestic Violence in the FBiH; with 8 protocols
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Constitution of the Republic of Kosovo. Article 19(2) and Article 22. 15 June 2008.
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Law no.05/L-021 on the Protection from Discrimination (LPD), adopted in 2015

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National Strategy on Protection from Domestic Violence and its Action Plan 2016-2020
Republic of Kosovo. Kosovo Program for Gender Equality 2008-2013. Agency for Gender Equality.
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Montenegro
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Law on Protection against Domestic Violence (SLCG 46/10)
National Action Plan for Gender Equality (2017-2021)
Protocol on cooperation in the cases of domestic violence
Strategy on Protection from Domestic Violence 2016-2020
North Macedonia
North Macedonia Criminal Code (2006)
Gender Equality Strategy 2013-2020 and the subsequent National Action Plan for Gender Equality 2018–2020.
IPA II EU Country Strategy Paper for 2014-2020
Law on Prevention, Combating and Protection against Domestic Violence
National Action Plan for Implementation of the Istanbul Convention 2018-2023 and related Operation Plan 2018/19
Serbia
National Strategy for Gender Equality 2016-2020 with Action plan for period 2016-2018
New Action plan 2019-2020 (drafted but not yet adopted)
Turkey
National Action Plan on Combating Violence against Women (2016 – 2020)
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Annex 7: Organizations Interviewed

Geographic Component	Organization
Albania	
	UN Women
	EU Delegation, Tirana
	Ministry of Social Protection
	Woman Forum Elbasan
	Human Rights in Development Centre (HRDC)
	Gender Alliance (GADC)
	Albanian Disability Foundation (ADRF)
	Observatory for Children Rights
	Center for Legal Civic Initiatives
	Ombudsperson
	Medical Center Kamza
	CDC, Today for the future
	Kamza Municipality
	Elementary school “Dom Nikollë Kaçorri”
	Kamza Police Commissariat no.5
	Medical Centre, Village Zall Herr
	Municipality Elbasan
	Grassroot Organization “Ne dobi te komunitetit”
BiH	
	UN Women
	EU
	FBiH Gender Center
	United Women
	Foundation of Local Democracy
	Women of BiH
	Foundation Lara
	Bolja Buducnost
	Foundation of Local Democracy
	Vive Zene
	Former Employee of FLD
	Roma Girl
	Women's Association Suze
	Primary School Sjenjak
	NIKA
Kosovo	
	UNW
	UNDP
	UNICEF
	EU Office in Kosovo

Geographic Component	Organization
	Ministry of Justice
	NORMA
	KGCS
	NRAAWOK
	KWN
	KOSOVALIVE
	NGO AKTIV
	SafeHouse
	MedikaGjakova
	Dragash Municipality
	NRAEWOK
	CRM
	Shelter Gjilan
	Women assoc. Aureola
	Municipality of Gjakova
	Prosecutor, Gjakova
	OSCE
	Health care centre
	Center for Social Protection
	Court
	MedicaKosova
	Women's org
	HANDIKOS
	Gjakova Municipality
	Employment office
	Hospital
	Victim defender
	UNMIK
Macedonia	
	UNWOMEN
	EU delegation
	MLSP
	Ministry of Justice
	CRPM
	Association of Macedonian lawyers
	MWL
	Centre for knowledge management
	Helsinki
	HERA
	NCGE
	National network on VAW
	Macedonian Helsinki Committee for Human Rights
	HOPS
	NRC
	EHO
	Coalition Margins
	Centre for social affairs Kumanovo

Geographic Component	Organization
	Deputy Ombudsman
	Police
	Municipality of Shtip
	CSW
	Health Shtip
	Local enforcement and justice officials (judge and public prosecutors)
	UNDP
	UNICEF
Montenegro	
	UNDP
	Delegation of the European Union to Montenegro
	Ministry of Labor and Social Welfare
	Police administration
	Ministry for Human and Minority Rights
	NIPAC
	Institute for Social and Child Protection
	Women's Shelter
	MNE Women's Lobby
	SOS Podgorica
	Ikre Rozaje
	Women's Rights Center
	Ksena Herceg Novi
	NOVA
	SOS Niksic
	Centre for Roma Initiatives (CRINK)
	Elementary school "Mileva Lajovic Lalatovic"
	Center for social work Cetinje
	Misdemeanor Court in Podgorica
	Center for social work Podgorica
	Center for social work Bar
	Municipality of Niksic
	UNICEF
	UNDP
	UN Coordination Office
	SOS Niksic, WAVE member
Regional	
	UN Women
	UN Women Turkey Office
	European Commission Directorate-General for Neighbourhood and Enlargement Negotiations (EU DG NEAR)
	Center of Women Rights
	CoE
	OSCE
	EIGE
	Center of Thematic Expertise
	European Women's Lobby
	Imkaan
	CSO Bibija

Geographic Component	Organization
	CSO Women Space
	WAVE
Serbia	
	UN (UNW or UNDP) National Staff
	EU Delegation
	SOS Network Vojvodina
	CSO SandGlass
	CSO GKH/FemPlatz Women Research Center
	CSO Women Space /Roma Network
	CSO Associatoin Fenomena
	CSO Victimology Society
	CSO Center for Modern Skills
	Krug Vojvodina
	Secons Development Initative Group
	CSO Krug Vojvodina
	CSO SOS Network Vojvodina
	NGO Atina
	Iz Kruga Vojvodina
	CSO FemPlatz
	Women Research Center for Education and Communication
	Police Station Krusevac
	Police Station Aleksandrovac
	Police Station Varvarin
	CSW Aleksandrovac
	Association of Una from Cicevac
	UNDP
	OSCE
	Government Coordination Body for GE (National GEM)
Turkey	
	UN Women
	EU Delegation to Turkey
	Ombudsman Institution
	Department of Foreign Affairs, Mol
	Department of Public Order, General Directorate of Security, Mol
	Department of Family and Social Policy, MoFLSP
	FB - Flying Broom
	WSA - Women's Studies Association
	FWS / KDV - Foundation for Women's Solidarity
	WSF /KADAV - Women's Solidarity Foundation
	TWU - Turkish Women's Union
	KAGED - Capacity Development
	AÇEV - Mother and Child Education Foundation
	STL - Support to Life - Hayata Destek
	Sida
	Professor Emeritus; Ex-GREVIO President
	KAGED Lawyers Project
	FWS beneficiary - not clear how beneficiary
	UNFPA

Geographic Component	Organization
	UNICEF

Annex 8: Limitations Encountered

Challenge or Limitation	Mitigation	Effect on evaluation, if any
Withdrawal of one co-team leader (co-team leader 2) from data collection phase due to health issues in the first month of the contract.	Co-team leader 1 assumed the data collection responsibilities, and co-team leader 2 assumed quality assurance responsibilities.	
Withdrawal of the senior international evaluation consultant at the end of the inception phase due to a health emergency. She had been scheduled to travel to five countries (the TOR required the team leader or the senior international evaluator to be in each of the seven countries). The original data collection schedule involved 7 countries over 6 weeks (September – mid-October).	JGG contacted various senior evaluators; but due to the short notice and length of travel (5 weeks in 5 countries) it was not possible to find only one senior evaluator. Co-team leader 1 and the evaluation task manager reviewed and agreed on three evaluators to cover 5 countries with the national consultants. As the team grew in size, JGG needed to increase its coordination efforts and ensure a common understanding of the evaluation process and deliverables. Additional human resources, at the expense of JGG, were added to support data review and compilation.	Start up to data collection was delayed by 3 weeks but was completed in 6 weeks (October – mid-November) due to the number of teams that could be deployed at the same time. Still, the delay in data collection compressed the time available for data analysis and reporting.
JGG had proposed a consultant in Montenegro to support both Montenegro and North Macedonia. A national consultant was requested and JGG encountered a delay in identifying a North Macedonia due to the involvement of many qualified candidates in the Programme.	A national consultant was identified and contracted toward the end of the inception phase.	
Montenegro national consultant withdrew during the final phase due to health reasons.	The international evaluation consultant responsible for Montenegro assumed responsibilities, e.g. supporting data analysis and preparation of the country report.	
Scheduling the evaluation at the end of phase 1 of the Programme and during a period with significant events scheduled, in combination with delays due to human resource issues, extended the data collection activities and	Interviewing at the regional forum was difficult as limited time was available for interviews with regional stakeholders. Additional distance interviews were held; and regional component interviews extended towards mid-November. Data collection in BiH occurred around the time of a visit by the Under-Secretary	The three reporting deliverables were delayed, intensifying the review and final reporting during the last month of phase 1.

Challenge or Limitation	Mitigation	Effect on evaluation, if any
<p>shortened the time available for the data analysis and reporting phases compared to the original schedule.</p>	<p>General of the UN; government officials were not available to meet with the evaluators. Interviews were scheduled in November to accommodate events in BiH.</p> <p>The amount of data required significant time to compile, synthesize and triangulate. Data analysis was ongoing when the first deliverables were due. Additional human resources were engaged in November and December at the expense of JGG. Original dates for deliverables could not be met.</p>	

Annex 9: Consistency between National Strategies and Programme

To what extent is the intervention consistent with the national priorities and strategies in the area of ending gender-based discrimination and EVAWG?

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
Albania		
<ul style="list-style-type: none"> Albania-UN Programme of Cooperation(PoC) 2017-2021 	<ul style="list-style-type: none"> Priorities set for the elimination of all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation; and End all forms of discrimination against all women and girls everywhere. Identifying the societal behaviors and structures that sustain gender inequality and make changes that are institutional and systemic (and challenging the social norms). Albania is a signatory to a number of important and binding international documents, which guarantee the equality of men and women and prohibit gender-based discrimination. Strongly referring towards the implementation of the CoE Convention on preventing and combating violence against women and domestic violence (Istanbul Convention), the European Convention on Human Rights, and the United Nations Convention on the Elimination of All Forms of discrimination against Women (CEDAW). Promoting respect for human rights, particularly focusing on the right to access to justice, right freedom from discrimination. 	<ul style="list-style-type: none"> The importance that the local government plays with regards to prevention (given the considerable number of 373 LGUs and 61 municipalities). The vital role of civil society actors is strongly raised in the program, particularly in addressing all aspects of violence in a comprehensive manner.

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
<ul style="list-style-type: none"> National Strategy for Integration and Development 2015-2020 (the so-called NSDI II) National Strategy on Gender Equality, Reduction of Gender Violence and Violence in Family, 2011-2015 	<ul style="list-style-type: none"> The agreed indicators that relate to the process of EU integration and SGDs. The NSDI II priority 5 to invest in people and greater social cohesion. The NSDI II asserts that people are the country's greatest resource and their security and well-being are a central underpinning for economic growth and prosperity (where key elements relate to gender equality and equality of opportunity, social inclusion, social protection system, and access to education and health care). 	<ul style="list-style-type: none"> The emphasis that the program is paying towards approximation of legislation in line with international requirements. The need for sound multi-level and follow up services provided to direct victims. The role of advocacy actions towards prevention.
BiH		
<ul style="list-style-type: none"> BiH Gender Action Plan (2018-2022) 	<ul style="list-style-type: none"> Application of international and domestic gender equality standards as obligations which directly or indirectly regulate preventing and combating gender-based violence, including domestic violence and trafficking in human beings. Establishment of an efficient system of protection and prevention of GBV. Implementation of activities within the State and Entity strategies and action plans for preventing and combating gender-based violence, including domestic violence. Implementation of educational programmes for professionals, service providers, including special training for preventing and combating gender-based violence. Implementation of promotional activities, information campaigns and campaigns for raising public awareness of violence against women as human rights violations, including specific messages referred to boys and men about their responsibility regarding prevention and 	<ul style="list-style-type: none"> Prevention and punishment of human trafficking, especially women and children, including potential and actual victims, their rehabilitation and prosecution of perpetrators is not explicitly targeted in the EVAW Programme as well as special training for preventing and combating trafficking in human beings. Support to programmes for psychosocial treatment of perpetrators or those who resort to aggressive behaviour in family and other environments, and programmes for the integration of victims of violence and human trafficking into the society, including integration into the education system and labour market. Implementation of promotional activities, information campaigns and campaigns for raising public awareness of women and girls, in particular as vulnerable categories; about phenomenon of human trafficking.

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
<ul style="list-style-type: none"> • BiH Framework Strategy for the Implementation of the Convention on Preventing and Combating Violence against Women and Domestic Violence (2015-2018)⁷ 	<p>elimination of violence against women and domestic violence.</p> <ul style="list-style-type: none"> • Provide comprehensive, effective and inclusive prevention of violence against women. This is consistent with the EVAW programme which implements actions to prevent violence against women. This includes campaigns challenging harmful gender stereotypes among targeted communities and for recognizing and combating VAW and DV, provision of training on gender equality to service providers, involving CSOs in training programmes, with a special focus on vulnerable and marginalized groups, implementation of new advocacy initiatives and tools to address gender stereotypes – GenderLab. • Set up a multidisciplinary and coordinated protection system for victims of violence against women and domestic violence in accordance with the Istanbul Convention. • Enhance the requirements for sanctioning perpetrators of violence against women and domestic violence and ensure victim’s access to justice. This is related to the work conducted under the EVAW Programme which consist of carrying out education campaigns and training encouraging the reporting of VAW and DV 	<ul style="list-style-type: none"> • Conduct adapted programmes of work with perpetrators of VAW and DV. • Encourage the private and communication technology sectors to prevent violence against women and domestic violence. • Involve religious communities in awareness raising about violence against women and domestic violence as a socially unacceptable behaviour and prevention of unacceptable justification for violence.

⁷ Besides this Framework Strategy, there are also two BiH Entity strategies – the Republika Srpska Strategy for Combating Domestic Violence (2014-2019) and the Federation of BiH Strategy for Prevention of and Combating Domestic Violence (2013-2017). The Framework Strategy is generally considered to have the same strategic priorities as those defined in the Entity Strategies, expanded with the strategic programs for which the BiH level institutions are responsible.

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
	<ul style="list-style-type: none"> Enhance the framework for creation and monitoring of the integrated and gender-sensitive policies for preventing and combating violence against women and domestic violence. This is related to the work under the EVAW programme which included supporting CSOs in monitoring the implementation of the CEDAW observations of the Istanbul Convention. 	
Kosovo		
<ul style="list-style-type: none"> National Strategy on Protection from Domestic Violence and its Action Plan 2016-2020 	<ul style="list-style-type: none"> Influence the prevention and protection from domestic violence (following challenges of the previous strategy). Increase institutional accountability (through the development and launching of the national database system), measures for raising the awareness of citizens, review of legislation and other measures that will impact on improving the situation in this field. 	<ul style="list-style-type: none"> The program created positive efforts in maintain an inclusive and representative approach of local ethnic minorities (more as an added value rather than a difference: Evaluator's note). A recognized role of the UNW in the process.
<ul style="list-style-type: none"> UN Kosovo Team Common Development Plan (UNKT CDP) (2016-2020) Outcome 1.1: Rule of law system and institutions are accessible to all and perform in a more efficient and effective manner. 	<ul style="list-style-type: none"> Common priorities with regards to DV and GBV with emphasis on institutional coordination, access to justice, rehabilitation, and reintegration. One indicator dedicated to increased number of the referral mechanisms. 	<ul style="list-style-type: none"> The impact that the Istanbul Convention may have into the quality and non-repetition of services and reintegration. The impact that a CSO-run shelter can have in the daily lives of the victims. The impact of a coordinated approach towards access to justice and prosecution of perpetrators. Evaluator's note: The UN Common Development Plan 2016-2020 was not particularly mentioned in the Program or by UNW. It was rather introduced as an opportunity of joint collaboration between EU, UNW and the CSOs active in the field of gender equality, access to justice and women's empowerment

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
Montenegro		
<ul style="list-style-type: none"> National Action Plan for Gender Equality (2017-2021) developed under the scope of Beijing Action Plan which provides a roadmap for achievement of gender equality in the country 	<ul style="list-style-type: none"> Improving Human Rights of Women and Gender Equality to establish a society of equal opportunities and elimination of all forms of gender-based discrimination. (Goal 1) Gender-sensitive upbringing and education by introducing gender-sensitive education at all levels of education. (Goal 2) Gender-based Violence to prevent all forms of violence against women and domestic violence and improve position and protection of the right of victims of all forms of violence. (Goal 5) Gender Equality in the Media, Culture and Sport to prevent gender stereotypes and introduce gender equality policy in the media, culture and sport. (Goal 6) 	<ul style="list-style-type: none"> The action plan does not provide definition about violence against women. The following goals do not specifically indicate EVAW. Gender Equality in Economy to increase employment of women and eliminate all forms of discrimination of women in labour market. (Goal 3) Gender Sensitive Health Care to improve available gender-sensitive health care. (Goal 4) Equality in the Decision-Making Process in the Political and Public Life for equal participation of both women and men at all levels of decision making. (Goal 7) Institutional Mechanisms for the Implementation of Gender Equality Policies and International Cooperation to create sustainable mechanisms at the local and national level for achieving gender equality. (Goal 8)
<ul style="list-style-type: none"> Strategy on Protection from Domestic Violence 2016-2020 	<ul style="list-style-type: none"> Strategy for Protection from Domestic Violence (2016-2020) aim at more comprehensive measures to prevent and combat violence against women. Development of a national plan for the improvement of specialist support services to heighten compliance with the standards of the Istanbul Convention. Definition of domestic violence is based on Article 3 of the Istanbul Convention. 	<ul style="list-style-type: none"> Specialist support services for forms of violence such as rape and sexual violence are not yet available to victims in Montenegro. The measures of the strategy seem to address violence against women only in as far as it happens within a family context and as such lack comprehensive and coordinated policy that the Istanbul Convention calls for. The training of journalists on how to report on incidents of violence against women was one of the measures of the previous Strategy on Protection from Domestic Violence that was not implemented.
North Macedonia		

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
<ul style="list-style-type: none"> Gender Equality Strategy 2013-2020 and the subsequent National Action Plan for Gender Equality 2018–2020. This Strategy is the first document that provides a definition on gender-based violence in a comprehensive manner. 	<ul style="list-style-type: none"> Gender based violence is defined in the strategy and domestic violence represents is a strategic goal. 	<ul style="list-style-type: none"> The strategy has a scope of gender equality in general with specific strategic goal 2.2 and measures focusing on gender based violence in line with the Istanbul Convention.
<ul style="list-style-type: none"> National Action Plan for Implementation of the Istanbul Convention 2018-2023 and related Operation Plan 2018/19. 	<ul style="list-style-type: none"> This Action Plan ensures a comprehensive implementation of the Convention into the national legal and policy system and will override identified current gaps in legislation and policy. The Action Plan is aligned with the Istanbul Convention. 	
<ul style="list-style-type: none"> IPA II EU Country Strategy Paper for 2014-2020, especially in the area of democratic governance and rule of law and fundamental rights. 	<ul style="list-style-type: none"> The Strategy paper relates to the EVAW Programme in terms of gender equality and non-discrimination and the existence of gender stereotypes. It mentions the IC and its ratification and by highlighting limited implementation capacity. Victims of violence are only mentioned as target population in the employment, education and social services sector. 	<ul style="list-style-type: none"> The Strategy has stronger socio-economic rights focus than the Programme. The strategy paper promotes equal rights in the field of education and labour market and promotes balance of work and family, and social dialogue. It addresses the feminization of poverty and the provision of gender statistics in all areas.
Serbia		
<ul style="list-style-type: none"> National Strategy for Gender Equality 2016-2020 with Action plan for period 2016-2018. New Action plan 2019-2020 is drafted but not adopted yet. 	<p>Action plan 2016-2018:</p> <ul style="list-style-type: none"> Strategic objective to increase safety of women from GBV, DV and IPV, through: <ul style="list-style-type: none"> Improvement of legislative and strategic framework for protection of women from GBV, IPV and DV. Indicator is alignment with Istanbul Convention. Provision of sustainable continuous, available services provided by women’s and feminist 	<p>Action plan 2016-2018:</p> <ul style="list-style-type: none"> AP sets specific objective establishment of unique standardised data collection system and evidence on cases of all forms of violence, based on multisector coordination. Awareness raising and removal of stereotypes through formal and informal education.

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
	<p>organizations to provide support to women victims of VAW.</p> <ul style="list-style-type: none"> ○ Remove sensationalist reporting on VAW cases by media which contribute to the justification and acceptance of VAW by providing regular gender sensitive information on effects of measures for prevention and elimination of VAW and protection mechanisms. • Strategic objectives to increase awareness on gender equality include: <ul style="list-style-type: none"> ○ Campaigns for promotion of gender equality and deconstruction of gender stereotypes. ○ Increased competencies of journalists on gender equality, elimination of sexism and misogyny in media content. <p>Action plan 2019-2020 (not yet adopted):</p> <ul style="list-style-type: none"> • Strategic objective to increase awareness of gender equality. • Strategic objective to increase safety of women from GBV, DV and IPV. 	
Turkey		
<ul style="list-style-type: none"> • Strategy Paper & Action Plan on Women's Empowerment 2018-2023 	<ul style="list-style-type: none"> • The strategy and action plan aims to strengthen women's participation in economic and social life, ensuring that they enjoy rights, opportunities and facilities equally and incorporating gender equality into all main plans and policies. • The Action plan is an important document in putting the principle of gender equality into practice by developing policies and measures to eliminate practices involving discrimination against women. 	<ul style="list-style-type: none"> • This document is mainly about women's empowerment through education and promotion of gender equality to change norms. It focuses on different elements of education measures to increase women literacy and providing equal opportunity girls to attend schools.

National policy priorities and strategies	Similarities with respect to the EVAW Programme	Differences with respect to the EVAW Programme
	<ul style="list-style-type: none"> The strategy and action plan is one of the most significant tools to combat violence against women by incorporating the principle of zero-tolerance for violence against women into all relevant fields. 	
<ul style="list-style-type: none"> National Action Plan on Combating Violence against Women (2016 – 2020) 	<ul style="list-style-type: none"> The first three main objectives of the action plan are very similar to the specific objectives of the programme, and in the same order. The first objective aims to improve laws and implementation. The second objective includes working with men to change norms and attitude. The plan highlights the importance of taking into consideration the needs of refugee women. 	<ul style="list-style-type: none"> The fourth objective is about access to health care services by actual and potential victims and perpetrators of VAWG, including children. The fifth is about inter-sectorial coordination and its improvement. There are several action points in third aim (access to services) which is a weak area as UNW Turkey's support is almost non-existent in action although it is mentioned in the goal.

Annex 10: Consistency between International Strategies and Programme

Degree to which EVAWG human rights standards are incorporated in the Programme design and implementation

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
The right to gender equality and the right to be free from discrimination based on gender.	UDHR, preamble CEDAW, art 1-2 CRC, art 2(1)	Design: An important part of tackling violence against women is tackling discrimination and unequal rights/power relations ⁸
		Implementation: awareness raising on gender stereotypes that perpetuate discrimination; intersectional approach, rights of marginalized and minority women
Modify the social and cultural patterns of conduct of men and women	CEDAW art. 5 (a)	Design: Patriarchal structures, harmful gender stereotypes, and "Neo- traditionalization" in family policies affect implementation of policies geared towards gender equality. ⁹
		Implementation: technical and financial support provided to CSOs to address the root and structural causes of gender inequality by seeking transformative changes in society and communities' beliefs and perceptions on discriminatory gender stereotypes ¹⁰
Criminalize violence against women	CEDAW art 2 (e), General Recommendations 19, 35	Design: influencing laws and policies to ensure proper prosecution and conviction of perpetrators ¹¹
		Implementation: Documents make reference to positive changes being implemented in Montenegro, Kosovo, Serbia, Turkey, FYR Macedonia and Albania
		Design: strengthening women's organizations will allow them to properly monitor and report statistics

⁸ Program Document, page 8

⁹ Program Document, page 11

¹⁰ Annual Report Year 1, page 4

¹¹ Program document, page 28

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
The responsibility to collect data on violence against women	Declaration on the Elimination of Violence Against Women, art 6 General Rec 19, para 24(c), (s), General Rec 35	that will help in provision of evidence-based advocacy work ¹²
		Implementation: organizations are now better equipped to monitor and report on report on human rights legal instruments and push for the development and implementation of comprehensive and coordinated policies on violence against women ¹³
Integrated policies and data collection	IC, chapter 2	Design: The programme aims to influence laws and policies while ensuring that monitoring mechanisms are in place and functioning to assess progress and secure accountability ¹⁴
		Implementation: financial and technical support to CSOs to advocate for the adoption, implementation and monitoring of normative frameworks to address gender-based discrimination and violence against women as aligned with international normative standard ¹⁵
Prevention: awareness raising, public education,	IC, chapter 3	Design: European Parliament resolution of 21 May, 2013 discussed the importance of awareness raising campaigns in fighting against stereotypes, discrimination, and domestic violence, and for encouraging gender equality. ¹⁶
		Implementation: individuals were reached through awareness raising campaigns that attempt to inform people about women's rights and violence against women. ¹⁷
Prevention: training for professionals,	IC, chapter 3	Design: Supporting training of service providers by the Safe Network (NGO coalition) to align their quality standards with CEDAW and Istanbul

¹² *Ibid*

¹³ Annual Report Year 2, page 5

¹⁴ Program document, page 28

¹⁵ Annual Report Year 1, page 4

¹⁶ Program Document, page 11

¹⁷ Annual Report Year 2, page 6

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
		<p>Convention requirements, changing gender stereotypes and harmful practices (BiH)¹⁸</p> <p>Implementation: Over 1,500 law enforcement and service providers involved in prevention of cases of violence against women are being trained in case management, data collection, reporting, and referral and response mechanisms¹⁹</p>
prevention: media	IC, chapter 3	<p>Design: The media as having influence over harmful attitudes, opinions, and practices that maintain unequal treatment of women and men and also perpetuate violence against women and girls.²⁰</p> <p>Implementation: media outlets participated in capacity building activities²¹</p>
Protection and support: women have timely information on available services	IC, chapter 4, art. 19	<p>Design: Intention to inform women of their rights and available services for their protection.²²</p> <p>Implementation: women are gaining a better understanding of their rights and of how to access available services when facing violence²³</p>
Protection and support: general support services	IC, chapter 4, art. 20	<p>Design: Increasing access to women-centered quality essential services²⁴</p> <p>Implementation: providing financial and technical support to CSOs to empower women and girls who have experienced discrimination or violence to have access to quality, accessible, and available services.²⁵</p>

¹⁸ Program document, page 34

¹⁹ Annual Report Year 2, page 5

²⁰ Program Document, page 29

²¹ Annual Report Year 2, page 6

²² Program Document, page 30

²³ Annual Report Year 2, page 5

²⁴ Program Document, page 30

²⁵ Annual Report Year 1, page 4.

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
Assistance in international and regional individual complaints mechanisms	IC, chapter 4, art. 21	Design: strengthening women’s organizations with aim at creating mechanisms for a sustained and structured dialogue between civil society, the authorities, the EU, the CoE and EIGE at a regional level ²⁶
		Implementation: support to individual CEDAW communication (N.M).
Specialist support services (not clear what they are)	IC, chapter 4, art. 22	Design: Better access to and improved service provision for women from minority or disadvantaged groups ²⁷
		Implementation: minority women, are gaining a better understanding of their rights and of how to access available services when facing violence ²⁸
Shelters	IC, chapter 4, art. 23	Design: Building up capacity of CSOs to continue work they are doing. Service provided in FYR Macedonia ²⁹ and Turkey ³⁰
		Implementation: Reference made to efforts for support offered in BiH, Albania, Kosovo, Montenegro, Serbia, and FYR Macedonia
Telephone helplines	IC, chapter 4, art. 24	Design: not directly referenced in project document
		Implementation: see Montenegro and other countries
Support for victims of sexual violence	IC, chapter 4, art. 25	Design: To empower women and girls who have experienced violence to use available, accessible and quality services and establishment of rape crisis center ³¹
		Implementation: Specific reference made in documents to concrete steps in offering support and

²⁶ Program Document, page 29

²⁷ Program document, page 35

²⁸ Annual Report Year 2, page 5

²⁹ Program Document, page 16

³⁰ *Ibid* at page 20

³¹ Program document, page 34

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
		protection in Serbia, Turkey, Albania, Kosovo, FYR Macedonia, and Montenegro
Recognize all forms of violence against women in law	IC, chapter 5, art 33-40	Design: Programme designed to ensure all types of violence are addressed ³²
		Implementation: Document makes reference to efforts made in Albania, FYR Macedonia, Kosovo, Serbia, and Montenegro around advocating for and providing protection against all forms of violence.
Criminal prosecution and sanctions	IC, chapter 5, art. 43-44	Design: Influencing laws and policies to prosecution and conviction of perpetrators. ³³
		Implementation: Documents make reference to positive changes being implemented in Montenegro, Kosovo, Serbia, Turkey, FYR Macedonia and Albania
Immediate response, prevention and protection	IC, chapter 6, art. 50	Design: Influencing policies and laws to ensure that normative frameworks contain comprehensive prevention, protection and integrated support to victims ³⁴
		Implementation: Over 1,500 law enforcement and service are being trained in response mechanisms ³⁵
Restraining orders	Art. 53	Design: Not directly referenced in project document
		Implementation: New Law on Domestic Violence Protection implemented in Montenegro includes restraining orders for victim protection. ³⁶
Measures to protect the rights of victims	Art. 56	Design: influencing laws and policies to ensure that normative frameworks contain comprehensive protection to victims ³⁷
		Implementation: Over 250 organizations are better equipped to monitor and report on human rights legal instruments and push for the development and

³² Program document, page 10

³³ Program document, page 28

³⁴ *Ibid*

³⁵ Annual Report Year 2, page 5

³⁶ Annual Report Year 2, page 8

³⁷ Program document, page 28

International and Regional EVAWG Standards	Source	Incorporation into Design/
		Examples of Incorporation into Implementation
		implementation of comprehensive and coordinated policies on violence against women ³⁸
Free legal aid for victims	IC, chapter 6, art. 57	Design: ensure that normative frameworks contain comprehensive prevention, protection and integrated support to victims including legal services although this particular service is already offered in Montenegro ³⁹
		Implementation: Over 650 women were provided with free legal aid ⁴⁰
Residence status of victims of violence	IC, chapter 7	Design: not directly referenced in program document
		Implementation: not directly referenced in reports
Gender-based asylum claims	IC, chapter 7	Specific Objective 2 lists Turkey as trying to establish communication platforms and solidarity groups among refugee and hosting communities to fight against the gender stereotypes, especially related to refugee and migrant women ⁴¹
		Implementation: Discussion about efforts made to assist refugee women especially in Turkey but not to gender-based asylum claims.
GREVIO monitoring mechanism	IC, chapter 9, art. 66	Design: Support national reporting mechanism on the implementation of the Istanbul convention and CEDAW Convention through supporting CSOs to prepare GREVIO Shadow Report ⁴²
		Implementation: Training held by WAVE and Serbian CSO United Women Banja Luka on the process of submitting shadow reports to GREVIO with 30 participants from 6 programme countries ⁴³ with three shadow reports together with one interim report submitted ⁴⁴

³⁸ Annual Report Year 2, page 5

³⁹ Program document, page 37

⁴⁰ Annual Report Year 2, page 6

⁴¹ Program document, page 34

⁴² Program Document, page 33

⁴³ Annual Report Year 2, page 24.

⁴⁴ Annual Report Year 2, page 4.

Annex 11: Contribution of the Programme to national legislation

Name of laws by country	How the Programme has contributed to law reform in alignment with international standards
Albania	
Albanian Constitution [Law No.8417/21.10.1998, as amended] Family Code [Law No. 9062, dated 0/05/2003, as amended]	CLCI created a positive practice in representing DV women in divorce cases with regards to property rights of women.
Criminal Code of the Republic of Albania [Law No.7895, dated 27/01/1995,as amended], latest amendments were in 2017, entered into force in 2018	CLCI provided analysis of the Criminal Code with regards to requirements of the GREVIO and IC, for the latest amendments.
Law No. 9669, 18.12.2006, "On Measures Against Domestic Violence", amended 47/2018 The secondary legislation that the Ministry of Health and Social Protection developed as a condition to GREVIO recommendations and the legal changes: <ul style="list-style-type: none"> • Joint Instruction, no. 866, 20.12.2018, "On Procedures and Risk Assessment Model for Cases of Domestic Violence" • Joint Instruction no. 912, 27.12.2018, "On the Procedures and Model of the Order for Precautionary Measures for Immediate Protection" • Instruction of the Minister of Health and Social Protection no. 816, 27.11.2018, "On the approval of standards for service provided and functioning of crisis management Centres for cases of sexual violence". 	CLCI, ADRF, GADC and HRDC provided comments and participated in the public hearings for the discussions of the legal amendments related to law on measures against domestic violence.
Law No. 10221, dated 04.02.2010, "On Protection from Discrimination"	ADRF provided comments on and created case law that combined both domestic violence and discrimination against LGBTI women.
Law on "On Free Legal Aid provided by the State" 111/2017	CLCI provided recommendations that DV victims should be provided free legal aid in both civil and criminal matters.
BiH	
Law on Protection against Domestic Violence in the Republika Srpska (2012) Protocol on Cooperation	CSO Foundation for Local Democracy worked on the amendments to the Law on Protection Against Domestic Violence in the RS the law was adopted on 27.09.2019.
Law on Protection from Domestic Violence in the FBiH; with 8 protocols	Foundation of Local Democracy organized the working group to write the amendments for the existing law. The first draft of the Law on Amendments on Protection Against Domestic

Name of laws by country	How the Programme has contributed to law reform in alignment with international standards
	Violence in the FBiH was prepared, but its adoption is pending the establishment of the new FBiH government.
Kosovo	
Law No. 05/L-020 on Gender Equality, 2015	KWN and NORMA worked to prepare gap analysis and assessments that require stronger sentencing against perpetrators. Law analysis was developed with regards to particular attention towards sexual violence KWN, NORMA, KGCS to participate in the SGG group that oversees the gender equality legislation
Law no.05/L-021 on the Protection from Discrimination (LPD), adopted in 2015	NRAEWOK worked to develop a needs assessment for implementation of civil laws on early marriage. NRAWEOK was recognised by the EU Award 2019 EU Award for Roma Integration for the Western Balkans and Turkey.
Law No. 03/-182 on Protection from Domestic Violence (LPDV) 2010	KGCS prepared the baseline study, and provided recommendations for amending the law in order to address the coordinated response to protect the victims SafeHouse, Gjakova assisted with the consolidated version of the code of ethics, consolidated the support of DV victims with services.
Kosovo Constitution	Efforts to include the Istanbul Convention into the Constitution (as directly applicable instrument) were advanced through meetings with the Kosovo Parliament. The process was stopped due to the resignation of the Kosovo Prime Minister Haradinaj, calling for parliamentary elections in July 2019.
Montenegro	
The Law on Domestic Violence Protection	Introduced a misdemeanor offence of domestic violence with the main aim of allowing statutory agencies to respond more efficiently to domestic violence. It also introduced, for the first time, emergency barring and restraining orders as well as other important rights for domestic violence victims, such as the right to legal aid. ⁴⁵
Criminal Code of Montenegro (2003, amended 2018)	Alignment of the legislation with the Istanbul Convention Recent amendments ensure the criminalization of other forms of violence against women as required by the IC, namely stalking, female genital mutilation and forced sterilization. The Criminal Code of Montenegro was amended to bring the definition of rape into compliance with the IC by expanding the definition to include any sexual intercourse without

⁴⁵ These improvements in the law are reported in shadow GREVIO report (2018) which was produced as part of the UNW programme. However, it is not clear to what extent the changes can be directly attributed to the UN Women programme. There was extensive advocacy campaign on CEDAW and GREVIO.

Name of laws by country	How the Programme has contributed to law reform in alignment with international standards
	consent, thus eliminating the previous requirement of evidence of use of force; additionally, seven (7) laws regulating state response to GBV are to be amended in 2019. ⁴⁶
By law	<p>Change in one bylaw defining criteria of licensing of services (a decrease in the number of highly educated professional staff needed for running of the service).</p> <p>At the programme's initiative (direct result) Montenegro adopted new inter-sectorial <i>Protocol on action in cases of violence against women</i>. (I don't think this is the same Protocol), providing an adequate multidisciplinary response in the treatment of victims.</p> <p>The Protocol introduces a common methodology of data collection and utilizes templates for data exchange. It maybe also part of the new Protocol listed below.</p>
Protocol on the Treatment, Prevention and Protection of Violence against Women and Domestic Violence⁴⁷	The aim of the Protocol is to establish and encourage the establishment of multidisciplinary cooperation with clearly elaborated procedures followed in each system.
North Macedonia	
Criminal Code (2006)	Two CSOs worked together to prepare a gap analysis and proposals on reforms to the Criminal Code and submitted the recommendations to the Ministry of Justice. In addition, at the invitation of the Ministry of justice, CSOs participated on the working group for developing the new Criminal Code in order to give recommendations related to incorporation of the standards of the Istanbul Convention within the new Criminal Code. It is expected that the Ministry of Justice will submit the new Criminal Code to the Parliament at the beginning of 2020.
Law on Prevention, Combating and Protection against Domestic Violence	UN Women provided technical support to the Ministry of labour and social policy in the pre – ratification process through preparing and Assessment of the impact of the Istanbul Convention on national legislation. The comprehensive Assessment recommended that there is a need for drafting of a new Law on Prevention and Protection against Gender-Based Violence.

⁴⁶ While the end result was not within the specific framework of this UNW programme, the influence of the programme must not be disregarded, considering that the grounds for legislative changes have been paved through the activism of CSOs whose advocacy skills have been strengthened through the UNW programme.

⁴⁷ <http://un.org.me/montenegro-gets-a-protocol-on-procedures-in-domestic-violence-cases/>

Name of laws by country	How the Programme has contributed to law reform in alignment with international standards
	Four supported CSOs are participating in a working group for the new Law on prevention of and protection from violence against women and domestic violence.
Serbia	
	Projects in Serbia that were focused on CEDAW and GREVIO reporting had various proposals for changes of laws, mainly Criminal Code and Family Law, but they were not advocated directly with Government but indirectly through international mechanisms. Those recommendations of civil society were mainly adopted by CEDAW, GREVIO's recommendations are not issued yet, but I guess it will be also incorporated in their conclusions and recommendations. GREVIO delegation met these organizations during the country mission.
Turkey	
	No lobbying related to reform of laws occurred.

Annex 12: Analysis of implementation strategies

1. Introduction

1.1 Purpose of the analysis of EAW Regional Programme implementation strategies

The purpose of this in-depth analysis is to better understand how effectively implementation strategies were used by stakeholders in the EU-UN Women Regional Programme “Ending Violence against Women in the Western Balkans and Turkey: Implementing Norms, Changing Minds”⁴⁸ (the Regional Programme or Programme). The analysis will examine the application of each strategy and how the strategy contributed to objectives, and then the interaction between strategies.

1.2 Evaluation of EAW Regional Programme and the Implementation strategies

UN Women contracted Just Governance Group to undertake both a summative evaluation for phase one and a formative process in relation to the upcoming phase two. The summative approach will assess the achievement of the objectives while supporting enhanced accountability

⁴⁸ The EU-UN Women Regional Programme “Ending Violence against Women in the Western Balkans and Turkey: Implementing Norms, Changing Minds” (the Regional Programme) is implemented under the umbrella of a regional conceptual and results-based framework by civil society organizations and UN Women (and the UNDP in the Montenegro component) with financial support from the EU. This support is anchored in the Instrument for Pre-Accession Agreement (IPA) 2016/380-469. Implementation occurs regionally through a regional component and nationally in the Western Balkans and Turkey). Importantly, the Regional Programme contributes to several areas of the Acquis Communautaire, such as fundamental rights, judiciary, justice, freedom and security and social policy.

The Regional Programme seeks to achieve three specific objectives:

- (i) to create an enabling legislative and policy environment on eliminating violence against women and all forms of discrimination;
- (ii) to promote favourable social norms and attitudes to prevent gender discrimination and violence against women;
- (iii) to empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible, and quality services.

The Regional Programme seeks to achieve these three specific objectives and the corresponding results through the following programme implementation strategies:

- (i) influencing laws and policies,
- (ii) strengthening women’s organizations,
- (iii) challenging norms and exclusionary practices, and
- (iv) increasing access to women-centered quality essential services.

for the first phase. The evaluation is to apply several approaches: a theory-based approach, and gender equality and human rights-based approaches. The evaluation work products include: a comprehensive evaluation report organized according to standard evaluation criteria; seven brief country reports; and in-depth evaluation of the implementation strategies.

Case studies were originally identified as a work product in the Terms of Reference (TOR); however, the focus of the case studies, the programme implementation strategies, was confirmed during the inception phase. While a case study implies an in-depth analysis of a subject or process, the original idea of four individual case studies corresponding to each of the four implementation strategies did not make sense given the strategies interact and are often applied simultaneously or in some combination by UN Women (and UNDP in Montenegro) and civil society implementing partners (mostly human rights or women's organizations).

The evaluation process has been organized according to the standard evaluation criteria of relevance, effectiveness, impact, efficiency and sustainability. Nineteen main questions are set out in an evaluation matrix within these five criteria, with one question, number 8, addressing the effectiveness of the implementation strategies. The comprehensive evaluation report will respond to all of the evaluation questions, while this deliverable specifically addresses the effectiveness of the implementation strategies: How effective have the selected strategies and approaches been in achieving programme results?

This integrated and in-depth analysis of the application and interaction of the implementation strategies will directly respond to that question, as well as provide inputs to the comprehensive analysis of the effectiveness criterion in the evaluation report. The major findings, lessons learned and recommendations from this analysis will be incorporated into the evaluation report.

1.3 Data collection and analysis

Data collection that focused specifically on implementation strategies involved document review and 39 interviews with stakeholders, including group interviews with CSOs. Document review revealed that implementation strategies were not a topic of analysis in the narrative reports prepared by UN Women to the EU nor in the quarterly progress reports prepared by CSOs with project cooperation agreements. Therefore, the interviews with stakeholders, especially CSO implementing partners and UN Women (and UNDP in Montenegro) were the **primary source of data for the analysis of the four implementation strategies. The progress reports by implementing partners and Annual Programme Reports were used as secondary sources to validate interview data.**

The evaluators noted that not all CSOs had prior knowledge of the strategies; however, when evaluators presented the four implementation strategies the interviewees easily recognized the strategies, although with varying interpretations of the content and approaches in each strategy.

The Inception Report suggested a basic structure for the analysis of the implementation strategies. The elements of analysis suggested in the Inception Report⁴⁹ will be subsumed into an adjusted structure that allows comparison from original design considerations and the actual practice.

2. Analytical Framework for Review of Implementation Strategies

2.1 Description of the Strategies

The most comprehensive description of the strategies can be found in the Programme Document (Pro Doc).⁵⁰ The evaluators looked to this document to provide a framework for the analysis of the data collected against UN Women’s original expectations of the strategies to address the range of interpretations of the strategies in the interview responses.

Based on the description of the strategies in the ProDoc, the evaluators interpreted the strategies using the following elements: the purpose of the strategy, the main approach, tactics and major activities, and the substantive orientation to guide each strategy. Table 1 below presents the evaluators’ interpretation of the strategies.

Table 1 Interpretation of the elements of the strategies

<i>Purpose</i>	<i>Main Approach</i>	<i>Tactics and major activities</i>	<i>Substantive Orientation</i>
1. Influencing laws and policies			
Align national laws and policies with international human rights standards and the EU “acquis Communautaire”	Strengthening women’s organization (the second strategy)	Civil society monitoring and reporting Legal and policy advocacy Progress and accountability assessed through monitoring mechanisms	Normative frameworks incorporate all forms of violence Normative frameworks provide for comprehensive prevention, protection, and support to victims (health, legal, employment, housing, financial assistance); and prosecution of perpetrators.

⁴⁹ The elements of analysis for three of the implementation strategies, namely strategies 1, 3, and 4, identified in the inception phase were: i) rationale and the application of the strategy; ii) contribution made to the corresponding specific objective; iii) interaction of the strategy with other strategies; iv) lessons learned and; v) recommendations.

⁵⁰ Programme Document, pp. 28-30.

<i>Purpose</i>	<i>Main Approach</i>	<i>Tactics and major activities</i>	<i>Substantive Orientation</i>
2. Strengthening women's organizations			
To strengthen women's organizations' capacity and leadership for change	Support to existing networks and facilitating new networks of women's organizations at national and regional levels (with a focus on organizations representing and/or working with women from disadvantaged groups)	National platforms' outcomes will inform the work of a regional network of women's organizations, and vice-versa EVAW advocacy Regional Forum; sharing knowledge and good practices; Regional dialogue Government-CSO-EU-CoE-EIGE.	Standards within EU framework, especially the Istanbul Convention Intersections between gender inequality and other forms of discrimination ⁵¹ experienced by marginalized and disadvantaged groups
3. Challenging norms and exclusionary practices			
To address the socio-cultural norms and attitudes regarding men and women's roles and status within the home and community, which perpetuate gender-inequality within the society.	Raise awareness of the community at large Raise awareness of influencers (change agents) such as service providers, parliamentarians, and the media	Assessment of perceptions and attitudes related to gender roles and stereotypes Innovative approaches to behavioural change (Gender Lab)	Harmful attitudes, opinions, and practices that maintain unequal treatment of women and men and also perpetuate violence against women and girls.
4. Increasing access to women-centered quality essential services			
Increase demand for, and improve quality of services	Promotion of women's rights among service users so that they demand better services	Gap analysis in service provision and activities to address the gaps Self- Advocacy	Istanbul Convention standards A 2016 baseline study (UNW and CoE) Needs of women from disadvantaged groups; intersectional approach

The purpose, main approach, tactics and major activities, and substantive orientation will guide the analysis of each implementation strategy.

⁵¹ Identified grounds of discrimination are: discrimination on the grounds of ethnic and racial origin, religion and belief, sexual orientation, disability, and age.

Following the analysis of each strategy, the interaction of the strategies will be reviewed based on the data collected. In the ProDoc the relationship between the strategies was also considered by UN Women. *Explicit* links between one strategy and other strategies in the ProDoc are recorded in the following table:

	IS 1 Influencing laws and policies	IS 2 Strengthening women's organizations	IS 3 Challenging Norms and Exclusionary Practices	IS 4 Increasing access to women-centered quality essential services
SO 1	x	x		
SO 2			x	
SO 3				x

It is important to note that IS 2 was envisioned to be linked to IS 1 and the achievement of SO 1; however, below the analysis will demonstrate that IS 2 was applied across the Programme. The actual interactions found will be discussed in section 5 following the analysis of all of the strategies and lessons learned and conclusions, in section 6, will examine original assumptions compared to actual practice.

2.2 Structure of the Analysis

Among the four strategies, three strategies (1, 3 and 4) correspond directly to specific objectives 1, 2 and 3, while the second strategy, strengthening women's organizations, is meant to be a catalyst to help women's organizations be advocates, especially through their participation in national and regional networks, to end violence against women.

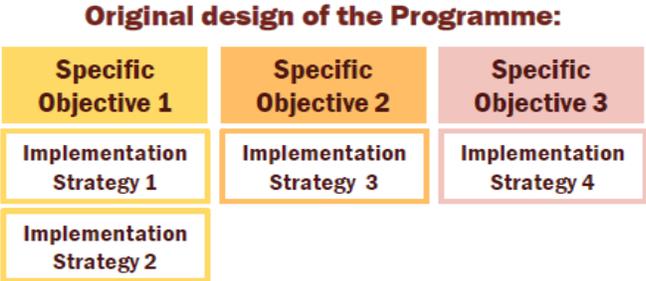


Figure 1 illustrates the alignment between the strategies and the specific objectives, as understood in their original conceptualization.

Figure 1: Alignment between Strategies and Objectives

3. Analysis of Strategies

3.1 Strategy 2 Strengthening Women's Organizations

Major finding 1: The strategy for strengthening women's CSOs was successful. It enabled the creation or expansion of networks at regional and national levels, including networks of Roma women, increasing their knowledge on international EVAWG standards and their capacity to

monitor and report on government compliance with those standards. The regional forum enhanced regionality of knowledge sharing on ERAW and created opportunities for interaction between CSOs, government agencies and EU actors; however, it did not formalize dialogue among these stakeholders.

Given the prominence of this second strategy it will be analysed first. The purpose of the strategy is to strengthen women's organizations' capacity to lead change. To achieve this, the strategy incorporates the main approach of supporting existing or new networks, with a focus on networks that involve organizations focusing on women from disadvantaged groups. Major tactics include support to regional and national platforms and the enhancement of their interaction; ERAW advocacy; and the regional forum and regional dialogue.

This strategy was adopted by UN Women and UNDP in Montenegro and by over half of implementing partners with cooperation agreements in national and regional components interviewed during the evaluation process. However, the evaluation data revealed that the interpretation of this strategy was much broader than the network focus in the ProDoc description. During the evaluation UNW provided examples of all types of capacity building and strengthening of women's organizations and implementing CSOs also considered it as a capacity building or training strategy with their target beneficiaries across all other implementation strategies.

While most UN programme personnel interviewed in relation to the national and regional components of the Programme stated that the strategies and objectives were interlinked 6 of 7 interviews with programme personnel identified this strategy as the most effective strategy on its own or in combination with another strategy.

Application of Main Approach

Support to existing networks and facilitating new networks of women's organizations at national and regional levels (with a focus on organizations representing and/or working with women from disadvantaged groups)

The ProDoc describes the main approach with the main actors as strengthening or establishing regional and national networks of women's organizations. In addition, this support to networks is qualified: there should be a focus on organizations (and presumably networks) "representing and/or working with women from disadvantaged groups."

The evaluation data confirms strengthening of networks at the regional level.

The Regional Programme engaged with WAVE (Women Against Violence Europe) in the establishment of a network working on ERAW in the region, the Civil Society Strengthening Platform (CSSP). According to the second annual report, this is the first CSO platform that covers the Western Balkans and Turkey region.⁵² The support to this regional network was mutually beneficial for the network itself (“we have 9 paid member organizations and more keep joining”) and its contributions to the Regional Programme through up to date comparative research, social media campaigns on the Istanbul Convention, and training on monitoring and reporting on the Convention.

An important benefit of establishing a platform among the seven IPA beneficiary countries was the opportunity to give a stronger voice to women’s organizations in the Western Balkans and Turkey, given that the WAVE network covers 46 countries and has 153 member organizations. Member organizations agreed the CSSP allowed them to be more active and directly engaged with each other in this region.

Research of the CSSP was also shared at Regional Forums. The CSSP was to be established with a special focus on organizations representing women from minority and disadvantaged groups. As an example, this occurred through a research initiative, Doing it Right,⁵³ led by WAVE a member from Albania, that studied the accessibility of networks, especially for women from minority and disadvantaged groups.

The Programme strengthened national and regional networks of Roma and pro-Roma organizations

A Roma women’s organization from Serbia coordinated the platform “Unifying Voices for Ending VAW”⁵⁴ to strengthen establish, or strengthen, Roma and pro-Roma women’s rights networks and

⁵² Annual report, year 2, p. 23.

⁵³ Led by a member of the Albanian Women Empowerment Network in collaboration with the Gender Alliance Development Centre Albania under the guidance of the WAVE office and with content review by SOS Hotline for Women and Child Victims of Violence in Niksic, Montenegro.

⁵⁴ “Unifying the Voices for Ending Violence against Women,” is a platform of 4 Roma NGOs led by Roma Women Center BIBIJA from Belgrade, Serbia, in partnership with Citizens' Association for the Promotion of Roma Education "Otaharin" from Bijeljina, Bosnia and Herzegovina; NGO “Young Roma” from Herceg Novi, Montenegro; and Roma Women and Youth Association “Luludi” from Skopje, North Macedonia. According to UN Women the platform is the first of its kind united to assess, report and inform policy making on the situation of Roma women in the region convening over 50 civil society organizations, experts, human rights’ defenders, activists, NGOs and national organizations working on Roma and gender-based issues, as well as on preventing and protecting women from violence.

platforms in relation to monitoring and reporting on the implementation of the Istanbul Convention and CEDAW. Three national networks were established and met to produce shadow reports and to share between the three networks. The implementing organization stated,

For us it was important to include other organizations. The objective is to empower Roma women to monitor and report on international conventions, CEDAW and Istanbul Convention. It was important to establish national networks mixed with Roma and non-Roma, women's and non-women's organizations. In each country there were around 10 organizations involved in the national networks. There were 3 meetings of national networks. They did capacity building of organizations. The monitoring matrix was prepared as basis for reporting and activists were trained to use it in order to collect data and provide inputs for reports.

The Regional Programme established new national networks and strengthened existing national networks primarily for monitoring and shadow reporting

Strengthening occurred either through the establishment of new networks (or platforms) or through projects initiated by existing networks. Networks not involved in the Regional Programme also benefited from lessons learned from projects implemented by member organizations. These three dimensions of national network strengthening are explained below.

The Regional Programme established at least two networks: i) in Albania a CSO established a network of 48 organizations, the Monitoring Network on Gender-based Violence, as an advocacy platform to raise priorities and concerns in the area of EVAW; and ii) in Turkey, an implementing CSO established a platform of Syrian and Turkish women's organizations to dialogue about preventing gender-based discrimination and violence against women among the refugee populations in Turkey.

At least 10 existing networks in 6 IPA beneficiary countries⁵⁵ implemented projects within the scope of the Regional Programme. Network members assessed their strengthening positively in interviews and progress reports. For example:

- The CSSP is the first mechanism for dialogue among 9 CSOs in the region; including dialogue among women from different groups that had been in conflict (e.g. Kosovo* and Serbia). A member CSO stated “we strengthened our monitoring skills, and it is important for the independent monitoring of the EU accession process.”

⁵⁵ In Montenegro national networks were not supported through a cooperation agreement. In North Macedonia the National Network on Violence Against Women was not involved at the national level but was involved in the CSSP project with WAVE.

- In Albania, a network of 48 organizations was established as an advocacy platform to raise priorities and concerns in the area of EAW.
- In Bosnia, one network was strengthened in terms of its internal cohesion by intensifying the overall cooperation and exchange of experience among the members as the project facilitated extensive communication among all organizations involved.
- In Bosnia, women's organizations working in rural areas and with Roma women partnered after recognizing mutual compatibility and shared goals of training and empowering women to use available mechanisms for protection from violence.
- In Kosovo, two existing networks were strengthened: i) the Network of Roma Ashkaly and Egyptian strengthened their advocacy and monitoring skills were as part of the Programme; and ii) the Kosovo Women Network – network of more than 100 CSOs – enhanced communication between CSOs and the Ombudsperson institution.
- In North Macedonia, a network of Roma organizations strengthened its awareness raising methods among youth and gender analysis in the delivery of free legal aid.
- In Serbia, a Roma women's network was strengthened. It became more visible, different stakeholders heard more about their priorities and demands. Furthermore, the SOS network SOS Network of Vojvodina explained how not only their reporting capacities improved, but also the process of knowledge exchange among members was important.
- In Turkey, a platform extended its networks to incorporate new women's organizations that are not members of the platform/unknown to KADAV before – contacted them (Antep, Hatay, Urfa) (also noted as the most significant achievement for the period);
- Other implementing partners contributed to networks that they belong to, although the networks themselves were not partners in the Regional Programme. This was the case in North Macedonia where member organizations of the National Network on Violence Against Women (a member of WAVE), who implemented initiatives within the North Macedonia component of this Regional Programme, shared their lessons learned within the national network.

While some of these networks existed prior to the Programme their skills related to monitoring and shadow reporting of compliance with CEDAW and the Istanbul Convention have increased.

How Tactics and Major Activities Strengthened Women's Organizations

National platforms' outcomes will inform the work of a regional network of women's organizations, and vice-versa

EAW advocacy

Regional Forum; sharing knowledge and good practices; regional

National networks informed regional networks and vice versa

One tactic or dynamic envisioned in the ProDoc was that national networks or platforms will inform the work of a regional network of women's organizations, and vice-versa. The evaluation data reveals some interaction between regional and national networks. Clearly, national networks belonging to WAVE increased interaction and information sharing in both directions: national to regional and regional to national. Roma national networks also increased interaction and collaborative initiatives.

EVAW advocacy was an appropriate tactic to strengthen women's networks and organizations: embedded with IS 1

As described above, networks at both regional and national levels focused on building capacities of organizations to monitor and report on compliance with the Istanbul Convention and CEDAW. Data shows that project initiatives in the Programme, implemented through networks, platforms or single organizations, included capacity building on monitoring, shadow reporting, and other forms of law reform and public EVAW advocacy. This tactic or major activity in strategy 2 is the same as the main approach to strategy 1, influencing laws and policies.

Regional forum enhanced knowledge sharing but is not a mechanism for formal structured dialogue between CSOs, governments and regional institutions

A central tactic or mechanism in the strengthening women's organizations strategy is the Regional Forum. The Regional Forum was the point of reference among CSOs when asked about their understanding of the "regional dimension" of the Programme. The Forum was identified by the majority of interviewed CSO representatives as beneficial to knowledge sharing and increasing communication among women's organizations in the region. These CSO representatives, and government officials agreed, that within the Forum activities workshops are more conducive to more in-depth dialogue and comparative analysis than the plenary panels.

The ProDoc states "furthermore, the forum aims at creating mechanisms for a sustained and structured dialogue between civil society, the authorities, the EU, the CoE and EIGE at a regional level." However, no CSO implementing partner or other types of interviewees reference the Forum as a space for structured dialogue when asked about the benefits of the regional dimension in the plausibility questions related to the ToC. All responses (16/16) relate to knowledge sharing and peer to peer learning. Sustained dialogue between government authorities, civil society and regional institutions will need to occur, in the view of at least five government and regional stakeholders, through formal regional mechanisms. Indeed, a small number of governmental officials from the Western Balkans referenced the regional gender coordination mechanism (the Sarajevo Declaration of 2013) which formalized coordination among gender equality institutions (which started in 2005), as an official mechanism that needs to be strengthened. On the other hand, it can be said that the Programme has facilitated exchange between CSOs and regional

institutions, at the Forum and in a meeting in Brussels in 2018 to present findings of the WAVE report “Doing it Right where Council of Europe (CoE), European Institute for Gender Equality (EIGE), and the Organization for Security and Cooperation in Europe (OSCE) met with representatives of women from organizations representing minorities.⁵⁶

⁵⁶ Annual Progress Report, year 2, p. 27.

How Women's Organizations were strengthened in Substantive Aspects

Standards within EU framework, especially the Istanbul Convention

Intersections between gender inequality and other forms of discrimination experienced by marginalized and disadvantaged groups

Knowledge of EU standards, especially the Istanbul Convention, increased in the region

As mentioned above, networks and other implementing partner organizations, provided training on the Istanbul Convention. The WAVE network members also conducted a social media campaign on specific provisions of the Istanbul Convention in the region. The social media campaign and knowledge sharing examples provide examples of the interaction of strategy 2 with strategy 1 and 4, respectively.

Furthermore, CSOs interviewed described the application of strategy 2 through workshops, roundtables, and joint awareness raising initiatives with other smaller women's organizations in relation to the Istanbul Convention, CEDAW and national standards. As an example, in Montenegro most of the implementing CSOs have worked on ERAW for the past two decades and the Programme has allowed them to share their knowledge with newly formed organizations, who has the opportunity to engage on equal basis with the senior organizations and receive mentoring. Another example was provided by a national Roma organization in North Macedonia that uses networking with organizations in six other municipalities to increase awareness of the Istanbul Convention.

Intersection between gender inequality and other forms of discrimination is understood and integrated in ERAWG initiatives to a greater degree due to the Programme

A regional initiative on intersectionality, implemented by UN Women with support from Imkaan, was originally expected to establish a regional expert working group on intersectional and multiple forms of discrimination. However, due to weak understanding of intersectionality, the focus of the initiative became research and capacity building on intersectional discrimination involving women from the region. While Imkaan (and other organizations) did not conduct pre and post assessment to measure change in knowledge and skills, the facilitator interviewed did note that the training "helped them to build solidarity connections and networking; they felt validated." This training, a

policy brief on intersectionality⁵⁷ and field research (A Thousand Ways to Solve our Problems: an analysis of existing VAWG approaches for minoritized women and girls in the Western Balkans and Turkey”), has prepared the groundwork for an eventual regional working group. Imkaan also provided training directly to UN Women so that they can advance intersectional approaches in the Programme.

The Regional Programme also supported other regional research that integrated an intersectional analysis, including “Essential Services: Analysis of the Access to Support Services (Health, Police And Justice And Social Services) for Women Belonging to Marginalised Groups who Have Experienced Violence;” “Contracted Marriage is Slavery” (stories of Roma and Egyptian women in Montenegro); and an upcoming publication on discrimination against Roma women.

Networks and organizations that coordinate among grassroots organizations representing minority communities were engaged in national or regional capacity building to enhance intersectional approaches to EAW advocacy. For example, in Albania, an organization with a disability focus, with support from UN Women, “shifted its focus to look at intersection and multi-dimensional discrimination and violence beyond their traditional expertise in disability to include Roma women and the LGBT community.” Also in Albania, CSOs recognized that “the new legal framework has changed the approach of various actors with regards to access to quality services for the victims; the new approach includes all forms of violence (sexual, ethnic, based on disability or sexual orientation).”

Degree to which the Purpose was achieved

To strengthen women’s organizations’ capacity and leadership for change

Leadership roles (of implementing partners) were strengthened in relation to advocacy for normative change and women’s centered services

The purpose of this implementation strategy is to strengthen women’s organizations’ capacity and leadership for change. The actual degree of increase in the capacities of implementing CSOs and their leadership for EAW is not considered in the results-based framework of the Regional Programme. Admittedly, the stated purpose of strategy 2 is consistent with Result 1.1 *Women’s*

⁵⁷ Imkaan, The Value of Intersectionality in Understanding VAWG (<https://eca.unwomen.org/en/digital-library/publications/2019/10/the-value-of-intersectionality-in-understanding-violence-against-women-and-girls>)

voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention. The indicator for 1.1 is quantitative: the number of supported national and regional networks of women's civil society organizations, including those representing women from disadvantaged groups, that monitor and report on the implementation of CEDAW and Istanbul Convention in the seven IPA beneficiary countries involved in the Action. Such an indicator does not measure the degree to which women's voice and agency has been strengthened.

The evaluation found positive self assessment in interviews and project progress reports from CSOs with regard to strengthened leadership skills to advocate for normative change and also women's centered services.

Examples of leadership for normative change, *linking strategies 1 and 2*, include:

- A women's CSO in Albania led the establishment of a network of 48 women's organizations to provide an advocacy platform to raise priorities and concerns in EAW.
- A women's CSO in BiH led the national platform for CSOs that are monitoring the implementation of the CEDAW observations and the Istanbul Convention; the same organization provided regional training on the process of submitting shadow reports to GREVIO with 30 participants from 6 IPA beneficiary countries.
- In North Macedonia, a CSO built the capacities of women's organizations (at least 5) to use the complaint mechanism under the Optional Protocol to CEDAW and lead the process of submission of a Communication to CEDAW Committee in Geneva.

The strengthening of implementing partners' "capacity and leadership for change" was also referenced by a number of UN Women and CSO interviewees. For example, in Kosovo, "organizations have gained their voices through their projects;" and in Albania, "the network is making public statements on cases of violence;" in BiH, an implementing partner explained how the organization strengthened its capacities "leading the national platform for CSOs that are monitoring the implementation of the CEDAW observations and the Istanbul Convention" and by "providing special support to organizations representing women from minority and disadvantaged groups, successfully gaining their contribution and input for the monitoring process."

Implementing partners enhanced organizational capacities and transferred capacities to targeted actors (beneficiaries)

Taking into consideration the broader interpretation of this strategy as not only strengthening of networks but also implementing partner CSOs strengthening and a modus operandi used by the

implementing partners to build capacity of beneficiary organizations (or individuals), the Programme has strengthened a range of other capacities:

- *Organizational development:* In terms of implementing partners, an organization in North Macedonia, explained how it learned to integrate a gender perspective into its new multi-year strategic plan as a result of support from UN Women in project implementation. In Montenegro, in partnership with UNDP, service-focused organizations strengthened their professional skills and organizational capacities to obtain licences, which is now requirement in national legislation because of the standards in the Istanbul Convention.
- *Project management:* In relation to project management, the first annual report states “Within the capacities of beneficiary agencies (UN Women; UNDP is co-beneficiary in Montenegro), implementing partners were trained on financial and narrative reporting and on European Commission and UN Women communications and visibility guidelines.”⁵⁸ (p. 4). In interviews some CSOs confirmed they had improved project management skills due to their involvement in the Programme. One CSO in BiH recognized improvement in its “project development capacity to meet the requirements of the result-based management.”
- *Strengthening grassroots organizations:* In Albania, an established women’s organization provided small grants to grassroots organizations to organize and implement awareness raising campaigns. “The most innovative thing was the small grants and empowering the organizations – first we trained them on how to work as an organization internally, we also helped them understand how to write a project and in the follow up we focused on financial management.” Women from the beneficiary organization stated, “we are very satisfied; it was the first time we were implementing the program and it also empowered our internal organizational management.” In Serbia, a Roma Women’s Network mentored smaller Roma women’s organizations.⁵⁹
- *As a modus operandi, capacity building was used to strengthen women’s CSOs who provide services as well as local public service providers.* CSO service providers, in Montenegro, confirmed they enhanced their knowledge, skills and services with support from the Programme. One CSO service provider stated, “By attending the training on sexual violence, we expanded our knowledge - because for many years we have been dealing with one type of violence - human trafficking, and now we know what is outlined in the Istanbul Convention. The Istanbul Convention does not neglect existence of human trafficking but sheds light on other types of sexual exploitation.” Similarly, in North Macedonia, Kosovo, and other IPA beneficiary countries, CSO and public service

⁵⁸ Annual Report, Year 1, p. 4. Interviews in Albania and Kosovo* confirmed this type of training was provided.

⁵⁹ According to UNW, four small organizations were able to access funding from municipalities as a result.

providers enhanced their skills collaboratively through multi-agency coordination mechanisms.

Although a link between strategy 2 and strategy 4 wasn't explicitly envisioned in the design, the evaluation data shows that strategy 2 was an important approach to achieve results in both specific objectives 3 as well as specific objective 1.

In conclusion, the Regional Programme was effective in strengthening women's organizations, especially national and regional networks. While the precise degree to which leadership was strengthened is difficult to know in the absence of specific indicators in the Programme's results framework, there are examples of implementing partners leading advocacy initiatives and mentoring smaller organizations. Interviewees recognize that one of the principal factors contributing to the success of the Programme is the previous experience in EAW of many of the implementing partners. However, the examples mentioned above do demonstrate strengthened capacity of new networks and new partnerships.

3.2 Strategy 1: Influencing laws and policies

Major Finding 2: Influencing laws and policies was a successful strategy in contributing to civil society monitoring and reporting on government's compliance with the Istanbul Convention due to its interaction with strategy 2.

The strategy *influencing laws and policies* seeks to engage women's organizations in promoting the alignment of national laws and policies with international human rights standards and the "Acquis Communautaire". The major regional instrument used as the source for alignment with national laws and policies is the Istanbul Convention. The implementation strategy is understood as an advocacy strategy; one that encompasses law reform advocacy as well as public legal education on the Istanbul Convention or national legislation. The ProDoc focuses on influencing laws and policies by women's organizations so they are in alignment with the Istanbul Convention. However, the evaluators note that some activities under result 1.1 (Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention) involve awareness raising activities or education activities with government officials, local communities or women's organizations that are consistent with the interpretation of this strategy as including public education and awareness raising. This latter interpretation overlaps at times with the interpretation of strategy 3.

Application of Main Approach

Strengthening women's organization (the second strategy)

The approach identified in the ProDoc, of strengthening women's organizations, is applied in a significant number of projects. This main approach explicitly adopts strategy 2 in that networks or organizations train other women's organizations in relation to the content of the Istanbul Convention and monitoring and shadow reporting techniques.

The approach is applied at the regional level through regional networks:

- The Civil Society Strengthening Platform (CSSP) coordinated by WAVE supported two regional training workshops in 2018 to strengthen CSO capacities to use the Istanbul Convention and CEDAW as advocacy and lobbying tools and how to prepare shadow reports to submit to GREVIO.⁶⁰
- The regional platform (mentioned above), "Unifying the voices for Ending Violence Against Women" to strengthen Roma and pro-Roma women's rights networks and platforms in relation to monitoring and reporting on the implementation of the Istanbul Convention and CEDAW.

Capacity building for monitoring and shadow reporting is also applied in six IPA beneficiary countries. In North Macedonia, capacities for reporting to CEDAW using the individual communications mechanism on gender-based discrimination were increased. Below, *some of the examples* from national components are explained.

- In Albania CSOs in 6 municipalities applied this strategy to train local partners in a monitoring methodology (to monitor the national strategy on GE 2016-2020) and 220 representatives of CSOS in 11 municipalities received training on international standards on EAW and their use for advocacy initiatives. Also, in Albania, the Monitoring Network on Gender-based Violence was established and trained 56 representatives from 18 CSOs to monitor, report, and advocate for the implementation of CEDAW, the Istanbul Convention and other international conventions. The network prepared shadow reports and submissions to CEDAW, GREVIO and the Universal Periodic Review (UPR).
- In BiH a CSO "with support from the programme, continued to strengthen the national platform of 22 women's rights civil society organizations to monitor the implementation of the Istanbul Convention and collect data towards the alternative report to GREVIO."⁶¹

⁶⁰ CSSP, Briefing Paper: Benefits and Challenges the CSSP Platform has faced in the Process of Implementing and Monitoring the Istanbul Convention. No date. The evaluators have also heard that the CSSP conducted training in 2019.

⁶¹ Annual Progress Report, Year 2, p. 15.

- In Kosovo, a network of Roma, Ashkali and Egyptian women organizations strengthened women's knowledge and capacities in the areas of legislation on early marriages in line with CEDAW and the Istanbul Convention.
- In Montenegro, the ministry responsible for gender equality and VAWG, has its own internal team to monitor the implementation of the Istanbul Convention. Still, the implementing partners have produced shadow reports. "We (CSOs) have been monitoring and reporting on CEDAW and the Istanbul Convention even before this project, but through this project we worked harder to promote the *Protocol on action in cases of violence against women* (a national protocol aligned with the Istanbul Convention)."
- In Serbia, a network increased internal capacities among its members and contributed to monitoring implementation of CEDAW and the Istanbul Convention. According to the network representative interviewed, "It is not only important to produce a report, the process was valuable, we mutually increased knowledge, exchange, increased capacities of reporting, we produced two manuals on independent reporting to CEDAW and GREVIO, our cooperation evolved."
- In Turkey, this capacity building approach is very important because CSOs are not directly engaging in discussions with Parliament on legislative reforms since constitutional amendments changed the form of government (from Parliamentary to Presidential). In Turkey, 96 women from 65 women's organizations were engaged to prepare an action plan to guide local dissemination and awareness of the provisions of CEDAW and the Istanbul Convention, a table to determine the content of the interim shadow report, and the interim shadow report for GREVIO on the government's compliance with the Istanbul Convention.

In the Kosovo and North Macedonia legislative reform and service provision were prioritized due to the national context.

- In Kosovo monitoring and shadow reporting has not occurred due to the specific circumstances of Kosovo. The Programme supported the negotiations related to the integration of the Istanbul Protocol into the Constitution, but the process was cut short due to the resignation of the Government and dissolution of the Parliament in July 2019. So, while Kosovo cannot ratify the Istanbul Convention, steps have been made to apply its provisions in legislation and services.
- In North Macedonia, the government ratified the Istanbul Convention when it came into office in 2018 and then proceeded to lead reform efforts to align legislation and services with the Convention. The Programme has played a vital role in supporting that alignment.

It is important to note that this main approach is directly linked to result 1.1 under specific objective 1. Result 1.1 states: Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention. This linkage is important and demonstrates the coherency of the strategies with the results framework.

How Tactics and Major Activities contributed to objective 1

Civil society monitoring and reporting

Legal and policy advocacy

Progress and accountability assessed through monitoring mechanisms

Civil society monitoring and reporting

The shadow reports resulting from the monitoring of the Istanbul Convention are primarily a product of the main approach of capacity strengthening in this strategy. The examples of capacity building mentioned above also refer to the reports submitted to government and shadow reports to GREVIO and CEDAW. In some cases, UN Women or UNDP in Montenegro provide additional support to CSOs when specific opportunities arise (e.g. GREVIO experts are visiting a country). For example, CSOs in Montenegro monitor the implementation of the Istanbul Convention with support from the Programme and also independently. Four CSOs in Montenegro produced a shadow report for GREVIO. Turkey CSOs presented a shadow report to visiting GREVIO experts in 2017 with support from UN Women, while BiH and Serbia presented reports recently after the CSSP training.

Monitoring and reporting activities provide the basis for the two other tactics: legal and policy advocacy and for tracking government progress and accountability. Tracking the use of these reports and their consideration by CEDAW, GREVIO or government agencies will be important to fully understand their contribution to the “enabling legal environment” noted in the specific objective.

The Programme support legal and policy advocacy in the Western Balkans⁶²

At the national level organizations undertake direct lobbying and advocacy with government. A review of the data demonstrates that these initiatives are generally undertaken by implementing partners who have the experience and technical knowledge to advocate for alignment between the Istanbul Convention or CEDAW and national legislation and policies *and* government

⁶² The evaluators note that, after the evaluation field work had been conducted, that advocacy related to alimony was conducted in Turkey.

stakeholders are willing to receive and discuss civil society proposals. Examples of this include the following initiatives:

- In Albania, CSOs have provided recommendations on the Constitution, the Criminal Code, the Law on Measures Against Domestic Violence, the Law on Protection from Discrimination, and the Law on Free Legal Aid provided by the State.
- In BiH (Republic of Srpska) the Programme contributed to amendments of the Law on Protection from Domestic Violence (to include all forms of domestic violence against women).
- In Kosovo where the Criminal Code amendments adopted 90% of the recommendations made by civil society and other stakeholders (Security and Gender Group roundtable).
- In Montenegro the focus within strategy 1 was to influence the licensing or accreditation process of CSO service providers. Based on capacity development of specialized CSO service providers, the Programme was able to contribute to the *Protocol on action in cases of violence against women*.
- In North Macedonia a gap analysis of the Criminal Code compared to the Istanbul Convention was presented to the Ministry of Justice and introduced pre-emptively with Parliamentary committees by two CSOs working together. Subsequently precise amendments were proposed to a legislative reform working group of the Ministry of Justice. Furthermore, the government requested the technical assistance of an implementing CSO to draft an action plan on the implementation of the Istanbul Convention. Also, due to the Programme's influence, the role of women's CSO service providers in data collection is defined in the draft Law on the Prevention of and Protection from VAW and DV in two articles. The role of CSOs in data collection of victims of VAW and DV was not regulated before.

Legal and policy advocacy is particularly important to the achievement of specific objective 1. It is a logical consequence to increased capacity to monitor and report; but requires direct dialogue and coordination with government. On this point, interview data shows that UN Women and UNDP in Montenegro are important facilitators of direct civil society – government engagement. This facilitation occurs either through sector coordination groups (for example, the Security and Gender Group chaired by UN Women in Kosovo) or through bilateral meetings to expressly link this Programme with gender equality mechanisms or other governmental entry points (for example, UN Women in North Macedonia facilitates communication with the national government to support CSO activities under this Programme). Therefore, the willingness of governments to engage with civil society through working groups and other mechanisms is a necessary condition for the success of this tactic. The absence of legal and policy advocacy due to the lack of government-civil society engagement in Turkey underscores government participation as a necessary condition for legal and policy advocacy. The CSSP *Briefing Paper: Benefits and Challenges the CSSP Platform has faced in the Process of Implementing and Monitoring the Istanbul Convention* confirms political willingness as the main variable explaining the variance in the implementation of the Convention in the region.

Limited assessment of progress and accountability through monitoring mechanisms

Regular monitoring and shadow reporting over time should provide evidence of progress against international standards and facilitate accountability of government institutions. While this is an essential tactic to measure progress and also the success of monitoring and advocacy efforts, examples of this type of follow up were relatively few. This may not be surprising due to recent training and shadow reporting efforts.

Two examples of follow up with government include:

- In Albania, two CSOs have engaged directly with government to address the gaps found in the CSOs monitoring reports.⁶³
- In Montenegro, a government official interviewed stated that CSO reports on EVAWG progress are useful to government in their own reporting and planning. Also, according to the Programme's second annual report, a CSO met with the national gender mechanism to discuss the action plan for implementing recommendations from CEDAW and review GREVIO's first report on Montenegro, which relied heavily on the shadow report.⁶⁴
- In Serbia, the SOS Network of Vojvodina has engaged with government officials in relation to its shadow report to CEDAW and the Concluding Observations by the treaty body to the State Party's last periodic report.⁶⁵

Increasing the emphasis on assessment of progress and accountability against common benchmarks and targets could provide a tool to CSOs monitoring and incentives to governments to demonstrate accountability in the implementation of the Istanbul Convention.

⁶³ Annual Progress Report, Year 2, p. 15.

⁶⁴ Annual Progress Report, Year 2, p. 16-17.

⁶⁵ According to UN Women, "The SOS Network of Vojvodina has been leading the development of matrix with progress and status indicators for CSOs to monitor the implementation of the CEDAW Committee recommendations to Serbia, following the IV periodic country review in 2019. As per request from the Office for Human and Minority Rights of the Government of Serbia, the monitoring matrix was amended to be used by government bodies also and should be adopted as an official monitoring tool at the first meeting of the Council for the implementation of International bodies recommendations to be held in 2020 (in the first trimester of 2020).

Degree of integration of the substantive orientation

*Normative frameworks incorporate all forms of violence
Normative frameworks provide for comprehensive prevention,
protection, and support to victims (health, legal, employment,
housing, financial assistance); and prosecution of perpetrators*

CSO implementing partners are advocating for the incorporation of all forms of violence in normative frameworks

Implementing partners are well versed in the content of the Istanbul Convention and are advocating for all forms of violence to be incorporated into national legislation. Some examples include:

- In BiH, a coordinated approach among EAW advocates allowed the integration of all forms of violence in proposed revisions to the Law on Protection from Domestic Violence of the Federation of BiH; and a law of the same name was recently amended in the Republic of Srpska to add more forms of domestic violence.
- In North Macedonia, a CSO implementing partner analyzed the criminal code and prepared recommendations to amend the Criminal Code to include: forms of violence not expressly included in the current Criminal Code, such as sexual harassment, psychological violence including stalking, forced marriage, and female genital mutilation.

CSOs advocated for comprehensive prevention, protection, and support to victims in normative frameworks

The Istanbul Convention requires assistance for women in relation to a number of services (health, legal, employment, housing, financial assistance) and the prosecution of perpetrators. *This substantive orientation in implementation strategy 1 provides guidance to implementation strategy 4 and the projects implemented under specific objective 3.* In relation to the inclusion of these substantive requirements in normative frameworks evaluation data provide some examples.

- In Albania the Monitoring Network on Gender-Based Violence submitted recommendations to Parliament on a draft social housing law, seeking to have victims of domestic violence included in the priority groups⁶⁶

⁶⁶ Annual Progress Report, Year 2, p. 14. This advocacy was not found in project documents or interview data.

- In BiH, a network conducted an analysis of gaps in services including shelters, helplines and free legal aid in laws and regulations.⁶⁷
- Other countries have focused on criminal legislation, as well domestic violence laws and protocols (as mentioned in previous sections).

Degree to which the purpose was achieved

Align national laws and policies with international human rights standards and the EU “acquis Communautaire”

The purpose of this strategy, to align national laws and policies with international human rights standards and the EU “Acquis Communautaire,” was significantly advanced through monitoring, reporting and law reform advocacy aligned to the Istanbul Convention. This strategy and the progress made in the Programme contribute to chapters 19 (social policy and employment), 23 (judiciary and fundamental rights) and 24 (justice freedom and security) of the acquis. As mentioned above, there are no indicators attached to the implementation strategies; however, in strategy 1 tracking of the indicator under Result 1.2 (Number of laws, policies and enforcement mechanisms reviewed/adopted in line with CEDAW and the Istanbul Convention, and harmonized with the Acquis Communautaire contributed by Action supported stakeholders) would demonstrate the degree of influence of women’s organizations in national legislation and policy *and the willingness of the national government to adopt the civil society proposals.* While the Programme does not report directly on this indicator, the evaluation data revealed that implementing partners directly contributed to at least 12 legislative reform processes in five countries in the region (direct law reform advocacy did not occur in Serbia or Turkey, although shadow reports included observations on laws).

3.3 Strategy 3: Challenging norms and exclusionary practices

4.

Major Finding 3: This strategy and its corresponding objective has not yet contributed to favourable social norms and attitudes although the methodological foundation has been set in phase 1 of the Programme.

⁶⁷ Annual Progress Report, Year 2, p. 25.

The purpose of this strategy is to “address” (or change) the socio-cultural norms and attitudes regarding men and women’s roles and status within the home and community, which perpetuate gender-inequality within the society. Consistent with the ProDoc, stakeholders interpret “challenging norms and exclusionary practices” as an awareness raising strategy; however, it’s important to note that UN Women expects methods to move beyond one directional dissemination of messages to experiment with more innovative approaches. Such innovative approaches may include engagement of youth or men or involve theatre and other creative methods. In some countries, discussions of implementation strategies in group interviews with CSOs revealed a lower application of this strategy and different interpretations. While the strategy seeks to promote innovative approaches, it does identify awareness raising. This familiar term was more easily integrated, as one UN Women coordinator explained, “The changing attitudes and behaviour strategy was the most challenging. That’s why we integrated awareness raising into our calls.” This strategy is supported through CSO implementing partners and the Communications and Visibility Plan that forms part of the ProDoc.

Application of Main Approach

Raise awareness in the community at large

Raise awareness among influencers (change agents) such as service providers, parliamentarians, and the media

The description of strategy 3 in the ProDoc identifies awareness raising as the main approach to address discriminatory socio-cultural norms and exclusionary practices. Although, the Programme has adopted a behavioural change approach, the awareness raising identified in the original description of the strategy is consistent with an “influencing the influencers.”⁶⁸ The strategy description provides examples of influencers who can transmit messages broadly through their professional activities, which include service providers, parliamentarians, and the media. It is important to note that targeting service providers links strategy 3 to strategy 4 and targeting Parliamentarians links strategy 3 to strategy 1.

⁶⁸ <https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1756-2171.2009.00075.x>; <https://www.prdaily.com/4-steps-to-boost-pr-campaigns-with-social-media-influencers/>

The evaluation found that awareness raising with people considered “influencers” went further than the three groups identified. For example, national government authorities (other than service providers) and educators have been the target of awareness raising and will also be considered as “influencers.” Awareness raising is also expected in the “community-at-large.” In the Programme the target groups in the community include children, youth, men and women, including minority and marginalized members of communities. The topics in awareness raising include gender equality, violence against women, specific types of violence or harmful practices and public services. The examples of awareness raising in these two broad target groups are provided below.

Raise awareness of influencers

Examples of awareness raising among influencers were found across the Programme results framework, often to complement core activities.

Local public service providers, including those providing social and legal services, are primarily engaged by implementing CSOs through training workshops, with the exception of Montenegro and Turkey. This type of more in-depth engagement is designed to enhance technical knowledge on their obligations as duty bearers under the Istanbul Convention and will be examined in strategy 4. While there are combinations of strategies used in projects, for this analysis of strategy 3, initiatives that engage service providers to change their awareness and perceptions will be considered as a “challenging norms and exclusionary practices” strategy.

- In BiH, an association of Roma women first organized workshops for local service providers on multiple forms of discrimination and then facilitated “trust-building” sessions between local service providers and women.⁶⁹
- A CSO in Serbia explained they applied strategy 3 to raise awareness among service providers about stereotypes and prejudice against women with disabilities.

Media representatives are used regularly to transmit statements by UN Women, CSOs and their grassroots partner organizations; however, in this strategy media workers are the intended target for awareness raising. Short term awareness raising initiatives with journalists or other media representatives appear to be less common in the Programme.

- In Montenegro, a Roma organization in Montenegro invited media representatives to roundtables or theatrical events on child marriage.⁷⁰

⁶⁹ Ibid., p. 55.

⁷⁰ Annual Progress Report, Year 2, p. 34-35.

- In Serbia and Turkey, representatives of media outlets, including newspaper journalists, received training from implementing CSOs. This latter training focused on rights-based journalism to address bias and prejudice against refugees and refugee women in reporting.

In interviews, implementing CSOs and also beneficiaries, including multi-sectoral teams of local service providers, recommend engaging the media to a greater degree in the future.

Religious leaders were engaged in at least two countries (Turkey and Albania) so that, with more information on gender equality and VAWG, they could guide women to general and special services.

Parliamentarians were engaged with CSOs, mostly in relation to legal and policy advocacy (strategy 1) rather than awareness raising generally.

- In Albania, parliamentarians received information from CSOs with regard to GREVIO recommendations.
- In North Macedonia, parliamentarians were engaged in dialogue with experts in violence against women and necessary revisions to the Criminal Code (North Macedonia),
- In Serbia, CSOs met with the Women's Parliamentary Network to present their analyses on two pieces of legislation.⁷¹

Government officials who are not service providers participated in awareness raising events (differentiated from training events held in SO 1 and SO 3). For example,

- In Montenegro a women's CSO prepared case studies on the individual treatment of child victims of trafficking and produced an animated video for discussion with CSOs and national and local institutions participating at four roundtables.⁷²

Raising awareness in the community

⁷¹ According to UN Women, "The analyses of the implementation of the Law on the Prevention of Domestic Violence and the Criminal Code Changes, two years after adoption, along with the proposed amendments developed by the SOS Network of Vojvodina, were presented to the National Parliament of Serbia, Committee for Human / Minority Rights and Gender Equality. The proposed amendments include recommendations for amending the definition of the rape and improved system for urgent measures implementation within the legislative system and a set of bases for the law amendment process planned for 2020."

⁷² Annual Progress Report, Year 2, p. 55.

The general public or specific target groups in the community have been the main focus of awareness raising in the first two years of the Programme. In the second year the Programme reported, “238.210 individuals were reached through a range of awareness raising activities” related to women’s rights and violence against women in four countries.⁷³ The approaches range from wide public dissemination to more targeted awareness raising with segments of the population.

General population/public dissemination. Awareness raising through the production of information materials (brochures, posters, stickers, videos and t-shirts) was noted in only three countries (Kosovo, Montenegro and North Macedonia). This type of awareness raising can be problematic because “success measures” often reference supply (e.g. number of stickers printed) and the actual level of engagement or awareness cannot be easily measured. The evaluation did not receive information on pre and post campaign metrics, although the number of “hits” and “views” can be found in progress reports by some CSOs.

The Programme stakeholders also use TV programming, internet, and social media to disseminate messages about violence against women, gender equality and specific issues. These media can measure views, hits, and downloads and, in the case of some social media campaigns, engagement can be assessed if comments are left. In the regional component, the CSSP used this type of social media campaign around the Istanbul Convention. For example, in North Macedonia messages from the CSSP campaign on article 8 of the Istanbul Convention were disseminated via Facebook and the member network circulating the information said 50% didn’t understand the goal of the campaign while 50% expressed positive support for the Istanbul Convention.

More targeted awareness raising was integrated across all results areas and with a range of community members.

Children and youth were reached through a number of projects (e.g. Albania, BiH, Montenegro North Macedonia, and Serbia) where CSOs worked with children and youth at schools, and at times with teachers and parents in separate sessions, to raise awareness about gender stereotypes and violence against women, and in some instances, multiple forms of discrimination. A Roma network facilitated awareness raising among Roma male and female youth in North Macedonia. Twelve Roma girls were trained how to use modern technology in the advocacy for

⁷³ Annual Progress Report, Year 2, p. 6.

Roma women human rights.⁷⁴ In Serbia, a technique called “living library” was used at a book fair to share information on VAWG.

Men and male youth were targeted in awareness raising sessions in some countries. In Serbia, a CSO (Center for Modern Skills) engaged young men as promoters of a campaign to eliminate gender stereotypes among male high school students. A post-campaign assessment was planned in the design of this initiative. In Albania, Women Forum Elbasan conducted dedicated awareness raising sessions with men and boys and encouraged participation of men and boys to challenge stereotypes and make them agents of change in their communities. Other engagement of men and boys is mentioned below.

Women and girls from minority and marginalized communities. Women, especially in activities related to services in specific objective 3, were the target population of a number of awareness raising initiatives. *Some examples* include:

- In Albania, information sessions were organized by a coalition of three CSOs representing people with disabilities, LGBT persons, and Roma women to reach members of these communities and inform them of their rights.⁷⁵ This activity is within specific objective 3.
- In Kosovo, a network of organizations representing minority and marginalized groups, among other activities, worked to raise awareness of women of the content of the Istanbul Convention. This awareness raising is integrated in the results framework under specific objective 1.
- In Turkey, a particularly notable example involved a peer to peer approach was used to raise awareness among refugee women. Volunteer refugee women were trained in gender equality, violence against women, referral mechanisms and small group facilitation techniques. Each woman committed to reaching 84 other women in her community through small groups of 5-7 women. The volunteers would go to schools, homes, hair salons, or other locations and facilitate discussions using a cloth banner with images and referral pathways printed on it. This initiative strengthened the capacities of the volunteer facilitators and engaged over 1200 women in awareness raising discussions.⁷⁶ Evaluation was conducted among a sample of 130 randomly selected participants, “71.8% stated that

⁷⁴ As a result they prepare scenarios and produced three videos: (1) addressing partnership violence; (2) addressing early marriage; (3) addressing gender inequality within family.

⁷⁵ Annual Progress Report, Year 2, p. 54.

⁷⁶ Support to Life, Awareness-Raising Among Refugee and Migrant Women on How to Access Justice Services: Hatay Field Report of Good Practices and Lessons Learned (UN Women: 2018).

they have gained a better awareness of women's rights and a better knowledge and competence about access to justice services specific to the SGBV.”⁷⁷

If awareness raising is continued it will be important to track the effect in attitudes and perceptions.

How Tactics and Major Activities contributed to objective 2

Assessment of perceptions and attitudes related to gender roles and stereotypes

Innovative approaches to behavioural change (Gender Lab)

There were two main tactics identified in the ProDoc that were applied during the Programme implementation. To date the contribution to the specific objective to: “promote favourable social norms and attitudes to prevent gender discrimination and violence against women.”

Assessment of perceptions and attitudes related to gender roles and stereotypes served to identify gaps in strategic communication skills

Baseline surveys were conducted in six countries (with the exception of Montenegro) to identify dominant attitudes and perceptions toward gender equality. The purpose of these surveys was to identify perceptions in local communities that would allow the design of innovative approaches to change cultural norms and behaviours that perpetuate gender stereotypes or harmful practices.⁷⁸ During evaluation interviews CSOs responsible for the baseline surveys explained the methodology and results; however CSOs in BiH and Turkey did not appear to have prior knowledge of the data. In Albania, Kosovo, North Macedonia, and Serbia the data was shared among CSOs; however it is not clear if the survey results informed the design of projects by CSOs in responding to calls for proposals under objective 2.⁷⁹

A gap in behaviour-oriented communication strategies was observed by UN Women after the baseline surveys, and additional mapping of advocacy and awareness raising initiatives

⁷⁷ Ibid. p. 18.

⁷⁸ Annual Progress Report, Year 2, p. 29.

⁷⁹ In phase 2 of the Programme UN Women is planning to conduct the endline assessment.

implemented by CSOs in the region. Training on communication for behavioural impact (COMBI) occurred in 2018 and in 2019. According to UN Women, the mapping of advocacy and awareness raising initiatives informed the design of Calls for Proposals in five countries.⁸⁰ The evaluators' review of proposals where the COMBI methodology was to be applied did not demonstrate a clear logic to achieve behavioural changes related to gender stereotypes or perceptions of VAW. Rather, targets relate to the completion of certain tasks by the participants (a results-based approach at the output level). A repetition of the survey used in baseline had been planned originally; however, it is understood from six interview responses that the resources were reallocated to pilot initiatives applying the COMBI approach in the last half of 2019.

The Gender Lab experimented with new approaches that can be said to be innovative due to new practices being introduced at the grassroots level. Some of the approaches correspond to behavioural change methods while others can be categorized as innovative IEC approaches.

The strategy challenging norms and exclusionary practices is an ambitious one, perhaps more ambitious than specific objective 2 (to promote favourable social norms and attitudes to prevent gender discrimination and violence against women).

The Gender Lab is a proposal to test new methods to change norms and attitudes, if not behaviours, based on the lack of results from the common IEC (information, education, and communication) activities. The COMBI training introduced a results-based planning framework that focuses on the measuring change in a specified behaviour. A review of project proposals and progress reports from the projects within the gender lab suggests that these projects have stronger diagnostic and evaluation techniques applied, such as pre and post assessment. This is consistent with the premise that experimentation and innovation in a laboratory require testing to measure success and potential for replication.

Innovative approaches to behavioural change are generally, but not exclusively, implemented within the results areas:

- 2.1: Women's CSOs, media and government bodies have the knowledge to develop and implement innovative approaches to address harmful gender stereotypes) and
- 2.2: Result 2.2: Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality).

Of note is that these results statements don't incorporate behavioural change but address capacity to implement innovative approaches (in 2.1) and awareness and acceptance of gender

⁸⁰ Ibid. p. 30.

equality (2.2). This latter results area has a focus on awareness raising, which is feasible, given the length of the initiatives.

The review of reports and interview responses identify various innovative initiatives to influence attitudes, and perhaps behaviours, that have been implemented in the national components of the Programme. As mentioned above, these initiatives are not necessarily formally attributed to results expected under the second specific objective.

Grassroots innovation:

- In Kosovo a door to door campaign to both gather information on beliefs and influence families' understanding of early marriage in communities where rates of child marriage have been high has been recognized as an effective advocacy approach. Volunteers from the communities, including young men, learned about the rights implication of early marriage and went door to door to deliver leaflets and speak to families about early marriage. This approach affected the youth and the families. One woman interviewed in Kosovo stated, "My son had a very difficult experience going door to door – he had to touch the problem himself – he said the situation was worse than he ever thought – he thought things were better but not worse – how the men behaved." This traditional custom continues in the absence of a law definitely prohibiting marriage until 18 years of age. The project implemented by the CSO sits under specific objective 1.
- In Montenegro a Roma organization focused on prevention of child and early marriages through theatre, roundtable discussions, life stories, a billboard, workshops, and being constantly present in the communities to work with individuals. Target groups included Roma women, teachers, and service providers. Early positive indications of behavioural change results were shared with the evaluation: women began reporting child marriage, whereas before the project men or community elders would report, if at all. This type of initiative balances misunderstanding of customary laws and practices of Roma people and the rights of women and girls.

Engaging men. A father support programme in Turkey aims to change fathers' behaviour in the family by engaging men in weekly sessions that address their own experience of violence and issues of masculinity and the exercise of power (added in 2014 when the foundation received support from the UN Women Trust Fund). The programme is based on the concepts of the democratic family in terms of decision-making and roles and responsibilities and ecological theory with the child at the center of a system of inter-related actors. One of the outcomes of the programme are local fatherhood networks that have been organized and led by men completing the foundation's programme. Anecdotes of behavioural change observed by spouses was shared in progress reports of the foundation implementing the father support programme in Turkey.

The Gender Lab initiatives involve pre and post assessment to measure change in knowledge and attitudes; however, the results of the assessments have not yet been reported as many of the initiatives have been ongoing during the evaluation process. Longer term initiatives would allow in-depth measurement of change in attitudes and behaviours.

Degree of integration of the substantive orientation

Harmful attitudes, opinions, and practices that maintain unequal treatment of women and men and also perpetuate violence against women and girls.

Awareness raising and Gender Lab initiative integrated the substantive orientation of this strategy.

Strategy 3 has a substantive orientation on addressing harmful attitudes, opinions, and practices that maintain unequal treatment of women and men and also perpetuate violence against women and girls. The evaluation found that most awareness raising, and innovative initiatives do address harmful stereotypical attitudes and opinions; while some initiatives addressed harmful practices such as early and forced marriage (Turkey, Montenegro, and Kosovo). Other harmful practices identified in the Istanbul Convention, such as gender-biased sex selection and female genital mutilation, were addressed through law reform (in Montenegro) and in the baseline reports by GREVIO in relation to harmful practices in criminal legislation (in the case of Albania and Turkey).

Degree to which the purpose was achieved

To address the socio-cultural norms and attitudes regarding men and women's roles and status within the home and community, which perpetuate gender inequality within the society

The original purpose of this strategy, *to address the socio-cultural norms and attitudes regarding men and women's roles and status within the home and community, which perpetuate gender inequality within the society*, as stated in the ProDoc, was somewhat achieved through awareness raising initiatives implemented across the three specific objectives. Behavioural change is the innovative approach introduced in the Programme Document but not explicitly identified in the description of the implementation strategy. The behavioural change approach was introduced to move past awareness raising through information, education and communication (IEC) activities to change in behaviour. So, while the Programme did address norms and attitudes that

perpetuate gender inequality through this implementation strategy and introduced the behavioural change communication method, stakeholders understand that behavioural change and SO 2 will not be achieved without considering longer term initiatives that can support beneficiaries through the continuum of knowledge acquisition, skills development and behavioural change.

3.4 Strategy 4: Increasing access to women-centered quality essential services

Major finding 4: This strategy incorporates substantive orientation from S1 and S2, approaches from S2 and therefore advances the quality and accessibility of services for survivors of VAW.

This strategy has the briefest description in the ProDoc and the purpose, main approach, and major tactics and activities are not as clearly stated as the previous three strategies. The description considers two groups, service providers and women survivors, although the emphasis is on women. This emphasis is consistent with the specific objective (to empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible, and quality services). The two groups represent the supply and demand dimensions of women-centered services and, consequently, the evaluation interprets this strategy as one that increases demand *and* improves the quality of services. In comparison to the other strategies analyzed above, this strategy was not interpreted differently among stakeholders interviewed; rather, there is a consensus that this strategy is meant to improve access to and quality of services by whatever means.

Application of Main Approach

Promotion of women's rights among service users so that they demand better services

The main approach, directed at women so that they are empowered and demand better services, was not the actual emphasis of the Programme within strategy 4 and objective 3.

Women's rights and services were promoted, increasing awareness and perhaps demand.

Promotion the rights of women and rights to access services is similar to the awareness raising approach in strategy 3. Here, information about rights of women, especially minority and marginalized women, and available services are the key topics. In the results framework these activities are reported within result 3.3: Better access to and improved service provision for women from minority or disadvantaged groups. Among the initiatives targeting women not previously mentioned in the strategy 3 section above, are:

- In Albania, a group of organizations representing minority and marginalized women conducted gap analysis, launched the research report, and then organized information sessions promoted the right to access protection services among LGBT, Roma, Egyptian, and women with disabilities in four municipalities. Practical guides on various forms of violence, services available, and standards for service providers were distributed, including accessible formats.
- In BiH two implementing partners joined forces to prepare materials in Romani, sign language and braille.
- In North Macedonia, a Roma organization worked with Roma youth in mixed groups and girls alone to raise their awareness of equality rights and non-discrimination and empower teen girls at Roma camps for girls. The organization, a provider of free legal aid to Roma women, also informed local government service providers about the rights of Roma women experiencing violence and discrimination and their right to services.

How Tactics and Major Activities contributed to objective 3

*Gap analysis in service provision and activities to address the gaps
Self- advocacy (empowerment) or advocacy*

An important tactic in the implementation of the strategy focussed on awareness raising and capacity building with service providers. This emphasis on the supply dimension makes sense when the results framework is reviewed as two of three results target service providers. The approaches are discussed below.

Gap analysis in service provision was limited; however, important advances on analysis of gaps in services for minority and marginalized women improved intersectional considerations in services.

Assessments of service gaps have been conducted at the regional and national levels as part of the Programme. It is important to remember that the design of the Programme was based on research on the availability and accessibility of services,⁸¹ and CSO implementing partners providing counselling, legal aid or other support to women have tracked the gaps in service provision. Therefore, assessments conducted during the Programme have focused on specific issues in an effort to deepen stakeholders' understanding of services required. For example,

⁸¹ UN Women Study on Availability and Accessibility of Services in Response to Violence against Women and Girls, completed in Albania, Bosnia-Herzegovina, FYR Macedonia, and Turkey in 2016; and in Kosovo*, Montenegro, and Serbia in 2016.

- In Serbia, there was a gap analysis related to service provision. The femicide research examined national legislation compared to international standards in relation to the prevention of VAWG, especially femicide. The end goal, being to develop an investigative tool for femicide cases.
- Two regional research publications will further advance services adjusted to respond to the needs of minority and marginalized women: “Essential Services: Analysis of the Access to Support Services for Women Belonging to Marginalised Groups who Have Experienced Violence;” and “A Thousand Ways to Solve our Problems: an analysis of existing VAWG approaches for minoritized women and girls in the Western Balkans and Turkey.”
- In Serbia, assessment of general and specialist service providers’ knowledge and practices were conducted implementing partners to assess access by women with disabilities, victims of femicide and other groups
- In Kosovo, an organization conducted an assessment of shelter practices compared to the UN Essential Services Package and then prepared a manual on case management to ensure alignment with the package.
- In North Macedonia, an analysis and costing of specialist services for survivors of sexual violence was conducted and adopted by the responsible ministry. In addition, regional studies have analyzed gaps in accessibility and quality of services experienced by minority and marginalized women⁸² and gaps in responses to victims of sexual violence.⁸³

These types of studies allow for projects to be designed to respond to the specific gaps in service provision and advance toward specific objective 3.

Activities to address the gaps in services focused on awareness raising and capacity building with service providers; the latter resulting in significant progress in service delivery

There were two types of activities oriented toward service providers: i) Promotion of women’s rights among service providers; and ii) capacity building. The most effective approach, with visible results, involved capacity building.

Promotion of women’s rights among service providers

⁸² Tanja Mandić Đokić, “Essential services: analysis of the access to support services (health, police and Justice and social services) for women belonging to marginalised groups who have experienced violence,” 2019.

⁸³ Civil Society Strengthening Platform, “Mapping of Sexual Violence Services in the Western Balkans and Turkey,” 2019.

Examples of awareness raising of women's rights, harmful stereotypes and practices directed toward service providers were noted in strategy 3 above. In addition, in some countries implementing CSOs conducted one day workshops on the Istanbul Convention with service providers. The service providers admitted that this type of workshop is introductory and that to change skills and agency practices they require in-depth and specialized training. These general awareness raising activities do not lead to concrete changes in service delivery.

Strengthening capacities of service providers

Implementing CSOs with extensive experience strengthened the capacity of three main types of service providers to provide services in alignment with the Istanbul Convention:

i) women's organizations who offer services to women survivors of VAW

In relation to this group, women's organizations offering services to survivors, the capacity building was self-delivered, for example in the case of a shelter in Montenegro that required certain skills and infrastructure to meet licensing requirements. Alternatively, capacity building was provided to CSO service providers by a women's CSO with significant experience in service provision, advocacy and training programs for service providers and public officials (Montenegro, Kosovo).

ii) local public service providers and law enforcement authorities

In relation to the second group, implementing CSOs with years of experience provided training to public service providers and law enforcement officials.

Capacity building occurred primarily through multi-sectoral or multi-agency referral and response mechanisms to survivors of violence against women. These multi-agency teams enhanced services in six countries (Albania, BiH, Kosovo, Montenegro, North Macedonia, Serbia) at the local level.

This tactic provides an opportunity for engagement between civil society organizations and local and national government agencies. For example, in North Macedonia, a women's organization providing free legal aid services initiated and coordinated a multi-sector team of service providers, including social work, municipal government, health, prosecution, police, and judicial officials to ensure coordinated referral and protection mechanisms operated at the municipal level in a manner consistent with the Istanbul Convention. In other countries the multi-sector teams

supported by the Programme also included school officials and child protection units (e.g. Albania,⁸⁴ Montenegro).

iii) private service providers

In relation to the third group, at least one implementing CSO (Turkey) provided training to private sector lawyers, often women lawyers working as sole practitioners, to enhance their capacity to offer legal services to women survivors of violence in criminal or family cases through exposure to international and European conventions and jurisprudence. As a result of the training three lawyers confirmed they have sustained communication among the group to share precedent and advice to lawyers engaged in difficult cases in different parts of Turkey.

Self-Advocacy and empowerment occurred despite limited initiatives designed with empowerment as the central focus

Strategy 4 and specific objective 3 both imply that women will be increase their awareness of their rights and the duties of public or publicly funded service providers so that they advocate for access to quality services. The evaluation understands a reference to “advocacy” in the ProDoc description of strategy 4 as meaning self-advocacy. The strategy does not consider approaches to engagement with women to support their empowerment and ability to advocate for themselves. The evaluation acknowledges that, given the description of this strategy is brief, the reference to advocacy may infer advocacy by women’s organizations for improved services.

Implementing CSOs working to empower women survivors are limited given the Programme lacks a defined approach to empowerment and its measurement. Still, implementing CSOs providing services to women empower women, even if it’s not tracked. Some examples of projects where empowerment is presumed or explicit:

- In Serbia, an organization reached hundreds of women survivors of violence in rural communities, including women from minority and marginalized communities, to increase their knowledge of independent government bodies responsible for addressing gender-based discrimination and harmful stereotypes (e.g. Citizen Protector, Ombudsperson and Equality Commissioner).
- In BiH, survivors of violence were empowered to speak out about their experience of violence through at least two activities implemented under specific objective 2.
- In Montenegro, women service users attended an interview with CSO service providers who were beneficiaries of capacity building initiatives by implementing partners. One survivor stated: “I participated as a services user. What helped me was the conversation, self-defence, yoga, sewing training... I was able to help myself and I will try to be even

⁸⁴ <https://albania.unwomen.org/en/news-and-events/stories/2018/09/feature-story-improving-services-for-women-survivors-of-violence-in-albania>

better. Earlier, I was (self) isolated and withdrawn, and later with their help, with all the programs, I empowered myself and it's much easier for me to live.”

Degree of integration of the substantive orientation

Istanbul Convention standards

A 2016 baseline study (UNW and CoE)

Needs of women from disadvantaged groups; intersectional approach

The Istanbul Convention and intersectional approach to service provision were integrated in the Programme to a high degree.

Strategy 1 contributes to the alignment of national law and policy with the Istanbul Convention standards which in turn provides guidance to service providers. The Programme uses the Istanbul Convention to guide “women-centered quality essential services” in strategy 4. Specifically, training of service professionals and training on multi-agency coordination supports the implementation of article 15 of the Istanbul Convention. Building the capacity of service providers and their services has demonstrated the integration of intersectional analysis to ensure services are responsive to women’s needs:

- In Serbia, a number of projects supported improved service delivery for women with disabilities; in one, training with police resulted in improved access for women with hearing challenges.
- In Montenegro, work with the community and schools resulted in an action plan for work with Roma and other marginalized youth.

In this and other ways, the Programme contributed to heightened understanding and attention to compounded disadvantage resulting from multiple and intersecting forms of discrimination.

Another source to guide strategy 4 that is identified in the ProDoc is a baseline study⁸⁵ conducted by UN Women with the Council of Europe in six countries involved in this regional Programme

⁸⁵ A summary of the report can be found in the following infographics: <https://eca.unwomen.org/en/digital-library/multimedia/2017/06/infographics-gaps-in-response-to-vawg>

(Kosovo was not included). Some of the gaps identified in this study have been addressed through the application of this implementation strategy. For example,

- In Albania limited access of marginalized women to services, including women with disabilities, was identified as a gap. In the Programme a coalition of three organizations provided training for public local service providers in two municipalities. Other gaps, such as a lack of rape crisis centers for victims of sexual violence, have not been directly addressed; however, a regional mapping of services for survivors of sexual violence was recently published by the Programme.⁸⁶

This strategy, like others, identified the needs of women from disadvantaged groups as a priority. This priority was integrated by the Programme through its calls for proposals and the selection of CSOs representing and working with women from minority and marginalized communities. The evaluators' review of projects suggests that at least 10 projects directly involved women survivors of violence as beneficiaries. In other projects, the beneficiaries are service providers who in turn work directly with survivors of VAW.

Degree to which the purpose was achieved

Increase demand for, and improve quality of services

Strategy 4 improved the quality of services, especially services provided by women CSOs and those coordinated by multi-sector teams, which appears to have increased reporting by women.

The purpose of this strategy, as perceived by the evaluators, is two-fold, to: i) increase demand for quality services; and ii) to improve the quality of services.

In terms of the empowerment of women to increase the demand for quality services, the Programme has supported a limited number of initiatives where survivors were engaged explicitly for the purpose of their empowerment. Evaluation interviewees suggested demand is increasing because services have improved (women know quality services have improved and are now responding to their needs). Increased reporting was indicated by Programme stakeholders in:

⁸⁶ <https://eca.unwomen.org/en/digital-library/publications/2019/11/mapping-of-sexual-violence-services-in-the-western-balkans-and-turkey>

- In Albania, one CSO shared reporting increases since 2017 (2017: 989 reported cases; 2018: 1102 reported cases; 2019: already more than 60% of 2018).
- In Kosovo, in municipalities where the local coordination and referral mechanism is functioning reporting has increased (almost double in 2019 compared to 2018).
- In Montenegro, a government official stated, “we see more and more cases being reported. It is a positive step that victims are reporting more that confidence has increased, that they started rejecting anonymity as victims.”
- In North Macedonia, a multi-sector team has observed increase in reporting.
- In Serbia, there has been a 20% increase of rural women calling SOS line than before the project.

5.

Examples of empowering women so they advocate for quality services are found across strategies 3 and 4, likely all contributing to increased demand.

These supply and demand elements are mutually reinforcing. The strategy has clearly contributed to improved quality of services and improved coordination of services through multi-sector teams or referral mechanisms. Since the operation of these multi-sector mechanisms in targeted municipalities, implementing CSOs and beneficiary service providers explained that more women are reporting incidents of violence.

6.

4. Interaction between Strategies

Major finding 5: Strategy 2 is embedded in strategy 1 and provides an important approach to in strategy 4, thus producing significant results in specific objectives 1 and 3.

4.2 Strategy 2 with 1, 3 and 4

Strategy 2 with strategy 1: The strategy strengthening women’s organizations is a comprehensive strategy that, while it focuses on network strengthening originally, is perceived as a capacity building strategy for women’s organizations in terms of technical topics (e.g. the Istanbul Convention) and operational skills (project management, advocacy approaches). In reality strategy 2 and the main approach in strategy 1 are *the same*. In the case of strategy 1, strengthening women’s organizations is for the purpose of aligning national normative frameworks with the Istanbul Convention. In the Programme implementation, strategy 1 has become a sub-set or the substantive area of focus *within* strategy 2. To advance strategy 1 towards its aim, especially to enhance law reform advocacy and progress monitoring and accountability, adjusted methodologies and facilitated dialogue between government officials and civil society organizations need to be considered.

Strategy 2 with strategy 4: Strengthening women’s organizations is applied *within* strategy 4 to build capacities of women’s organizations providing services to women survivors of VAW, especially minority and marginalized women. The strengthening occurs through delivery of services provided by the implementing CSO, self-directed training by the CSO (to meet accreditation standards), or an implementing CSO provides capacity building to other women’s organizations delivering services. *Strategy 2 provides one of the major tactics or approaches to strategy 4.*

Strategy 2 with strategy 3: Strengthening women’s organizations is applied by UN Women to build implementing partners’ capacity to understand and apply the COMBI method. *Strategy 2 has limited interaction with strategy 3*, compared to the levels of interaction with strategies 1 and 4. This is due to the fact that strategy 3 focuses more on awareness raising and behavioural change directed toward external actors than with the implementing partners.

Implementation Strategy 2 in interaction with other strategies



4.2 Strategy 1 with 3 and 4

Strategy 1 with strategy 4: Strategy 1 is fundamental to strategy 4 because it provides for the reform of the national normative framework, so that it aligns with the Istanbul Convention. The substantive orientation of strategy 1 highlights two main issues: i) all forms of violence, and; ii) services that respond to women’s legal, social, economic and cultural rights. This substantive orientation *provides the normative basis* for the quality essential services to be enhanced and accessed in strategy 4.

Strategy 1 with Strategy 3: In practice, strategy 1 and activities under specific objective 1 include awareness raising activities on international standards for government, Parliamentarians, women, and other community groups. Awareness raising on international standards, especially the Istanbul Convention, *complements* strategy 3. Strategy 3 aims to “challenge norms and exclusionary practices” and is consistent with the awareness raising provisions of chapter III of the Istanbul Convention, which deals with prevention. More closely aligning strategy 1 and strategy 3, in terms of education curricula that incorporates positive social norms such as gender equality, non-violent conflict resolution, and non-stereotyped gender roles and in terms of intervention and treatment for perpetrators of violence could advance strategy 3 to a greater extent.

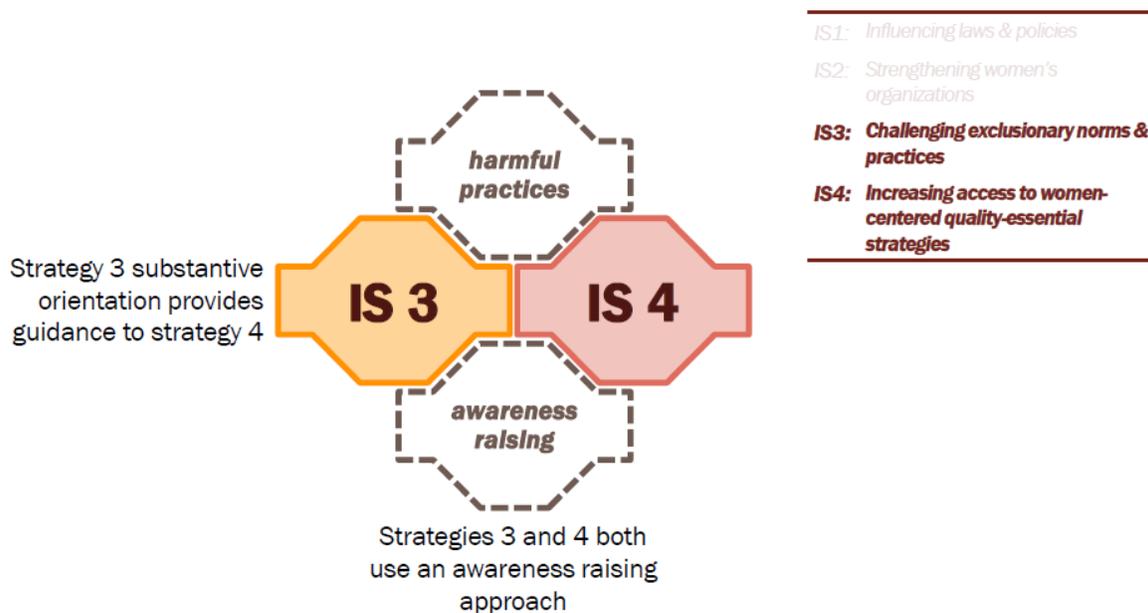
Implementation Strategy 1 in interaction with strategies 3 & 4



4.3 Strategy 3 with 4

Strategy 3 with strategy 4: Awareness raising initiatives occur across strategies 1, 3 and 4. Strategies 3 and 4 both engage women survivors or women from minority and marginalized communities to raise awareness of their rights broadly, their right to services, and to enhance their self advocacy. Service providers and local officials are also targeted beneficiaries in both strategies: in strategy 3 awareness raising on gender stereotypes and harmful practices targets various influencers and community members, including public service providers; and in strategy 4 service providers are targeted for more in-depth training and changes in professional practice. Strategy 3 and 4 are complementary and mutual support progress toward specific objectives 2 and 3.

Implementation Strategies 3 & 4 in interaction with each other



5. Lessons Learned

Interaction between strategies. The strategies, at least in their narrative descriptions in the ProDoc, did not envision, at least not explicitly, the high degree of interaction and synergy among the strategies or approaches and tactics. During implementation the interaction was generally very high and implementing partners used multiple strategies in their project implementation. In substantive terms, the Istanbul Convention as well as harmful practices address in international

human rights law and SDG 5 provided the technical or content orientation across all strategies. As the main method or approach, strategy 2, strengthening women's networks and organizations, was fundamental to construct a strong base for national and regional implementation of other strategies corresponding to specific objectives 1, 2 and 3. Also, awareness raising was a tactic or approach that helped connect strategies and, with the clear substantive orientation of the Programme, awareness raising disseminated common messages across the region.

Some tactics/major activities did not advance to the same extent as the strengthening/capacity building approaches. When the main approaches and supplementary tactics involved capacity building, the results were higher. For example, tactics in strategy 1 will require approaches to support law reform advocacy and progress tracking in addition to strengthening women's organizations to advance more in the normative framework and its implementation expected in specific objective 1. Strategy 3, to advance toward change in behaviour and practice, will require more concentrated initiatives than short term awareness raising or training.

Strategies, length of projects, results and M&E: The use of multiple strategies in projects demonstrates the contribution one project may have to multiple results. Appropriate monitoring and evaluation methods are essential to ensure the evaluability of the Programme activities and to understand which result and indicator the activities are contributing to, and if the activities are actually contributing to the specific objective. For example, awareness raising activities directed at the general population, the metrics of distribution of materials or number of people reached, are divorced from the actual expected result of changes in social norms and attitudes. Longer term initiatives, especially in SO 2 and SO 3 would ensure stronger results and allow change to be objectively measured. Also, measuring women's empowerment through indicators of self-advocacy would inform progress toward specific objective 3.

Empowerment and self advocacy through peer to peer engagement. Engaging in targeted awareness raising using peer-to-peer interactions, as was the case in a small number of projects, has a positive effect on achievement of results in that it combines capacity building of volunteers, awareness raising, and women's agency in their own transformation.

Engaging influencers, changing behaviour among individuals and changing professional practice are long term endeavours. The Gender Lab, allowed for experimentation, and perhaps some innovation; however, the final results of the initiatives are not yet known. To change behaviour of individuals, including men and boys, and professional practice of media, service providers, and government officials will require sustained training or mentoring. In addition, the expected behavioural change, indicators and pre and post assessment methods need to be carefully planned to provide evidence that these approaches are indeed effective.

6. Preliminary Recommendations

Recommendation 1: Reconsider IS2 as a building block for all other strategies

Implementation strategy 2 functioned as a tool to enable other strategies, especially strategies 1 and 4. Strategy 2 could be conceptualised as a tool to enable the other strategies, a building block or tactic rather than a strategy of its own at the same level as the others. In other words, strengthening women's organizations should be an integral component of everything strategy, and based on a needs assessment focused on the expected/intended results of the programme. That is to say, if the objective is to change legal/normative framework, then assess what capacities are there and what capacities are lacking in terms of advocacy with different targets (general population is different from lobbying lawmakers, for example), and then devise a capacity building plan for that purpose, which may involve training, mentoring, working through/in networks and so on.

Recommendation 2: Reconceptualize the Programme's implementation strategies

Given the complexity of the regional Programme it would be helpful in the next phase to take into account the complexity of the Programme to further define the purpose, main approach, tactics and substantive orientation of the strategies that will guide implementation in order to have a coherent approach across the Programme. This would further enhance the Programme's regionality.

Recommendation 3: Consider engaging more with implementing partners to ensure a shared understanding of the programme's implementation strategies, objectives and results.

During the evaluation varying levels of awareness of the strategies and results framework were detected in the different country visits. Sense-making is especially important in a regional Programme involving eight "sites" of implementation (seven countries and regional initiatives), so that activities/results across different locations are comparable (in the sense of able to be compared, not in the sense of similar) to build an aggregate regional results base.

In order for a regional programme to be truly regional, a shared understanding of how the implementation strategies are being applied in activities to advance toward the common results framework, would enhance the regional results framework. The reconceptualization of the strategies, recommended above, could be conducted through a regional dialogue. Also, more explicit and detailed links to the Istanbul Convention and the Acquis Communautaire in the implementation strategies would further the regionality in each specific objective. At present

regionality is especially strong in implementation strategy 1 and specific objective 1, and to some degree in implementation strategy 4 and specific objective 3.

Recommendation 4: Extend the duration of project implementation and strengthen results-based measurement.

Gender Lab experimentation and women's empowerment require longer term initiatives, although most initiatives in the Programme would benefit from more time and stronger results-based measurement.

Annex: ProDoc Description of Programme Strategies

Strategy 1: Influencing laws and policies

Aligning national legislation and policies in the countries involved in the Programme with international human rights standards and the EU "acquis communautaire" will be pursued by strengthening rights- holders' capacities, more specifically women's organizations, to inter alia:

- ensure that normative frameworks cover all forms of violence, the various settings in which it takes place, and perpetrators involved (family members, intimate partners including couples not living together and same sex relationships, community members, state authorities, armed forces, etc.).
- ensure that normative frameworks contain comprehensive prevention, protection and integrated support to victims (health, legal, employment, housing, financial assistance) alongside prosecution and conviction of perpetrators.
- ensure that monitoring mechanisms are in place and functioning to assess progress and secure accountability.

Strategy 2: Strengthening women's organizations

Support to existing networks and facilitating new networks of women's organizations at national and regional levels (with a focus on organizations representing and/or working with women from disadvantaged groups) will be provided to strengthen their capacity and leadership for change, by:

- improving their capacities on advocacy and the monitoring of the implementation of the Istanbul Convention (IC) and CEDAW. This will lead to the drafting and use of national shadow reports to hold national governments accountable on their commitments on gender quality and ending violence against women
- monitoring and reporting will support organizations evidence-based advocacy work
- the national platforms' outcomes will inform the work of a regional network of women's organizations, and vice-versa
- both levels will converge in a regional forum dedicated to the implementation and monitoring of the Istanbul Convention and CEDAW. The objective of the forum is to create mechanisms for a sustained and structured dialogue between civil society, the authorities, and the EU at a regional level. It will allow women's organizations to assess the extent to which countries involved in the Programme are progressing in meeting the standards embedded in

international and regional instruments and in the EU normative frameworks, while at the same time uprooting collective action for accelerating implementation. The agenda of the Forum will draw from the overall focus of the programme interlinked groups of results on service provision standards (including referral systems and case management, access to justice, etc.), addressing harmful gender stereotypes and implementation of and enabling normative environment. The forum will call for the active participation of national governments involved in the action, women's organizations, CSOs, gender advocates, and representatives of marginalized groups with the objective of building on existing expertise/experience and accelerating implementation of the Istanbul Convention. Furthermore, the forum aims at creating mechanisms for a sustained and structured dialogue between civil society, the authorities, the EU, the CoE and EIGE at a regional level.

- the forum will be nurtured by the outcomes of a supported regional platform of women's organizations to be established to mirror country platforms at the regional level
- given that existing normative frameworks at country level rarely address and/or implement properly approached intersections between minorities and disadvantaged groups and gender equality issues, a regional working group on intersecting inequalities will be crucial to unveil, monitor, and tackle discrimination on the grounds of ethnic and racial origin, religion and belief, sexual orientation, disability, and age.

Strategy 3: Challenging norms and exclusionary practices

The first "key area of action" that emerged from the Beijing + 20 review, is the need to "transform discriminatory social norms and gender stereotypes". UN Women's global review of 166 country report calls for "an investment in long-term interventions and campaigns to change attitudes and behaviours, including on male responsibility for unpaid care work and for challenging discrimination and violence".

The Programme will address the socio-cultural norms and attitudes regarding men and women's roles and status within the home and community, which perpetuates gender-inequality within the society *by raising awareness* among communities at large, service providers, parliamentarians, and the media, who can influence the harmful attitudes, opinions, and practices that maintain unequal treatment of women and men and also perpetuate violence against women and girls.

However, acknowledging that a lot has been inverted in this area from multiple fronts with little results, the Programme will address what works and what does not for potential replication through implementing innovative new approaches to behavioral change (the GenderLab) at national level, and assess the best patterns for their replication in other countries at the regional level.

This strategy will be informed by the production of data on perception and attitudes among the targeted communities toward gender roles and prevailing stereotypes. The assessment on perceptions and attitudes will inform the Programme baseline and also nurture the innovative advocacy initiatives to be developed by women's organizations within the framework of the Programme. Higher levels of gender equality are associated with lower levels of societal acceptability of domestic violence, more gender equal societies are more likely to be aware of the serious nature of domestic violence, thus leading to women being more inclined to disclose incidents of violence against women (Gender Equality Index 2015 - Measuring gender equality in the European Union 2005-2012)

Strategy 4: Increasing access to women-centered quality essential services

Activities addressing gaps in service provision for survivors of VAW will be based on the standards of the IC, as well as on the basis of a baseline study that UN Women, in partnership with the Council of Europe, is finalizing in 2016. This will lead to advocacy initiatives better targeted, more coordinated, supported by appropriate evidence, and against promising interventions.

Promotion of women's rights and service users will be undertaken, particularly among women from disadvantaged groups. The latest will be grounded in the basis of the regional working group on intersecting inequalities findings and recommendations. It is expected that, in being aware of their rights, women will be able to demand more and better-quality services.

Annex 13: IPA Beneficiary Summary Reports

ALBANIA

Main characteristics of Albania in relation to VAW

Prevalence of violence against women

In Albania the culture of being strong and tough is still a strong value. Therefore, culture is a crucial component in analyzing domestic violence and violence against women. According to data received by the evaluators, there has been a change in reporting and prosecution of cases of VAW:

- An increase in reported cases to police in 2018 after a considerable drop in 2017 (6,163 in 2016, 4,547 in 2017, and 4,951 in 2018).⁸⁷
- There is a slight decline of domestic violence offences reported and registered under Criminal Code Article 130/a from 1,586 in 2016 to 1,507 in 2017 and to 1,459 in 2018. While there has been a decrease in the prosecution of domestic violence cases from 1,310 in 2017 to 1,209 in 2018⁸⁸, and conviction of perpetrators from 887 in 2016 to 708 in 2017⁸⁹, there have been an increase in petitions for immediate protection order/protection orders from 2207 cases in 2016 to 2593 in 2017, and to 3037 in 2018.

Ratification of the Istanbul Convention

Albania signed the Istanbul Convention (IC) on December 19, 2011, ratified on February 4, 2013 and the IC entered into force on August 1, 2014.

National legislative and policy context

The following are civil and criminal laws addressing VAW in Albania: The Family Code (Art. 62), the Criminal Code (Art. 100-108/a, 124/b and 130/a), the amended law No. 104/2012 on “Measures Against Violence in Family Relations”, the Law on the Protection of Children’s Rights, the Law on Gender Equality in the Society, the Law on Protection from Discrimination and some provisions of the Law on Social Housing.

⁸⁷ Albania State Police, January 2019.

⁸⁸ INSTAT: Crimes Statistics, Q4 – 2018. <http://www.instat.gov.al/en/themes/demography-and-social-indicators/crimes-and-criminal-justice/publications/2018/crime-statistics-q4-2018/>

⁸⁹ Ministry of Justice, January 2019.

Eliminating all forms of VAW is a key priority area of the Programme of Cooperation (PoC) 2017-2021 between the Government of Albania (GoA) and the United Nations (UN).⁹⁰ The GoA has prepared various documents and policies to implement its obligations such as:

- National Strategy for Integration and Development, 2015-2020.
- Gender Equality Strategy, 2016-2020.
- National Action Plan for the Integration of Roma and Egyptians, 2016-2020.
- Protection of National Minorities in the Republic of Albania, 96/2017.

Major gaps in the implementation of the Istanbul Convention

The first GREVIO report in 2017⁹¹ highlighted the following major gaps in the Albanian legislation:

- The lack of specific offences targeting psychological violence and forced sterilization.
- The absence of restraining or protection orders for victims of various forms of violence other than domestic violence.
- The subordination to the victim's complaint of criminal investigations into allegations of sexual violence.

In addition, the following challenges for the Albanian government were also highlighted: poor implementation of existing legislation, limited human and financial resources, multiple interpretations of the legislation, barriers to accessing legal aid and the need to develop functional reporting mechanisms.

How the Programme responds to this context

The Programme is an effort towards ending gender equality discrimination and violence against women, with a particular focus on the most disadvantaged groups of women such as Roma women, LGBTI, women with disabilities, single mothers and rural women. In Albania, the Programme focused on the implementation of the legal framework aligned with international normative standards enshrined in CEDAW and the Istanbul Convention, as well as the European Union (EU) "Acquis Communautaire" (SO 1). The Programme strengthened women's organizations to hold governments accountable, to advocate for effective implementation of the law (SO 1), and to address structural and root causes of gender inequality and violence against women (SO 2). Finally, the Programme strengthened women's organizations to advocate for a more comprehensive, coordinated, inter-disciplinary, and sustained multi-sectoral services for survivors/victims' side (SO 3).

⁹⁰ Programme of Cooperation for Sustainable Development UN Sustainable Development Framework 2017-2021. <https://www.un.org.al/publications/programme-cooperation-sustainable-development-un-sustainable-development-framework-2017>

⁹¹ Albania was one of the first countries for which an evaluation report was issued by GREVIO 2017.

Overview of results achieved through Project Cooperation Agreements

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Names of CSO: Gender Alliance for Development Centre			
Building capacities of CSOs to monitor the implementation of activities related to reduction of gender-based violence and domestic violence of the National Strategy and Action Plan on Gender Equality 2016-2020, under the Regional Programme "Ending Violence against Women: Implementing Norms, Changing Minds.	SO 1 Result 1.1 To create an enabling legislative and policy environment in line with international standards on eliminating violence against women and all forms of discrimination.	Women, CSOs, local governments and other state institutions at the local and central level, journalists and media operators.	<ul style="list-style-type: none"> Prepared methodology for the monitoring the National Strategy National Strategy on Gender Equality (NSGE) 2016-2020, Objective 3, for six municipalities Enhanced capacities through expertise and coaching on effective performance of the local Coordination Referral Mechanisms (CRMs or multi-sector coordination mechanisms) in 6 municipalities. Trained and coached local monitors that were actively engaged with local CRMs. Designed a media campaign to inform the general public on the national strategy.
Names of CSO: Centre for Legal Civic Initiatives (CLCI)			
Establishment of a platform of NGOs and networks for a better implementation of international standards on gender equality and addressing gender-based violence in Albania	SO 1 Result 1.2 Strengthening women CSOs and women networks to implement CEDAW, UPR mechanism and Istanbul Convention.	Women's CSOs, women's networks and platforms, women in general.	<ul style="list-style-type: none"> Created NGO Monitoring Network and its secretariat. Prepared a guideline on CSO reporting and Ombudsperson to international mechanisms (GREVIO, CEDAW, UPR). Enhanced capacities through expertise and coaching for CSOs and NGO Monitoring Network. Prepared and submitted a shadow CEDAW report and Beijing+25 CSO report. Provided recommendations to the amended law on Domestic Violence, Social Housing, guidelines for risk assessments and preliminary emergency protection orders issued by the police.
Names of CSO: Observatory for Children and Youth Rights			
Data collection on gender stereotypes and public perceptions of gender roles and attitudes towards violence against women.	SO 2 Result 2.2 Women, girls, men and boys at community and individual level have a better understanding	UN Women, organizations implementing projects within the Programme, public audience.	<ul style="list-style-type: none"> Conducted mid-term review on gender stereotypes using the same methodology of the baseline.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
	and acceptance of gender equality		
Names of CSO: Woman Forum Elbasan			
Raising the awareness of the community on the effects of, and how to address, harmful gender stereotypes in the region of Elbasan	SO 2 Result 2.2 Women, girls, men and boys at community and individual level have a better understanding and acceptance of gender equality.	Local women grass root NGOs, Local CRM members (police, prosecution, courts, health care providers, social services), schools and other education authorities.	<ul style="list-style-type: none"> Engaged with men and boys, women and girls from urban and rural communities as well as with religious leaders and young believers from different religions. 43 community forums in total on the persistence of gender stereotypes. Conducted workshops with CRM counsellors, increasing knowledge among professionals in the system for the protection of women from violence, risks and gaps. Facilitated the process of sub granting 3 local grass root NGOs. Developed local campaign events. Developed communication and visibility plans.
Names of CSO: Human Rights in Democracy Centre, HRDC			
Increasing capacities of providers of services for women survivors of all forms of violence in the municipalities of Kamza and Lezha.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in. CEDAW and the Istanbul Convention	Women victims of domestic violence, CSOs, local governments and other state institutions at the local and central level, Local CRM members (police, prosecution, courts, health care providers, social services), journalists and media operators.	<ul style="list-style-type: none"> Trained local professionals, members of the CRM on domestic violence and gender-based violence. Expanded the network of local professionals through engaging health care and law enforcement authorities. Developed and implemented a coordinated approach in domestic violence case management. Developed good practices of coordination and referrals. Prepared a shadow report on UPR and CEDAW. Developed guides and leaflets reflecting responsibilities of different local institutions with new changes to the Domestic Violence Law. Conducted information sessions with over 1000 women on available services for survivors of VAWG, which resulted in many cases reported to HRDC and the referral mechanism in Kamez and Lezhe.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
			<ul style="list-style-type: none"> Coordinated meetings of the referral mechanisms in Kamez and Lezhe and revitalized their role
Name of CSO: Albanian Disability Rights Foundation - ADRF			
<p>Increased access to services for women from disadvantaged groups in Albania under the Programme “Ending Violence against women: Implementing Norms, Changing Minds” in Albania.</p>	<p>SO 3 Result 3.3 Better access to and improved service provision for women from minorities or disadvantaged groups.</p>	<p>Women with disabilities; women from LGBTI, Roma and Egyptian communities; local municipalities of Tirana, Elbasan, Shkodra and Vloa; CSOs and representatives of CRM.</p>	<ul style="list-style-type: none"> Produced guidelines on policy and legislation for vulnerable women. Enhanced capacities of the LGBTI and Roma women through workshops. Trained CSOs to represent vulnerable women’ rights. Designed information about the IC and UN CPD rights. Prepared a shadow report on UPR and CEDAW. Developed methodology to address other forms of violence rather than domestic violence and gender-based violence. Prepared a report on access to services for women from vulnerable communities (first of its kind in the Albania). Prepared awareness raising sessions and tools (e.g. photo exhibition, video and booklets) to encourage reporting and support seeking.

Other progress in EVAW in Albania

In joint partnership with the UN, the Government is currently implementing the PoC 2017-2021 which aims at promoting sustainable and equitable development, social inclusion, gender equality, adherence to international norms and fulfillment of international obligations in support of the integration of Albania into the EU and realization of the Sustainable Development Goals (SDGs). Within the PoC, one of Albania's objective is to strengthen GoA capacities, improve mechanisms, advance policies and improve conditions for the legislation that foresees a society that values gender equality as an indispensable prerequisite to sustainable development and aims towards zero tolerance of VAW. In line with the PoC 2017-2021, Albania implements the Joint Programme End Violence Against Women in Albania (2018-2021) whose targeted actions contribute to ending VAW by improving the work of duty bearers at the national and local levels in the service of women as right holders. The Programme's expected results are to: (1) strengthen normative and accountability framework related to VAW; (2) improve institutional practices, services and coordination for survivors of VAW; and (3) challenge norms pertaining to VAW at the state, community and individual levels. This Programme involves UNDP, UN Women and UNFPA⁹². In addition to these initiatives, other progress including the ratification of the IC and the 2018 Universal Periodic Review on Albania have brought new developments impacting the criminal legal framework in terms of harsher punishments for VAW perpetrators and criminalization of sexual harassment. Other relevant progresses include recent changes to the Law on Free Legal Aid and the Law on Domestic Violence.

How the Programme's implementation strategies facilitated the achievement of results

In Albania all four strategies of the Programme were implemented to create successful practices in influencing laws and policies and consolidate the role of civil society as a driving and resourceful force for legislative change. The Programme also facilitated a multi-sectoral response against WAW cases and provided an opportunity to consolidate women's organizations in Albania. Partner organizations of the Programme were involved in the implementation of more than one strategy with overlapping strategies.

Strategy 1 - Influencing laws and policies: This strategy was implemented through the work of Center for Civic and Legal Initiative, Gender Alliance Development Center and Observatory for Children's Rights. The strategy included the establishment of the Monitoring Network on GBV (comprising 48 organizations) to monitor the implementation of recommendations by CEDAW, raise concerns on VAW and advocate for legislative changes. The collaboration of the Network resulted in a shadow report submitted to the CEDAW and UPR and several amendments to laws (Law No. 9669 "On Measures Against Domestic Violence"; Joint Instruction No. 866 "On Procedures and Risk Assessment Model for Cases of Domestic Violence"; and Joint Instruction No. 912 "On the Procedures and Model of the Order for Precautionary Measures for Immediate Protection"; and the Instruction No. 816 "On the approval of standards for service provided and functioning of crisis management Centres for cases of sexual violence"). Finally, a monitoring methodology for the NSGE 2016-2020 was also developed and training was conducted with local CSOs in 6 municipalities.

Strategy 2 - Strengthening women's organizations: The implementation of this strategy encompassed the work of the Center for Civic and Legal Initiative, Gender Alliance Development Center and Women's Forum Elbasan. This strategy consisted of strengthening the capacities of service providers and CSOs for victims of VAW (including

⁹² United Nations Joint Programme End Violence against Women in Albania: <https://www.al.undp.org/content/dam/albania/GenderEquality/EVAW%20JP%20prodoc%20signed%20final.pdf>

emergency services) through activities such as local public dialogue forums and mobilization of local grassroots organizations in awareness raising campaigns on VAW. In addition, collaboration for the provision of services was carried out through case referrals using CRMs from strategy 3 and legal representation for domestic violence victims. CSO personnel in 11 municipalities were also trained on the application of international standards on VAW for the provision of services, monitoring (to report to CEDAW, GREVIO and UN Human Rights Council) and use of advocacy initiatives.

Strategy 3 - Challenging norms and exclusionary practices: This strategy was mainly implemented through the work of the Women's Forum Elbasan in engaging rural and grass root communities and youth; the outreach meetings organized by Human Rights in Democracy Center in Kamza; the active role that media played by disseminating gender-sensitive articles to wider general public; and the baseline survey conducted by the Observatory for Children's Rights to address needs on gender stereotypes, roles and attitudes towards VAW.

Strategy 4 - Increasing access to women-centered quality services: This strategy was mainly implemented by Human Rights in Democracy Center, Gender Alliance Development Center, Women's Forum Elbasan and Albanian Disability Rights Foundation. The strategy implementation consisted of activating referral mechanisms in 16 municipalities to address cases of VAW; increasing the capacity of services providers (e.g. police, municipal gender and child protection units, health care centers, courts and schools) to provide services for women victims of violence according to international standards; developing and disseminating practical guides for addressing different forms of violence (including VAW with disabilities); and sharing knowledge with key-decision makers and marginalized communities on VAWG from Roma, LGBT and disability groups. In addition, the activities implemented by the Women's Forum Elbasan were mainstreamed in strategies 2 and 4, particularly when engaging local referrals mechanism in Elbasan municipality and in consolidating services available to VAW victims.

Success factors

- Political commitment of the Albanian Government to end violence against women.
- Active cooperation and participation from public institutions, local governments and communities.
- Full engagement of civil society actors and acknowledgement by governmental institutions (including Ministry of Health and Social Protection) of their potentials in achieving change.
- EU integration agenda and respective reforms that promote all efforts to end violence against women.
- Previously successful initiatives implemented by UN Women⁹³ and IPs regarding gender responsive budgeting, and the setting up and development of the CRMs.
- The Programme's success stories used in awareness campaigns because of their effectiveness to engage youth to bring change.
- Benchmarking tools such as project document, theory of change, logical framework, and monitoring and evaluation plans to ensure project accountability, measure progress and efficiency.

Main challenges/obstacles

⁹³ Ending violence against women - UN Women in Action in Albania. <https://eca.unwomen.org/en/where-we-are/albania/ending-violence-against-women>

Respondents identified the following set of common issues that prevent or impede sustained action and progress:

- Weak or underperforming governmental institutions at central and local levels because of:
 - lack of information/knowledge on current legislations on VAW,
 - failure to report cases of violence by family doctors/physicians because of lack of information about their legal obligations or fear of abusers (they feel unprotected),
 - difficulties of the Administrative Unit staff to provide relevant services due to lack of information on resources and specialized support services (e.g. housing, legal counselling),
 - lack of rehabilitation programmes for abusers, and
 - lack of funding.
- Poor infrastructure and lack of investments.
- Lack of a fully functional and open judicial system.
- High staff turnovers jeopardizing institutional memory.
- Lack of availability of quality data for effective programme implementation assessment.
- Provisions regarding women and girls with disabilities are almost non-existent in the Law on Gender Equality.⁹⁴ The most significant gap is adequate health services provision for women with disabilities.

Evidence of value of involvement in regional EVAW Programme

Exchange of experiences and dissemination of knowledge (e.g. good practices) are key entry points for quick results, change and networking. This was done by setting up regional platforms, coordination mechanisms, and fostering regional women's rights advocacy, monitoring and networking capacity for women's organizations to engage in policy dialogue with governments and key regional stakeholders, such as the Albania Council of Europe and the EU.

The Programme was an opportunity to positively impact on number of reported cases, quality of services, number of trained professionals, number of campaign activities and publications, network memberships and amendments to the laws (e.g. domestic violence legislation now includes procedures for the protection of persons with disabilities as per recommendations of the Monitoring Network).

Finally, the Programme supported CSOs implementing partners in including other forms of violence beyond domestic violence (like sexual violence, harassment and stalking) in the discussion agenda and in involving independent national human rights institutions (e.g. the Ombudsperson (People's Advocate) and the Commissioner for the Protection against Discrimination) in this discussion.

Priorities related to ending VAW in Albania for the next phase of the EVAW Programme

1. Consolidation and sustainability of services for VAW victims/survivors to address challenges within the government regarding lack of human resources and allocation of funding.
2. Challenge social norms and discriminatory practices through longer-term efforts by targeting youth as a key strategy for generational change and engaging media to reach out to remote and rural communities.

⁹⁴ Albania, Law on gender equality in the society, no. 9970, dated 24.7.2008. <https://www.osce.org/albania/36682?download=true>

3. Ensure the sustainability of the CRMs at local level and the active participation of all relevant actors (police, health, education, social protection, prosecutors, courts, probation and bailiffs), including CSOs.
4. Engage independent national human rights institutions, such as People's Advocate and Commissioner for the Protection against Discrimination.
5. Track CSOs' legislative and policy proposals related to EAW and their acceptance by national or sub-national government bodies in order to improve results monitoring.

BOSNIA AND HERZEGOVINA

Main characteristics of Bosnia and Herzegovina in relation to VAW

Prevalence of VAW

Violence against women and girls still remains a widespread issue in Bosnia and Herzegovina (BiH). According to the results of the survey conducted by the Agency for Gender Equality of BiH,⁹⁵ almost half of BiH women (47.2%) aged 15 and over have been victims of some form of violence at least once in their lives. The most common forms of VAW are psychological and physical violence by current or former partners. Even more alarming is the fact that VAW, is still perceived as an acceptable social behaviour, influenced by patriarchal gender roles and women's status in the society.⁹⁶

Ratification of the Istanbul Convention

BiH ratified the *Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence* (the Istanbul Convention) on November 7, 2013 with no reservation. The BiH Agency for Gender Equality facilitated the process of preparing the *Framework Strategy for Implementation of the Istanbul Convention for the period 2015 – 2018*, which was adopted by the BiH Council of Ministers in 2015. Adoption of this policy document was not mandated by the Istanbul Convention; however, it indicates the public policy commitment of the BiH authorities to enhance the implementation of the international standards on prevention and combating VAW. At the entity level, the authorities of Republika Srpska placed reservations on the Framework Strategy and adopted a decision to report to GREVIO committee independently. The first BiH report to GREVIO is scheduled to be submitted in November 2019.

National legislative and policy context

The Law on Protection against Domestic Violence in the Republika of Srpska (2012) prescribes multi-sectoral cooperation and obligation to sign a protocol on cooperation at ministries level. The general protocol among the five ministries on dealing with cases of domestic violence was signed in 2013. The Protocol defines the obligations and manner of treatment of the police, prosecutors' offices, and social services, health and educational institutions.

The Law on Protection against Domestic Violence, with 8 protocols, in the Federation of BiH (FBiH), stipulates the obligation of competent institutions to sign a cooperation protocol for one or more municipalities that will establish mutual rights and obligations in interventions in cases of domestic violence. The Action Plan for the Prevention of Domestic Violence in the Republika of Srpska is in force, and a number of protocols on cooperation and establishment of referral mechanisms have been signed by many municipalities.

Major gaps in the implementation of the Istanbul Convention

⁹⁵ Prevalence and Characteristic of Violence Against Women in Bosnia and Herzegovina, 2013. https://ba.unfpa.org/sites/default/files/pub-pdf/prevalency_study_0.pdf

⁹⁶ GREVIO and its role in monitoring implementation of the Istanbul Convention at the Council of Europe. <https://www.coe.int/en/web/istanbul-convention/grevio>

The recently published Shadow Report on the implementation of CEDAW in BiH (2013 – 2017)⁹⁷ emphasized that BiH still fails to integrate women’s human rights and gender equality in important reforms and development processes. It also points at the continuation of widespread violence and discrimination of women, namely women from minority and disadvantaged groups, as well as the lack of harmonized legislation with international standards, and their implementation.

How the Programme responds to this context

The Programme “Ending Violence against Women: Implementing Norms, Changing Minds” responds to the problem by supporting the development of an enabling legislative and policy environment on eliminating violence against women and all forms of discrimination; promoting favorable social norms and attitudes to prevent gender discrimination and violence against women and pursuing empowering women and girls (including those from disadvantaged groups) and to advocate for and use available, accessible, and quality services. It is consistent with the national, regional and international equality rights, the EU standards and EVAWG normative/legislative standards that require adequate services of protection to be provided to victims of VAW: BiH Law on Gender Equality – amended version;⁹⁸ the Istanbul Convention; the Law on Prohibition of Discrimination in BiH; Family Law of FBiH and RS; Criminal Codes of BiH, Republika Srpska, FBiH and Brčko District; and the Law on Protection against Domestic Violence in the FBiH and in Republika Srpska.

⁹⁷ Report of Civil Society Organizations on Implementation of Concluding Observations and Recommendations of CEDAW Committee for Bosnia and Herzegovina (2013 – 2017). <http://hcabl.org/wp-content/uploads/2016/11/CEDAW-ENG-web.pdf>

⁹⁸ Law on gender equality in BiH (amended 2009). <https://www.osce.org/bih/107251?download=true>

Overview of results achieved through Project Cooperation Agreements

Project Title ⁹⁹	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Name of CSO: VIVE ZENE, Tuzla			
Increase of understanding and acceptance of gender equality in local communities – path to prevention of violence against women and girls.	SO 2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.	School children/general population Women living in remote areas who belong to disadvantaged groups (survivors of conflict related sexual violence, returnees, Roma women, women with serious diseases, women with disabilities.)	<ul style="list-style-type: none"> Improved change in attitude of boys and girls toward gender stereotypes and gender roles. Increased empowerment of women to speak up, seek support and become agents of change for other women with similar experiences of VAW through “Women’s Support Chain”. Increased awareness of VAW by the local institutions. Increased in reporting cases on VAW in Tuzla Canton.
Name of CSO: Center for Social Research Analitika, Sarajevo			
Data collection on gender stereotypes and public perceptions of gender roles and attitudes towards violence against women.	SO 2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.	General public and policy makers.	<ul style="list-style-type: none"> Collected data on current and dominant attitudes, perceptions, opinions and beliefs toward gender equality and VAW at community level in BiH, which were previously non-existent for BiH. The baseline produced was used as a basis for adaptation of the Gender Lab, an innovative advocacy regional facility, of BiH.
Name of CSO: Foundation of Local Democracy, Sarajevo			
Improvement of access to services for all women and girl	SO 1 Result 1.2	End-beneficiaries are women victims of VAW	<ul style="list-style-type: none"> Adopted the Law on Amendments to the Law on Protection Against Domestic Violence in the RS Family on 27.09.2019. The first draft of the Law on

⁹⁹ The project implemented by Zena BiH Mostar is not summarized in this table since project documents were not received during the time frame of the evaluation.

Project Title ⁹⁹	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
victims of domestic violence in BiH.	Law and policies are reviewed and reformed to conform with international human rights standards, including CEDAW and the Istanbul Convention.	and domestic violence in BiH. Direct beneficiaries of the Project are government institutions that are responsible to create adequate legal framework for establishment of assistance and services to the victims of domestic/ VAW and its protection.	Amendments to Law on Protection Against Domestic Violence in the FBiH was prepared. However, its adoption is pending the establishment of the new FBiH government. The amendments to the legislation were preceded by the development of the situational analyses, and policy and advocacy papers identifying the gaps in services to victims of domestic violence and in providing recommendations for harmonization with Istanbul Convention that required legislative changes.
Name of CSO: Foundation Lara, Bijeljina			
Improvement of capacities of providers of support services for victims of gender-based violence.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.	Direct beneficiaries: employees of the centers for social work, the police, prosecutors' offices, health and educational institutions, free legal aid services, professional staff of specialized services managed by non-governmental organizations (safe houses, centers for work with perpetrators of violence, SOS phones, self-help).	<ul style="list-style-type: none"> Developed guidelines and expanded networks for Improving the Safety of Victims of Domestic Violence and Managing Security Risks, to aid institutions, the judiciary, police and CSOs with tools to protect VAW survivors.
Name of CSO: Roma Women's Association Bolja Buducnost, Tuzla			
We use available mechanisms to protect ourselves against violence and discrimination.	SO 3 Result 3.3 Better access to an improved service provision to women	Women from minority and vulnerable groups: Roma women, refugee women, single mothers, migrants, women in	<ul style="list-style-type: none"> Facilitated the use of Roma moderators as a bridge to gain trust for institutions and service agencies providing services to Roma women and men.

Project Title ⁹⁹	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
	from minority and disadvantaged groups.	general social need, illiterate and uneducated women, women from multiple families but also men and youth.	<ul style="list-style-type: none"> • Increased awareness of police regarding the role of the moderators and their involvement in VAW prevention. • Changed attitudes towards VAWG among Roma men and boys through the involvement of moderators.
Name of CSO: United Women, Banja Luka			
Ending violence against women: implementing norms, changing minds.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Women's CSOs members of BiH Safe Network, BiH Women's Network and RING NGO Anti-trafficking Network.	<ul style="list-style-type: none"> • Increased inclusion, visibility and participation of single mothers, women with disabilities, Roma women. • Made significant changes in the implementation and action plan of the Strategy for Protection and Prevention of Violence Against Women in accordance with the Istanbul Convention and in recognition of the work of women's organizations.

Other progress in EVAW in BiH

The following is a summary of the most relevant progress on the area of EVAW in BiH. The interviews confirmed that EVAW Programme was built on the following achievements to create a compatible intervention:

- Systematized training was conducted for judges and prosecutors in the Centers for Education of Judges and Prosecutors in FBiH and Republika Srpska on gender equality, prohibition of discrimination and combating violence against women and domestic violence as part of criminal law, family law and human rights. Special modules were also developed related to the prevention and elimination of VAW within institutions for police education in FBiH and Republika Srpska.
- Initiatives were implemented for ongoing professional advancement and training for social service providers and teaching staff on health and prevention and elimination of VAW.
- Improved systematic data collection on VAW cases by the FBiH and RS Gender Centers.
- Awareness raising campaigns to prevent violence by gender institutional mechanisms and non-governmental organizations were implemented. Most notable is the continuous campaign on “16 days of activism to end gender-based violence” along with many media and citizens’ campaigns have raised awareness of VAW as human rights violation and the importance to promote human rights protection mechanisms.¹⁰⁰ The interviews confirmed that there is an increase in reporting VAW cases due to these campaign efforts.
- The results of the Programme implemented by UN WOMEN “Standards and Engagement for Prevention of Violence against Women and Domestic Violence in Bosnia and Herzegovina” were integrated into the planning of the interventions for this Programme.
- The Law on Protection against Domestic Violence in Brcko District was adopted in February 2018 as the last law providing protection against VAW in the BiH administrative units (beside FBiH and RS). This was the result of the coordinated efforts between two programmes supported by UN WOMEN – “Standards and Engagement for Prevention of Violence against Women and Domestic Violence in BiH” and the Regional Programme that is the subject of this evaluation.
- Vertical and horizontal coordination among the government institutions has been strengthened, as confirmed by the FBiH Gender Center.

How the Programme’s implementation strategies facilitated the achievement of results

Strategy 1 - Influencing laws and policies: This strategy was implemented in BiH through Safe Network, the secretariat of which is the Foundation of Local Democracy Sarajevo. The Safe Network is a multi-disciplinary and interdisciplinary group of experts from CSOs and institutions to work on the adoption of a new legislation for service provision for victims of VAW in line with the Istanbul Convention. This included the development of a policy document analyzing existing gaps in the current legislation, supporting the new legislation drafting process, advocating for the adoption of the new legislation and its monitoring process. This strategy can be identified as one of the most effective since the Law on Amendments to the Law on Protection from Domestic Violence (LALPDC) was adopted in the RS. The similar draft Law was also prepared in the FBiH of which adoption is still pending. This strategy also strengthened cooperation between CSOs and government institutions.

Strategy 2 - Strengthening women’s organizations: The strategy was implemented through the work of Bolja Buducnost Tuzla and United Women Banja Luka to strengthen women’s organizations in the delivery of services,

¹⁰⁰ Situation Analysis, pg. 4: Framework Strategy for the Implementation of the Convention on Preventing and Combating Violence against Women and Domestic Violence in Bosnia and Herzegovina (2015-2018).

their networks and the monitoring of the implementation of the IC standards. This included skills and leadership training, sharing knowledge on good practices and lessons learned, and advancing the intersectional approach by adapting visibility and promotion materials to persons with impaired sight or hearing. This strategy had the greatest effect particularly in relation to increasing visibility and recognition of the organizations by the government institutions and strengthening their formal networks (e.g. such as the Safe Network or Roma Women's Organizations network) and their internal capacities to monitor the implementation of the IC standards.

Strategy 3 - Challenging norms and exclusionary practices: This strategy was mainly implemented through the work of Vive Zene Tuzla and Analitika Sarajevo. It consisted of raising awareness through local media at the community level (school children, informal groups of women and men and general public) and influencers (service providers, parliamentarians, community mediators and the media). It also included assessing perceptions and attitudes related to gender roles and stereotypes, as well as the application of innovative approaches to behavioral change such as the Gender Lab. Interviews confirmed that the effects of this strategy are limited as norms and exclusionary practices require a long-term period of continuous intervention for change.

Strategy 4 - Increasing access to women-centered quality essential services: This strategy was mainly implemented through the work of Foundation Lara and Bolja Buducnost with different methods. Women's rights were promoted among rightsholders so that they demand better services. Direct communications were held with service providers (centers for social work, police, judiciary, health care centers) on existing gaps, ways to improve and making services accessible to women from disadvantaged groups. Mediation services between VAWG victims and services providers were also delivered. Interviews confirmed that the effects of this strategy are also limited given the short time of its implementation.

Success factors

- The design of the project interventions was prepared fully in accordance with the BiH national priorities in the field of EAW. Also, the UN WOMEN technical support to the implementing partners was recognized as a factor contributing to the results of the Programme. The staff provided technical support by mentoring the partners and training them on monitoring and reporting. The good practices of holding quarterly meetings of all implementing partners and stakeholders was recognized by all the interviewees as a very good and a rather unique forum. This practice served the purpose of keeping them all updated on the progress and overcoming challenges by jointly discussing particular issues of relevance and providing guidance for upcoming activities.
- The Programme supported the Government and CSO collaboration, particularly the collaboration of CSOs with the institutional gender mechanisms and the relevant ministries/institutions in developing policy documents, preparing normative changes and creating mechanisms for monitoring the implementation of the IC standards. This collaboration was also formalized in the form of Safe Network representing cantonal main organization for persons with disabilities.
- The recognition of intersectionality and involvement of representatives of the marginalized groups as implementing partners (such as Roma mediators or members of the organizations of persons with disabilities in drafting law working groups) and also as beneficiaries, so that no one was left behind.
- Innovative methods were tested such as the Gender Lab and COMBI method. The Women's Chain of Support was an example of successful good practices as it used the elements of the methodological concept "Living Library", where through the public appearances of "Women's chain of support" victims of violence showed that a break and a departure from a vicious cycle of violence is possible, encouraging other women, the hidden victims of violence to take steps to break the cycle of violence (family violence, partner violence, violence in the workplace). This intervention resulted in the transformation of women from victims of violence to agents of change. It also helped reduce the stigma against women survivors of violence, particularly sexual conflict-related violence who come from marginalized groups and women facing multiple forms of discrimination.

- Innovative educational materials were produced and disseminated in Roma language, with improvement of services to be more accessible to persons with hearing or sight impairment.

Main challenges/obstacles

- Political context in BiH has restricted legislative changes towards harmonization with the EU legislation and the Istanbul Convention standards. The new FBiH government has not yet formed and the current one has rejected the first draft of the Law on Amendments to the Law on Protection from Domestic Violence prepared by the working group under the Programme.
- There is a strong commitment and understanding among key stakeholders that the Programme should continue in order for the results achieved to be more sustainable. With the lack of adoption of the LALPDC by the FBiH government and implementing regulations, there is the feeling of an unfinished process. In addition, the results under the objective of changing norms and exclusionary practises are only achieved to some extent at the local level.
- Hard to measure results of the fragmented interventions aiming at changing norms and exclusionary practices in order to see the contribution to the objective.
- Robust M&E framework should be in place to monitor and identify desired results in specific areas and the contribution towards objectives.

Evidence of value of involvement in regional EAW Programme

The implementing partners recognized the value of exposure to other practices in the region that they can replicate in their work to improve their services on EAWG. For example, institutions from other parts of the region invited the Center for Women's Rights (which conducted the multi-country study in partnership with the regional UN WOMEN office on gaps in legislation and service provision) to share their good practices in working with the judicial institutions. The regional forum provided CSOs with recognition for their work and results on EAWG and motivation to continue working for better results.

Priorities related to ending VAW in BiH for the next phase of the EAW Programme

The following priorities were identified in order to build on the momentum that has been developed by this Programme:

1. Capacity building of government and CSOs service providers needs to be ongoing and not at an ad hoc basis.
2. Work with female politicians needs to be strengthened to achieve results of the implementation of laws and action plans.
3. Advocacy for the adoption and implementation of the LALPDC in the FBiH needs to continue with the support of UN WOMEN.
4. Replication in other municipalities of both; the inter-institutional and multi-sectoral coordination model, and Roma mediator model in Visoko, Prnjavor; to strengthen the collective effort on EAWG implemented in Tuzla and north-eastern BiH.
5. Awareness raising efforts to change social norms and exclusionary practices need to continue and address smaller, gender and age-specific groups. Informal gatherings have proven to be effective.
6. Regional exchange of experience, practices and lessons among all stakeholders and direct engagement with partners and communities should continue.
7. Further efforts on the standardization of protection services are needed to provide immediate and longer-term services such as free legal aid to victims of VAWG.
8. More efforts are needed, especially among service providers, to fighting stigma against survivors of conflict-related sexual violence so that they can fully exercise their rights and receive quality services.

KOSOVO

Main characteristics of Kosovo in relation to VAW

Prevalence of VAW

The prevalence of VAW remains alarmingly high in Kosovo. With the progress made in consolidating the legal framework and institutional response mechanisms, the number of domestic violence cases reported increased immediately which raised concerns of unaddressed and underreported cases. According to police data, domestic violence case increased from 1247 in 2016 to 1299 in 2017 and to 1,541 in 2018.¹⁰¹ Police data also reveals that spousal violence is the most common. The number of reported cases increased from 818 in 2017 to 1189 in 2018. Reports of domestic violence across ethnicities (Albanians, Ashkali, Egyptians and Serbs) and femicide cases have also risen. A 2015 research report on domestic violence by Kosovo Women's Network¹⁰² revealed that 68% of women suffered domestic violence in their lifetimes. The most prevalent forms of domestic violence are psychological (63%) and physical (47%), followed by economic violence (29%) and sexual violence (11%). In addition, 22% of women and 20% of men believe that a husband can beat his wife under certain circumstances.

Ratification of the Istanbul Convention

Kosovo is still not a member state of the United Nations and therefore cannot ratify various international human rights conventions. Efforts to include the Istanbul Convention into the Constitution have been advanced in the Kosovo Parliament. Full integration of the Istanbul Convention would provide a comprehensive legal framework to improve prosecution and sentencing of VAW perpetrators, rehabilitation and reintegration of VAW survivors in Kosovo society.

National legislative and policy context

There is no comprehensive law or strategy addressing all forms of VAW in Kosovo. Nonetheless, the protection of VAW survivors and the prevention of VAW is firmly enshrined in several existing legislative acts and policies within the Republic of Kosovo:

- Article 53 of the Constitution stipulates equality between women and men as a fundamental right. It also enshrines CEDAW in its Article 22.¹⁰³

¹⁰¹Judgement in Case No. KI 41/12: Gezim and MakfireKastrati against Municipal Court in Prishtina and Kosovo Judicial Council, 201. http://gjk-ks.org/wp-content/uploads/vendimet/gjkk_ki_41_12_ang.pdf Aktakuzë për vrasësin e bashkëshortes dhe vajzës në Gjakovë. <https://www.koha.net/kronike/119602/aktakuze-per-vrasesin-ebashkeshortes-dhe-vajzes-ne-gjakove/> Rasti i vdekjes së Antigona Morinës tri ditë pas martesës, s'kishte shkuar fare në Apel. <https://www.koha.net/arberi/74567/rasti-i-vdekjes-se-antigona-morines-tri-dite-pas-marteses-skishte-shkuar-fare-ne-apel/>

¹⁰² Kosovo Women's Network: No More Excuses - An Analysis of Attitudes, Incidence, and Institutional Responses to Domestic Violence in Kosovo, 2015. <https://womensnetwork.org/wp-content/uploads/2018/10/20151124105025622.pdf>

¹⁰³ Art.22: Constitution of Kosovo. https://mapl.rks-gov.net/wp-content/uploads/2017/10/1.CONSTITUTION_OF_THE_REPUBLIC_OF_KOSOVO.pdf

- Article 4.2 of Law on Gender Equality, no. 05/L-020, defines and recognizes GBV as a form of discrimination¹⁰⁴, and Law on the Protection from Discrimination (direct and indirect forms of gender discrimination), no.05/L-021 were adopted in 2015.¹⁰⁵
- Law on Protection from Domestic Violence (LPDV), no. 03/-182 together with the “National Programme on Protection against Domestic Violence”.¹⁰⁶
- The criminal code has been revised by including domestic violence as criminal offense, and defining all acts of domestic violence, in alignment with the Istanbul Convention¹⁰⁷ particularly Chapter XIX and XX of the Criminal Code —criminal offenses against sexual integrity.
- The Kosovo Programme and Action Plan against Domestic Violence 2011-2014 adopted in 2011.
- The National Strategy on Protection from Domestic Violence and Action Plan 2016-2020 approved on 30 December 2016. Supported by UN Women, they were both drafted according with the provisions set in the Istanbul Convention.¹⁰⁸

Major gaps in the implementation of the Istanbul Convention

Kosovo has passed many laws and strategies to EAWG. However, there are many significant gaps in the implementation of the Istanbul Convention. All these issues mentioned below in combination with discriminatory social norms make VAW one of the most challenging issues facing women.

- The 2018 EU Report on Kosovo identified that inadequate police response, few prosecutions and failure by judges to issue restraining orders against abusive spouses contribute to VAW.¹⁰⁹
- The report also identified the need for further specialized trainings on VAW, including sexual harassment.
- Local NGOs have continuously raised the issue of VAW cases as highly underreported. Kosovo society considers VAW as private matter and combined with social stigma, fear of retaliation, lack of trust in competent authorities and economic dependence on the perpetrator contribute to underreporting.
- There are no rehabilitation services for perpetrators, thus the phenomenon of recidivism often results in murder of victims.

How the Programme responds to this context

¹⁰⁴Assembly of the Republic of Kosovo: Law on Gender Equality, No. 05/L-020 on Gender Equality, 2015. http://equineteurope.org/wp-content/uploads/2019/10/Annex-LAW_NO_05_L-020_ON_GENDER_EQUALITY.pdf

¹⁰⁵ Law no.2004/2 on Gender Equality and the Anti-discrimination Law no.2004/3 were both repealed by these two new pieces of legislation mentioned above.

¹⁰⁶ Art 1, 2.1.2: Law on Protection Against Domestic Violence, No. 03/-182, 2010. <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2691>

¹⁰⁷ Art.248: Code NO. 06/L-074, Criminal Code of the Republic Of Kosovo. <https://md.rks-gov.net/desk/inc/media/A5713395-507E-4538-BED6-2FA2510F3FCD.pdf>

¹⁰⁸ National Strategy of the Republic of Kosovo on Protection from Domestic Violence and Action Plan, 2016-2020. [https://abgj.rks-gov.net/assets/cms/uploads/files/Publikimet%20ABGJ/Strategjia%20Komb%20C3%ABtare%20e%20RK%20p%20C3%ABr%20mbrojtje%20nga%20dhuna%20ne%20familje%202016-2020\(1\).pdf](https://abgj.rks-gov.net/assets/cms/uploads/files/Publikimet%20ABGJ/Strategjia%20Komb%20C3%ABtare%20e%20RK%20p%20C3%ABr%20mbrojtje%20nga%20dhuna%20ne%20familje%202016-2020(1).pdf)

¹⁰⁹ European Commission: Commission Staff Working Document, Kosovo 2018 Report. <https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/20180417-kosovo-report.pdf>

The Programme strengthened the effort towards ending gender inequality, gender discrimination and violence against women, with a particular focus on the most disadvantaged groups of women, such as VAW victims, LGBTI, women with disabilities, single mothers and rural women. The Programme facilitated in the creation of a legal framework to address VAW aligned with international standards enshrined in CEDAW, the Istanbul Convention and the European Union (EU) "Acquis Communautaire". The Programme also strengthened women's organizations to hold governments accountable and advocate for effective implementation of the legislation (SO 1) as well as to address the root structural causes of gender inequality and violence against women. (SO 2). Finally, the Programme prepared women organizations to advocate for more comprehensive, coordinated, inter-disciplinary, and sustained multi-sectoral services for survivors/victims. (SO 3).

Overview of results achieved through Project Cooperation Agreements

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Name of CSO: Network of Roma, Ashkali and Egyptian women organizations in Kosovo-NRAEWOK			
Network of Roma, Ashkali and Egyptian women organizations in Kosovo-NRAEWOK.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Roma, Ashkali and Egyptian communities (women, boys and girls) in Lipjan, Gracanica and Mitrovica; local staff municipalities; communities; schools; CSOs; shelters and local/ community organizations.	<ul style="list-style-type: none"> • Increased activism of RAE community and families to prevent early marriages of children in RAE community. • Conducted an assessment and training sessions with Roma, Ashkali, and Egyptian Civil Society organizations; and women organizations and networks on their overall knowledge and capacities in the areas of legislation on early marriages in line with CEDAW and the Istanbul Convention. • Performed awareness raising sessions with stakeholders and beneficiaries on concrete and effective steps to advocate on implementation of policies and laws in line with CEDAW and the Istanbul Convention, against early marriage and all forms of gender discrimination. • Conducted awareness-raising initiatives on the effects of early marriage in Roma Ashkali and Egyptian communities, including a far-reaching "door-to-door" campaign as well as the "Family Conferences" in new targeted municipalities involving young boys as a role model. • Developed a communication and visibility action plan.
Names of CSO: NORMA- Lawyers Association			
Support Civil Society Organizations advocacy actions for implementation of the National Strategy on Domestic Violence in line with CEDAW and Istanbul Convention.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Women's CSOs, women's networks and platforms, Agency for Gender Equity (AGE), Centers for Social Work, Ombudsperson, Victim's protection and Advocacy Office, police, CSOs and the media.	<ul style="list-style-type: none"> • Coordinated a network of CSOs providing services and support to domestic violence, gender-based violence and sexual violence victims. • Prepared Legal Education Guidelines reflecting the requirements of the Istanbul Convention as a positive pressure to constitutional amendments. • Enhanced capacities of local and grassroots CSOs and women networks. • Trained service providers in addressing cases of domestic violence and providing support to victims.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Names of CSO: Kosovo Gender Study Center			
Data collection on gender stereotypes and public perceptions of gender roles and attitudes towards violence against women.	SO 2 Result 2.2 Women, girls, men and boys at community and individual level have a better understanding and acceptance of gender equality.	UN Women, organizations implementing projects within the Programme, other participating in the Kosovo Women Networks, specialized civil society organizations, state institutions and public audience.	<ul style="list-style-type: none"> Developed a baseline report on gender stereotypes.
Names of CSO: NGO Activ, Mitrovica			
Capacity development of CRM members in 7 municipalities.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.	Domestic violence and sexual based violence women, shelters, local municipalities (social welfare services, directorate of education, health and social protection, public employment offices), shelters and local NGOs.	<ul style="list-style-type: none"> Conducted a baseline instrument to identify areas for development and gaps of local CRMs. Increased capacities and engagement of local professionals to tackle VAW and support victims. Provided support to develop local action plans in tackling VAW and mobilizing local stakeholders to enforce the quality of services and support to victims. Increased local networks and cooperation of minority groups to advocate for sustainable change in local policies.
Names of CSO: Kosovo Women Network			
Ending violence against women: increasing access to services for disadvantaged women.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention. Result 3.3 Better access to and improved service provision for women	Domestic violence and sexual based violence women, shelters, Ombudsperson, state authorities, judiciary and law enforcement authorities.	<ul style="list-style-type: none"> Identified key obstacles and legislative gaps to incorporate the Istanbul Convention into the Kosovo Constitution. Organized a nation-wide campaign through a mobile exhibition that brought together various stakeholders. Increased capacities and engagement of the Ombudsperson Institution in Kosovo to tackle VAW. Informed relevant decision makers, stakeholders, professionals, the public and communities, especially women from minorities and disadvantaged groups of the necessity of participation of women with disabilities in public life with a goal to address their specific needs and to redefine accessibility by institutions in meeting the

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
	from minority or disadvantaged groups.		obligations of protection and support to victims of domestic and VAW.
Names of CSO: KosovoLive			
Support to National Domestic Violence Coordinator Office to Develop National Standardized on-line data system for tracking survivors of violence cases in Kosovo.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	National Domestic Violence Coordinator Office, municipalities, Ministry of Justice, Ministry of Social Welfare, Police, Women's NGOs, Prosecution office, judiciary, women at risk of violence and general public.	<ul style="list-style-type: none"> Established an online system to track cases of VAW at central and the local levels. Increased professional capacities of municipal employees and those at the central level responsible for recording, referral and reporting of VAW cases. Provided local experts with specific knowledge and expertise on database development of VAW who are based at the Office of National Coordinator to support staff training and day to day coaching throughout the project cycle.
Names of CSO: SafeHouse, Gjakova			
Capacity development of CSOs and providers to improve services for survivors of violence.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.	Providers of general and specialist support services for survivors of all forms of violence (court, prosecutor office, victim defenders, social workers, police and health workers), CSOs and shelters including organizations representing disadvantaged groups.	<ul style="list-style-type: none"> Conducted a study on the performance of shelters in Kosovo. Developed a consolidated standard operating procedures document, in line with the Istanbul Convention, for use at shelters that provide support to victims of VAW. Trained CRM professionals to respond better and improve VAW referrals to support the victims by introducing an up-to-date code of conduct for shelters. Increased awareness capacities of rural and other women facing multiple forms of discrimination of their rights to live free from violence through a national campaign. Trained service providers on protection from family and partners' violence and to respond better to the issue of violence against rural and other women facing multiple forms of discrimination. Engaged legal expertise to support appropriate referral of cases to the Ombudsperson Institution, including mentoring other service providers.

Other progress in EVAW in Kosovo

Currently Kosovo is drafting its Programme on Gender Equality 2018-2022 with the support of UN Women. It has also taken significant steps towards the provision of reparations for survivors of conflict-related sexual violence by: i) adopting an action plan for the implementation of UN Security Council Resolution 1325, which includes the provision of redress for survivors of conflict-related sexual and gender-based violence; ii) establishing the National Council on the Survivors of Sexual Violence during the armed conflict in Kosovo to ensure a coordinated response; iii) and approving Law no.04/L-172¹¹⁰ which legally recognized the status of civilian victims of sexual violence during the conflict. Other developments include the enactment of Regulation no. 22/2015 On Defining the Procedures for Recognition and Verification of the Status of Sexual Violence Victims During the Kosovo Liberation War.

Efforts are undertaken in Kosovo on introducing the standards set in the Istanbul Convention such as the Council of Europe project on Reinforcing the Fight against Violence against Women and Domestic Violence in Kosovo*¹¹¹, 2017 - 2019. The second phase, 2019 - 2021, of the project is underway that is built on the findings and recommendations of the research of the first phase "Mapping of Services for victims of Violence Against Women in Kosovo".

How the Programme's implementation strategies facilitated the achievement of results

In Kosovo, the four implementation strategies were used mainly through the work of CSOs implementing partners. Influencing laws and policies strategy had the most visible effects in the Kosovo followed by strategy on increasing access to women centered quality essential services.

Strategy 1 - Influencing laws and policies: The strategy brought together implementing partners to actively involve in bringing attention the importance of prioritizing VAW in the political agenda, and the lack of implementation of national legislation and policies through sharing human stories such as early marriages among Roma, Ashkali and Egyptians youth by NRAEWOK. This action contributed in the revision of criminal code by including VAW as criminal offense and defining all acts of VAW in alignment with the Istanbul Convention. Furthermore, the development of the consolidated database and enforcement regulations on VAW strengthened coordination of major actors to effect change in law enforcement, judiciary, and social and rehabilitation services for VAW victims' protection. (Linking SO 1, SO 3 and SO 4).

¹¹⁰ Law no. 04/L-172 On Amending and Supplementing the Law no. 04/L-054 On the Status and the Rights of the Martyrs, Invalids, Veterans, Members of Kosovo Liberation Army, Sexual Violence Victims of the War, Civilian Victims and Their Families.

¹¹¹ Reinforcing the fight against violence against women and domestic violence in Kosovo*

Phase I: 2017 – 2019. [https://www.coe.int/en/web/pristina/reinforcing-the-fight-against-violence-against-women-and-domestic-violence-in-kosovo-](https://www.coe.int/en/web/pristina/reinforcing-the-fight-against-violence-against-women-and-domestic-violence-in-kosovo)

Mapping of Services for victims of Violence Against Women in Kosovo research report. <https://rm.coe.int/mapping-support-services-for-victims-of-violence-against-women-in-koso/168072d125>

Phase II: 2019 – 2021. <https://www.coe.int/en/web/pristina/reinforcing-the-fight-against-violence-against-women-and-domestic-violence>

Strategy 2 - Strengthening women's organizations: NORMA and KWN contributed in strengthening women organizations' capacity in providing improved services to VAW victims such as economic empowerment, legal aid, and court representation through mobilization, advocacy, partnership building and conducting relevant training on capacity building (demonstrating interaction with strategy 4 and strategy 1).

Strategy 3 - Challenging norms and exclusionary practices: KGSC developed an innovative approach in research and data analysis to challenge norms and exclusionary practices by drawing up implementation strategies and methodologies to address cases of domestic violence. Conducted training on 10 steps of implementation for the first time in Kosovo by COMBI. The training helped in developing new methodology and increased the capacity of professionals dealing with VAW cases.

Strategy 4 - Increasing access to women centered quality essential services: Five CSO implementing partners (NGO Aktiv, KosovaLive, KWN, SafeHouse, NORMA and NRAEWOK) increased access to services by women by using national database; bringing together stakeholders such as government agencies, CSOs and service providers; and building capacity in advocacy, programme implementation and raising awareness on VAW. The implementing partners shared information with other CSOs and raised concerns about legal restriction of shelters to provide sustainable support to victims with full dignity and respect of human and constitutional rights. NORMA prepared a guide on incorporating international principles and the Istanbul Convention, and trained professionals, experts, NGOs and local CRMs on addressing VAW cases by integrating *Amicus curiae* principle in court representation for the victims in line with the Istanbul Convention. NRAEWOK also conducted a door-to-door campaign to reinforce the importance of bottom-up approach and working with the communities to achieve long term impact in the society on VAWG.

Success factors

- The Istanbul Convention played a major role in reforming the Kosovo national system by taking into consideration its context under UN resolution 1244 and the state recognition process. The Programme embraced IC principles and requirements for implementation and created preconditions for legal constitutional amendments.
- Developing a unified national database and data management system on VAW cases by including the chain of responsibilities and hierarchies. The unified data also oriented advocacy at local level on establishing local CRMs.
- Full engagement of the civil society actors and acknowledgement of their potentials in achieving change.
- UN Women Kosovo earned recognition in implementing initiatives for EVAWG which enabled partnership building and engagement.
- Knowledge sharing among the implementing partners provided an opportunity for networking and improving advocacy skills for legislation change.
- Using benchmark tools such as project document, theory of change and logical framework for ensuring project accountability, measuring progress and efficiency.

Main challenges/obstacles

Respondents identified a set of common issues that prevent or impede sustained action and progress for the following challenges:

- Legacy of war on livelihood activities and welfare.
- Position of Kosovo under UN Resolution No.1244 (difficulties to actively participate in the regional forums).

The resignation of the Kosovo Government and the early parliamentary election slowed the process of inclusion of the Istanbul Convention as part of the Kosovo Constitution along with the CEDAW convention, the UNCAT and the European Convention for Human Rights. Upon incorporation in the Constitution, the Istanbul Convention and related international standards are directly binding and applicable at domestic levels.

Evidence of value of involvement in regional ERAW Programme

- Perseverance of the priorities towards gender equality, a society free from violence and impunity that leads to sustainable economic development and women empowerment in a post-conflict Kosovo.
- Exchange of experiences, dissemination of knowledge and good practices are key entry points for quick results, change and networking which benefited the setting up of central and local coordination mechanisms and regional platforms. It also fostered regional women's rights organizations' advocacy and monitoring capacity and opened up spaces for them to engage in policy dialogue with the government.
- The programmes implemented by the implementing CSOs successfully institutionalized mechanisms for providing data and information, and coordination and assigning responsibilities of the government authorities and all stakeholders in addressing VAWG. It also provided an opportunity for legislative and constitutional reforms to bring Kosovo in line with international law.

Priorities related to ending VAW in Kosovo for the next phase of the ERAW Programme

1. Increasing dialogue and engagement among local actors, maintaining sustainable multi-tasking Coordination Referral Mechanisms at local level (with active participation of police, health, education, social protection, prosecutors, courts, probation and bailiffs), and ability to provide response to VAW cases.
2. Prioritizing programmes for VAW perpetrators that promote accountability and specialized psychological support services that operate from a gender-based understanding of violence.
3. Including measures to facilitate the economic empowerment of victims of violence against women in the legislation. These measures might take the form of reviewing employment laws to ensure that women dealing with violence are not discriminated against or are given special consideration in appropriate circumstances. Measures might also include funding for dedicated government or NGO programmes to develop economic independence among women victims of violence.
4. Increasing access to effective and prompt judicial proceedings for all VAW victims and providing free legal support and counselling on all criminal, administrative and civil processes.
5. Providing regular, appropriate and effective cross-sectoral training to address the specific needs of vulnerable groups of women (particularly Roma, Egyptian and Ashkali community) to all specialized and general services/staff.
6. Strengthening media information and training campaign on IC and reporting protocols for VAW cases can be an opportunity to facilitate the positive pressure to legislative and executive powers for sustaining social change.
7. Continuing advocacy for legislative and policy changes, along with the implementation of existing laws and state obligations.
8. Strengthening measures with increased budget to provide sufficient transition and/or permanent housing options for VAW victims. Such approach will ensure the ongoing access to safe accommodation for all victims in all territory, including interventions for rape and sexual violence victims.
9. Maintaining a functional and operational database would facilitate the opportunity for data assessment, transparency and accountability of public officials for immediate response and prevention of ERAW.

MONTENEGRO

Main characteristics of Montenegro in relation to VAW

Prevalence of VAW

The major sources of information on prevalence of VAW in Montenegro are the governmental report “Women and men in Montenegro”¹¹², the annual report from the Ministry for Human and Minority Rights (MHMR)¹¹³, the UNDP research publication “Violence in the family and violence against women” (2017)¹¹⁴, and the OSCE survey on violence against women (2019).¹¹⁵ According to the OSCE survey just under half of women (45%) have experienced violence from current or former intimate partners. The most common forms of violence are psychological (43%), physical (17%) and sexual violence (3%). This is lower than the EU, where on average 20% of women (11% in Austria, 31% in Latvia) experienced physical violence and 7% sexual violence (3% in Croatia, 11% in Denmark). These statistics need to be taken with a degree of reservation because they represent only reported violence.

Ratification of the Istanbul Convention

Montenegro signed the Istanbul Convention on May 11, 2011, ratified it on April 22, 2013 and the IC entered into force on August 1, 2014.

National legislative and policy context

The Law on Domestic Violence Protection¹¹⁶, is central in tackling domestic violence by introducing treatment of domestic violence as misdemeanour with corresponding penalties allowing statutory agencies to respond more efficiently by addressing the gaps in existing measures under the Criminal Code.¹¹⁷ The Law also, for the first time, introduces measures such as emergency intervention and restraining orders against perpetrators and specifies right

¹¹² Statistical Office of Montenegro: Women and Men in Montenegro, 2019. <https://www.monstat.org/userfiles/file/publikacije/Zene%20i%20muskarci%20u%20Crnoj%20Gori%202019%20preview%20FINAL.pdf>

¹¹³ The annual report was mentioned in the interview with the government official.

¹¹⁴ UNDP Montenegro Research report: Nasilje u porodici i nasilje nad ženama, 2017. <https://www.undp.org/content/dam/montenegro/docs/publications/si/Gender/Istrazivanje%20o%20nasilju%20u%20porodici%20i%20nasilju%20nad%20zenama%202017.pdf>

¹¹⁵ OSCE-led survey on violence against women, 2019. <https://www.osce.org/secretariat/424985?download=true>

¹¹⁶ Law on Domestic Violence Protection/ Zakon o zaštiti od nasilja u porodici, 2010. https://www.legislationline.org/download/id/5638/file/Montenegro_Law%20against%20Family%20Violence_2010_en.pdf

¹¹⁷ Criminal Code of Montenegro, 2003. https://www.legislationline.org/download/id/6412/file/Montenegro_CPC_am2015_en.pdf Amended, 2018. https://www.legislationline.org/download/id/8406/file/Montenegro_CC_am2018_en.pdf

on protection and assistance (Article 4) for victims, such as right to legal aid. The Criminal Code recent amendments criminalizes stalking, female genital mutilation and forced sterilization in line with the Istanbul Convention.

The most important guiding documents (although not legally binding) in Montenegro, are Protocol on Treatment, Prevention and Protection of Violence against Women and Domestic Violence, Strategy for Protection against Domestic Violence (2016-2020), Action Plan for Gender Equality (2017-2021), Strategy for Social Inclusion of Roma and Egyptians in Montenegro (2016-2020), National Strategy for Sustainable Development of Montenegro for the period up to 2030. *Local action plans for gender equality and social inclusion and development of social services* are adopted by municipalities that include provision on protection from violence and priorities to social inclusion and services for victims.

Major Gaps in the implementation of the Istanbul Convention

Despite the increase in effort and improvement in cooperation between the Ministry of Interior and CSOs, the implementation of IC is very slow and VAW remains a serious concern. Some of the gaps highlighted in the GREVIO and European Commission reports are:

- Ensuring effective implementation of fundamental rights policies on gender equality, children and Roma rights and rights of persons with disabilities.
- Securing sufficient budget allocation for implementation.
- Improving the capacity of relevant institutions as well as inter-institutional coordination.
- Changing attitudes towards victims of domestic violence.
- Improving referrals of victims to other forms of dispute resolution such as counselling.
- Addressing delays in handling domestic violence cases, reluctance to issue protection orders and lenient penal policy.
- Processing VAW cases as misdemeanour, discouraging victims to report offences.
- Lack of capacity and commitment among relevant institutions.
- Lack of effective accessible and quality victim support services, such as legal aid.
- Addressing forced child marriages and child poverty, mostly in the Roma community.
- Active encouragement and support by government on specialist support services.
- Limited scope in research on prevalence of violence without including VAW and disadvantaged groups.
- Raising awareness of all stakeholders and community groups on VAWG.
- Under-reporting of rape due to cultural stigma hampering effective judicial outcomes.
- Lack of gender sensitivity and biases among law enforcement officers, judges and social workers.

How the Programme responds to this context

In Montenegro, the UN Women Programme is referred to as a project and is implemented by the UNDP. The main project objectives in Montenegro are:

1. Strengthening CSOs' capacities to meet the standard requirements of the state to become licensed service providers for victims of VAW in line with IC and allowing them to be financed by the state in the future.
2. Developing an accredited CSO training programmes for professionals working directly with victims of violence to increase knowledge sharing of between Centres for Social Work (CSWs) and institutions and to obtain individual professional licenses.
3. Conducting capacity building activities for women CSOs, police, judiciary and CSWs.
4. Advocacy for the improvement of a legal framework for services aligned with the IC was done by women CSOs and UNDP.
5. Strengthening of services for victims of violence through yoga and self-defence.

Overview of results achieved through Project Cooperation Agreements

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Name of CSO: CRINK Full name: Center for Roma initiatives, Name in Montenegrin: Centar za romske inicijative			
Preparing and strengthening the organization for opening a crisis center for victims of forced child marriage.	SO2 Result 2.2: Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.	Direct beneficiaries: CSO's employees and activists. Ultimate beneficiaries: victims of child marriages from the Roma community.	<ul style="list-style-type: none"> Conducted awareness raising campaigns on child marriage for Roma population (videos, roundtables, billboards) but results are not measured yet.
Name of CSO: Montenegrin Women's Lobby Name in Montenegrin: Crnogorski ženski lobi			
Meeting requirements for social services licensing/ Completion of licensing requirements SOS telephone for victims of sexual violence.	SO2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality. SO 3 Result 3.3 Better access to an improved service provision to women from minority and disadvantaged groups.	Direct: CSO's employees and activists. Ultimate beneficiaries: women, girls, victims and potential victims of any form of all forms of VAW	<ul style="list-style-type: none"> Increased awareness and information on prevention, protection and assistance to girls and women (potential victims of violence and victims of all forms of exploitation) through public tribunes on VAW and discrimination in Podgorica and Berane. Shared insights into individual treatment of cases of victims of violence through the publication of six cases studies, the production of animated videos and organizing roundtables. Made progress in empowering CSOs to provide more efficient and effective services to survivors of violence against women and girls, sexual exploitation and other forms of violence. Conducted analysis of four case studies from shelter statistics to examine the forms of trafficking experienced by shelter residents and made recommendations to improve support services provided by CSOs and institutions. Strengthened service providers' organizational capacity to obtain licences and continue to provide

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
			<p>assistance and support services to women victims of violence.</p> <ul style="list-style-type: none"> Improved service providers' collaboration with social welfare sector in working with under-aged victims of trafficking.
Name of CSO: NGO IKRE			
Istanbul Convention advocacy campaign in Rožaje/ Let's stop violence against women in Rožaje.	<p>SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.</p>	<p>Ultimate beneficiaries: women who are victims of violence in the municipality of Rožaje and their families.</p>	<ul style="list-style-type: none"> Provided information to women (possible victims of violence) on divorce procedure, child protection and institutional protection in Rožaje municipality. Broadcasted two well evaluated and watched educational TV shows. The local TV station said the shows were viewed at least 7.000 times in total. Delivered presentations on recognizing and responding to various forms of VAW to teachers and students. Held meetings with local institutions (schools centers for social work, political parties from Islamic Communities) on strengthening institutional cooperation and systemic support for victims of violence. Prepared and distributed information, for the first time, on how to recognize different forms of violence and the necessity and importance to report it in Rožaje community. Established close collaboration with local Muslim religious leaders to support awareness raising campaign on VAW.
Name of CSO: NGO NOVA			
Preparation of publication and digital exhibition "Women's movement in Post-Socialism Montenegro - Map of the road passed through"	<p>SO2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.</p>	<p>Directly: Women CSOs members of women's movement</p> <p>Indirectly: general public.</p>	<ul style="list-style-type: none"> Collected data on Montenegrin women's movement in post-socialist period. Prepared study findings and presented to women's rights activists to motivate them to support the research process.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
			<ul style="list-style-type: none"> Strengthened women's rights activists' mutual collaboration and understanding of common goals and achievements.
Name of CSO: SOS Nikšić Full name: SOS telephone for women and children victims of violence Niksic Name in Montenegrin: SOS telefon za žene i djecu žrtve nasilja			
Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	Ultimate beneficiaries: women victims of violence accommodated in shelters and organization's staff members. Direct beneficiaries: Via training programme, psychologists, lawyers, social workers, women CSOs and other stakeholders providing social services to victims of VAW and domestic violence (CSW, police, court).	<ul style="list-style-type: none"> Developed new ethical guidelines with focus on the safety and security of survivors for working with women victims of violence. Conducted training on the use of ethical guidelines to SOS advocates, volunteers and staff members when working with VAW survivors. Conducted training for advocates and survivors to improve understanding of ensuring safety in the shelter. Developed educational programmes for staff working on SOS hotlines. Advanced competencies of staff members through educational certification.
Name of CSO: SOS Podgorica Full name: SOS telephone for women and children victims of violence Podgorica Name in Montenegrin: SOS telefon za žene i djecu žrtve nasilja Podgorica			
Creating a favorable environment for women's CSOs to provide sustainable social services and to effect on the development of customer-oriented services. Development of crisis centre services.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	Direct beneficiaries: members of the organization, and other CSOs providing social services to victims of VAW and domestic violence.	<ul style="list-style-type: none"> Designed two educational programmes for accreditation of licensing of professional workers providing services to women victims of violence and domestic violence. Developed organizational procedures and policies for the Crisis Center for Women Victims of Violence required for licensing. Increased knowledge and skills of staff and volunteers in providing support to women victims of violence.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
		Ultimate beneficiaries: women and children victims of violence.	<ul style="list-style-type: none"> Conduct evidence-based analysis for the delivery of services to increase credibility and made progress in the development of a standardize data collection among CSOs that provided assistance and support services to women in order to conduct evidence-based analysis for the delivery of services.
Name of CSO: Women's Rights Center Name in Montenegrin: Centar za ženska prava			
Promotion of GREVIO report and accreditation of the training programme for implementation of the Protocol.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Direct beneficiaries: members of the organization, and other women CSOs and stakeholders providing social services to victims of VAW and domestic violence (CSW, police, court). Ultimate beneficiaries: women and children victims of violence.	<ul style="list-style-type: none"> Produced and submitted GREVIO shadow report for Annual Report Year II. Improved knowledge and sharing of experiences among judges and state prosecutors on gender equality, in particular, the CEDAW convention. Conducted awareness raising campaigns on CEDAW. Provided legal representation and strategic litigation to beneficiaries of VAW cases in line with the IC.
Name of CSO: Women's Safe House Name in Montenegrin: Sigurna ženska kuća			
Improvement of shelter services for women and children victims of violence.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups	Ultimate beneficiaries: women and children victims of VAW, especially those from disadvantaged groups accommodated in shelters and organization staff members.	<ul style="list-style-type: none"> Improved standards of services by accrediting a work license to provide social and childcare activities. Conducted awareness raising campaigns to end violence against women through the production of music videos. (Around 200,000 citizens of Montenegro listened the song – Annual Report Year II). Increased organizational capacity to meet licensing standards for specialist support services for victims of domestic violence.

Other progress in EVAW in Montenegro

1. New Protocol on the Treatment, Prevention and Protection of Violence against Women and Domestic Violence was adopted in September 2018. An interdisciplinary operational team was set up to monitor its implementation with 19 members from five women CSOs implementing UNDP project, the Council for Civil Control of Police, the judiciary, and the prosecution. The police participated in the accredited capacity building training programmes organized by women CSOs to continue working on VAW.
2. Work is ongoing to set up a single electronic database on VAW and family violence to enable automated data exchange between the Ministry of Interior, Police Administration and Ministry for Labour and Social Work funded by EU and supported by the UNDP. The database was launched in May 2019¹¹⁸ and with information of all reported cases of VAW and all relevant legislations. This has improved cooperation between the Ministry of Interior and CSOs.
3. Montenegro is also implementing national Strategy on Prevention and Protection of Children from Violence (2017-2021), and Strategy for the Development of the Social and Child Protection System (2018-2022). Both strategies include measures important for social services provided to victims of VAW in line with the Istanbul Convention.
4. OSCE works on local (municipal) action plans for Gender Equality in some municipalities. Those plans include some activities in the area of combating violence against women.
5. Project of SOS Podgorica and EU (EIDHR budget line) recently provided funding to a small coalition of CSOs dealing with sexual violence (Women's Shelter, NGO Prima and SOS Niksic).
6. The Montenegro Council of Europe Programme Office is now open. This programme office is responsible for the implementation of collaborative projects in Montenegro in the field of protection of human rights and those of vulnerable groups (including combating discrimination).
7. UNDP regional project "Dialogue for the Future" is a peacebuilding initiative that promotes peaceful coexistence, increase trust and respect of diversity. The programme targets women and young people and covers three countries: Bosnia and Herzegovina, Serbia and Montenegro.

How the Programme's implementation strategies facilitated the achievement of results

Strategy 1 - Influencing laws and policies: Not all CSOs were familiar with this strategy. However, influencing was mostly done through public promotion, advocacy campaigns, directly participating in working groups and collaboration with the relevant ministries and state institutions. Some CSOs were also invited to contribute in the formulation of some aspects of the licensing processes and negotiations on state funding of CSOs programmes and activities. In addition, CSOs were able to assist in creating an enabling legislative framework and policy environment through the support of UNDP's project to professionalize services in line with the requirements of the international VAW protection standards. However, the strategy should be understood as focusing more on the implementation of laws and policies rather than creating new ones because they already exist and are aligned with the acquis.

Strategy 2 - Strengthening women's organizations: This is the most utilized strategy. It brought government institutions and CSOs together to change institutional perceptions of women CSOs. It further strengthened women's organizations by establishing new organizations and improving documentation and work codes through revision of existing or current strategic and guiding documents. It also made CSOs more visible in VAW discourses in the public domain. For example, CRINK's work to eliminate child marriages. However, the project is too short to change norms. The Programme also strengthened CSOs and UNDP efforts to exert pressure in holding the national government and institutions accountable to implement its commitments to address VAW.

¹¹⁸ EU Domestic violence data base: Montenegro. https://eeas.europa.eu/delegations/montenegro/63167/node/63167_ar

Success factors

- Excellent collaboration and working relationship between the CSOs and UNDP.
- The EU accession process necessitates Montenegro to comply with the acquis. As such Montenegro cannot be observed outside the EU accession process.
- Strong commitment of the CSOs by working collaboratively on the EVAWG for the wellbeing of women, to make their voices heard and to increase participation in decision making process. Ongoing EU funding and resources is important to sustaining the EVAWG efforts.
- Putting in place legal framework/s for an enabling environment to improve services for victims of violence.

Main challenges/obstacles

- The state institutions lack commitment and willingness to allocate financial resources to support sustainability of the project's results or to finalize (fully implement) the licensing process.
- Government institutions lack capacities or willingness to implement gender sensitive approaches and strategies due to staff turnover, lack of gender sensitivity and commitment.
- Lack of incorporation of EVAWG services required by the Istanbul convention in the state budget (MLSW) and gender sensitive budgeting.
- Lenient measures for perpetrators of domestic violence set out in Law in Domestic Violence Protection. Domestic Violence cases are prosecuted as misdemeanor instead of criminal offence.
- Incoherence in applying the two parallel legislative frameworks (the Law on Domestic Violence Protection and the Criminal Code) is widespread.
- Under-reporting of domestic violence cases
- Lack of punitive measures. Victims are frequently disillusioned. It further disempowers victims while empowering perpetrators.
- Lack of capacity of professionals to work on EVAWG.
- Lack of clarity of programme approach and framing of expectations applicable across 7 countries.
- Lack of inclusion of relevant institutions, ministries, CSW, police, health service and judiciary in the project. The project results were not shared with them and they were not informed on regular bases. It is almost impossible to institutionalise EVAW without engaging the state institutions.

Evidence of value of involvement in regional EVAW Programme

- Establishing collaboration with regional stakeholders. Sharing of knowledge and best practices between representatives of women CSOs through regional events.
- Participating in public relations training and campaigns in line with IC by women CSOs.
- Increasing knowledge of Ministry of Human and Minority Rights (MHMR) representatives on EVAW.
- Increasing visibility, capacity and monitoring skills of SOS Niksic through participation in WAVE regional project.

Priorities related to ending VAW in Montenegro for the next phase of the EVAW Programme

1. Amend Law on Social and Child Protection to include EVAW provisions and service standards in line with IC.
2. Strengthen advocacy efforts in order to ensure effective implementation of policies on protection of women from VAW and vulnerable groups such as young women (children), Roma and Egyptian women, women from rural communities, women with disabilities.

3. Secure sufficient budget allocation for implementation and improving the capacity of relevant institutions as well as inter-institutional coordination.
4. Increase levels of awareness among the general public on VAW to change cultural attitudes and norms.
5. Increase gender sensitivity and capacity-building of all stakeholders in responding to all forms of VAW covered by the Istanbul Convention, particularly in relation to sexual violence, including rape.
6. Increase awareness and understanding of different forms of violence by women CSOs.
7. Support all services providers and women's organizations to complete licensing processes – technical, financial and professional support. The best approach is to engage directly with the government and relevant ministries (MLSW and MHMR) and find a model for sustainable (co)funding of the licensing process.
8. Develop activities (accredited trainings) to allow transfer of knowledge and mentoring by more experienced CSOs (rather than just a one-off accredited training delivered by external trainers).
9. Continue funding of the women CSOs' basic costs – provision for service space (in line with the licensing standards) and professional services for the victims of VAW, and advocacy.
10. Increase public campaigns on awareness raising and education for municipal officials, local institutions, local police and media particularly on ethical approaches to reporting, handling reported cases of VAWG with sensitivity and empathy. Include relevant institutions in the project and set up a Steering Committee with a clear plan and approach based on the existing inter-institutional coordination model to tackle VAW.

NORTH MACEDONIA

Main characteristics of North Macedonia in relation to VAW

Prevalence of VAW

The official data for the Republic of North Macedonia on the prevalence of VAW, according to the Beijing 25+ report¹¹⁹ provided by the Ministry of Interior, are showing continuous increase of the criminal acts related to domestic violence from 2014-18. According to this report, there is a 12% per cent increase in cases of domestic violence registered in 2018 compared to the number registered in 2014. In 2018 there was also a significant increase (57%) in murder (femicide)), resulting from domestic violence compared to 2014. The most vulnerable categories identified are wives and intimate partners. Mental disorder of perpetrators and use of alcohol were identified as the most common factors causing domestic violence. In addition, the OSCE report concludes that 54% of the 1910 women surveyed experienced violence. Out of this 44% psychological violence by intimate partners, 30 % sexual harassment, 14 % physical and/or sexual violence by intimate or non-intimate partner and 7% stalking¹²⁰.

There is also a big discrepancy between the number of registered victims of violence and initiated measures for protection before courts by the Centres for Social Work (CSW). For example, in 2018, the number of registered victims of violence was 919 but only 545 cases were brought before the court by CSW for protective measures and in 2017 only 653 were brought to court out of 1081. During this time, the number of victims using shelter service increased from 20 in 2017 to 56 in 2018.

Ratification of the Istanbul Convention

The Republic of North Macedonia signed the Istanbul Convention on July 8, 2011 and ratified the convention on March 23, 2018 with reservations particularly Article 30, paragraph 2; Article 44, paragraph 3; Article 55, paragraph 1; Article 35; and Article 59.¹²¹

National legislative and policy context

Violence against women is still not defined in the North Macedonian legislation, but it is regulated as domestic violence. The Criminal Code and the Law on Criminal Proceedings provides the legal protection from domestic

¹¹⁹ Page 36: Report of the Government of the Republic of North Macedonia on the application of the Beijing Declaration and Platform for Action (1995) and the results of the 2nd special session of the UN General Assembly (2000) – Beijing +25. https://www.unece.org/fileadmin/DAM/Gender/Beijing_20/Republic_of_North_Macedonia.pdf

¹²⁰ OSCE Macedonia Report. <https://www.osce.org/secretariat/419264?download=true>

¹²¹ Council of Europe North Macedonia . https://www.coe.int/en/web/conventions/full-list/-/conventions/treaty/210/declarations?p_auth=XqAhf5CQ&_coconventions_WAR_coeconventionsportlet_enVigueur=false&_coconventions_WAR_coeconventionsportlet_searchBy=state&_coconventions_WAR_coeconventionsportlet_codePays=TFY&_coconventions_WAR_coeconventionsportlet_codeNature=2

violence but it doesn't recognize domestic violence as gender-based violence.¹²² Law on Family defines domestic violence in Article 94-b¹²³ and allows for inter-institutional cooperation between the non-government sector and the government institutions to provide protection and prevention measures for victim of violence. However, the State does not provide funding to these activities despite the fact that the Istanbul Convention has been ratified. In 2015, the Law on Prevention, Combating and Protection against Domestic Violence was adopted, serving as the first special systemic law in the area of domestic violence. The Law establishes a complete and coordinated system to prevent, protect and combat domestic violence.

Major gaps in the implementation of the Istanbul Convention

Although there are no specific gaps identified in the OSCE and EC reports, here are some common challenges identified in the reports:

- Lack of information sharing and awareness among stakeholders and service providers including government, CSOs and local bodies.
- Underreporting to the police for fear of perpetrator, shame, lack of information of services available and lack of knowledge of VAW.
- Social and cultural attitude and stigma.

How the Programme responds to this context

This Programme enabled a systematic approach by strengthening capacities of CSOs to provide services, a provision for National Action Plan to implement the Istanbul Convention and submission for amendments of the Criminal Code to strengthen North Macedonia's approach in addressing the VAW. The Programme is also making progress in introducing GBV as an issue to be addressed by institutions and CSOs in the provision of services for victims of violence.

¹²² Legal and Institutional Functionality in the Protection of Women – Victims of Domestic Violence in the Republic of Macedonia – Present Situation and Future Perspectives, Zorica Saltirovska, Professor, University of Ss. Cyril and Methodius Faculty of Philosophy, Institute of security, defense and peace/ Sunchica Dimitrijoska, Professor University of Ss. Cyril and Methodius Faculty of Philosophy, Institute of social work and social policy.

¹²³ Family Law. <http://www.mtsp.gov.mk/content/pdf/zakoni/Zakon%20za%20semejstvo-precisten%20tekst.pdf>

Overview of results achieved through Project Cooperation Agreements

Project Title	Programme Objective and Result Area	Specific Direct beneficiaries	Key result achieved (change in beneficiary or process)
Name of CSO: Coalition 'Sexual and Health Rights of Marginalized Communities' Margins (Coalition Margins)			
Conducting scoping study on gender-based violence in public spaces and advocacy.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	CSOs, sex workers, institutional representatives, disabled women and people working with them. Bus and/or taxi drivers and members of the Municipal Council.	<ul style="list-style-type: none"> Produced a scoping study on gender-based violence in Tetovo Municipality which serves as a reference tool for further national advocacy related to appropriate legal regulation of all forms of gender-based violence and inclusion of public safety in the laws and local plans for urban planning and development. Developed an action plan for prevention of gender-based violence in Tetovo municipality.
Names of CSO: Centre for Research and Policy Making – CRPM			
Pre and post survey.	SO 2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.	General public.	<ul style="list-style-type: none"> Conducted pre and post survey on campaigns on GBV to evaluate the perception among the general public of the campaigns conducted.
Names of CSO: EHO Educational Humanitarian Organization - Shtip			
Introducing integrated approach to protect women and girl survivors of violence against women, including domestic violence.	SO 3 Mix of all other objectives.	CSOs service providers – Victims of domestic violence Institutional service providers.	<ul style="list-style-type: none"> Developed a model for an integrated approach for victims of violence in Shtip and Strumica, that included the conformation of a multi-sectoral team. Developed 6 modules on: Global Guideline Essential Service Package for Women and Girls subject to Violence: Core Elements and Quality (available in Macedonian). Provided free legal aid and referral to victims of violence.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Names of CSO: Helsinki Committee for Human Rights of Republic of Macedonia (MHC)			
Women have rights	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Women, women's CSOs, networks, platforms and legal professionals.	<ul style="list-style-type: none"> Strengthened capacities of legal professionals on the practical use of the individual communications or/and inquiries under the Optional Protocol to CEDAW. Submitted communication to the CEDAW Committee in Geneva using mechanisms under the CEDAW Optional Protocol in May 2019 regarding the case of discrimination is based on gender and ethnicity (denial of primary health services to two Roma women). Prepared the manual for using Optional Protocol to CEDAW intended for CSOs.
Names of CSO: H.E.R.A – Health Education and Research Association			
Technical assistance to Government and CSOs to address the gaps in provision of services and align to minimum standards set with the CoE Convention on preventing and combating violence against women and domestic violence.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.	Relevant ministries, national network to fight violence against women and domestic violence, gender platform, Academy of Judges and Public Prosecutors, Parliamentarian Club of Women, CSOs, survivors of sexual violence, and victims of gender based and domestic violence such as children and family members.	<ul style="list-style-type: none"> Developed National Action Plan for the implementation of the Istanbul Convention. Created cost analysis for 6 specialized services – domestic and sexual violence for national application. Based on the analysis, MLSP announced opening of 7 services in cities. Created policy briefs on available and accessible services based on cost analysis and presented in 3 cities and one national conference.
Names of CSO: Association Macedonian Women's Lobby (in partnership with Center for Research and Policy Making)			
Advocacy and expert level dialogue with Government and Parliament to amend existing legislation in the field of gender-based violence and gender-based discrimination.	SO 1 Result 1.2 Laws and policies are reviewed and reformed to conform with international human rights standards,	Members of Parliament, Ministry of Justice, and women who are (potential) victims and survivors of gender-based violence and discrimination.	<ul style="list-style-type: none"> Provided drafts for two amendments on Criminal Code according to the Istanbul Convention. Produced analysis revision on Criminal Code in line with the Istanbul Convention.

Project Title	Programme Objective and Result Area	Specific	Direct beneficiaries	Key result achieved (change in beneficiary or process)
	including CEDAW and the Istanbul Convention.			
Name of CSO: National council for gender equality				
Developing system of data recording of women survivors.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.		Ministry of Information Society and Administration; Minister of Labour and Social Policy); Commission for the Protection of Discrimination, Ombudsman; Centers for Social Work (Skopje); CSOs service providers and the public.	<ul style="list-style-type: none"> Developed software for data gathering (database) from Local CSOs for gender-based violence and domestic violence (Article 11 of the Istanbul convention). Final results – data will be collected in accordance with the new law against violence Art. 31 and 38.
Names of CSO National Roma Centrum				
Support of Roma women to identify their needs, claim their rights and increase their access to services for survivors of violence.	SO 3 Result 3.3 Better access to an improved service provision to women from minority and disadvantaged groups.		Local stakeholders – professionals from Centre for social work, police Centre for referral of Victims of sexual violence, Roma women, Roma girls and boys, Victims of Sexual Violence.	<ul style="list-style-type: none"> Strengthened capacities of the National Roma Centrum for service provision in the field of VAW. Increased knowledge of Roma girls and boys on VAWG by organizing gender-based violence awareness and girls' empowerment sessions in Buvoro Camp. Prepared the research report "Availability and access to support services for Roma women and girls survivors of violence in Kicevo, Kumanovo, Veles, Shtip, Kocani and Prilep" and the Public Policy document. Shared recommendations with stakeholders for improvement of availability and access to support services for Roma women and girls survivors of violence.
Name of CSO: Macedonian Young lawyers				
Development and implementation of awareness raising, advocacy and/or behavioral changes campaign to challenge gender harmful	SO2 Result 2.2 Women, girls, men and boys at community and individual level have a better		High-school students and teachers	<ul style="list-style-type: none"> Built capacities of teams in 6 secondary schools to work with students on topics on gender issues, VAWG, equality. 120 high school students from six municipalities increased knowledge about

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
<p>stereotypes that lead to violence against women in the RNM, under the program: "Ending Violence Against Women: Implementing Norms, Changing Minds"</p>	<p>understanding and acceptance of gender equality</p>		<p>gender equality, non-discrimination, and prevention of VAW. Their capacities for advocacy towards challenging gender harmful stereotypes that lead to VAW were also strengthened.</p> <ul style="list-style-type: none"> • Six teams of professionals (psychologists and/or pedagogues) and teachers in six secondary schools increased their knowledge about VAW. • Six community outreach activities in Kichevo, Kumanovo, Shtip, Shuto Orizari, Tetovo and Karposh were realized by the students included in the capacity building activities, involving the schools as well as the local self-governments.

Other progress in EVAW in North Macedonia

There is significant increase in service provision on violence against women in the past year.

- A crisis centre for women and girl victims of sexual violence was opened in Skopje.
- For the time, the family centre in Skopje is implementing an integrated approach to address VAW by working with perpetrators, and women and girl victims of VAW.
- Four regional Shelter Centres for victims of VAW are opened.
- The first Sexual Assault Centre is opened in 2018 with multi-sector approach at Kumanovo General Hospital.
- A new Law on Prevention and Protection against Gender-Based Violence in the process of drafting and adopting.
- The legal framework is further strengthened by the Law on International and Temporary Protection, establishing protection on the basis of sex and gender for asylum seekers and refugees in 2018.
- The Amendment to the Law on Social Protection in 2018 includes provision to provide protection of women who are victims of trafficking and sexual violence.
- In 2018, the Criminal Code incorporated the principle of non-punishment of victims of trafficking in human beings. This legal amendment explicitly states that the trafficking victim who was forced to commit a criminal or other offense during the time of victimization, which is directly related to her position of victim, will not be punished. The same provision is foreseen for children victim of trafficking.
- The Amendments to the Law on Police in 2018 provides the that the weapon with ammunition shall be temporarily confiscated from a police officer when the Ministry of Internal Affairs receives a notification from the competent social work center that he has committed domestic violence until the decision of the competent court for a temporary protection measure has become effective.

How the Programme's implementation strategies facilitated the achievement of results

Strategies 1 and 2 were mostly used by all CSOs while Strategies 3 and 4 were used to a lesser extent. All CSOs however reported that they have used more than one strategy since activities implemented under their projects cut across the different strategies of the Programme. The most visible effects reported by CSOs are related to the implementation of Strategy 1, which influenced law amendments and action plans development (listed above). The effects of implementing Strategy 3 could not be measured at this point as changing social norms and exclusionary practices requires more time than the lifetime of this phase of the Programme.

Success factors

The most outstanding factors that supported the implementation and the results of the Programme are as follows:

- Openness of the current government to cooperate with the CSOs working in the field of VAW.
- Good cooperation between institutions and organizations working in the field of VAW (centres for social work, police, judiciary system).
- Use of an innovative multi-sector approach for the provision of services to victims of VAW in Shtip and Strumica, which involved all relevant institutions and CSOs.
- Well-profiled organizations and a comprehensive composition of projects implemented by CSOs to address the needs of victims of violence against women.

Main challenges/obstacles

The following challenges were the most highlighted in the interviews:

- Lack of institutional capacities with local governments to deal with VAW as current efforts are mostly focused on domestic violence.

- Institutional memory is a nationwide problem which undermines progresses made by local governments during their governing terms. Sustainable models for dealing with victims of VAW, such as the multi-sectoral approach model, need to be introduced.
- Duration of the Programme is too short to show concrete changes especially in relation to changing social norms and exclusionary practices.

Evidence of value of involvement in regional ERAW Programme

Knowledge sharing was one of the most valuable aspects of the Regional Programme. Implementing partners highlighted that their participation at the regional events enabled them to learn about different success stories that could be replicated by them in their local settings. They indicated, however, that regional events were too broad and that they would have benefited more from focused events (study visits).

Priorities related to ending VAW in North Macedonia for the next phase of the ERAW Programme

1. Replicate the multi-sectoral team model approach for strengthening coordination among CSOs, social service providers and law enforcement authorities at the local level.
2. Introduce broader cooperation at regional level for the CSOs participating in the Programme to strengthen their capacities through study visits and knowledge sharing activities.
3. Expand the Programme to locations outside the capital city as the prevalence of violence is nationwide.
4. Increase the capacities of stakeholders with innovative initiatives to improve services and response.
5. Continue the efforts to fully align all the national legislations with the IC through conducting a systematic assessment of the current gaps.
6. Support the implementation of the Action Plan for the Implementation of the IC at all levels.

SERBIA

Main characteristics of Serbia in relation to VAW

Prevalence of VAW

In Serbia, there is high prevalence of violence against women in different forms. Most recent data from the OSCE-led survey revealed that 62% of women living in Serbia aged between 18 and 74 have experienced different types of VAW since the age of 15. Intimate partner violence has been experienced by 45% of women since the same age. Out of this, 44% of women experienced psychological violence, 17% physical violence and 5% of women experienced sexual violence. In addition, 9% of women experienced physical or sexual violence from non-partner, while 42% experienced sexual harassment and 11% stalking since they were 15 years old.¹²⁴

Ratification of the Istanbul Convention

Serbia signed the Istanbul Convention in April 4, 2012. The Convention was ratified in November 21, 2013 and entered into force in August 1, 2014.

National legislative and policy context

The most important national legislations in Serbia addressing VAW are Law on Prevention of Domestic Violence, Official Gazette No. 94/2016; Criminal Code, Official Gazette No. 85/2005, 88/2005, 107/2005, 72/2009, 111/2009, 121/2012, 104/2013, 108/2014, 94/2016; and the Family Law, Official Gazette No. 18/2005, 72/2011, 6/2015

Serbia adopted a new National Strategy for Gender Equality 2016 – 2020 with Activity Plan for the Implementation of the Strategy for Gender Equality for the period 2016-2018 by taking account the results of the evaluation of the first National Strategy for Improving and Promoting Gender Equality for the period 2010-2015.¹²⁵ The National Action Plan for 2019 - 2020 is not yet adopted. To date, there is no national strategy or plan that addresses specifically the issue of VAW against women.

Major gaps in the implementation of the Istanbul Convention

¹²⁴ OSCE-led Survey on Violence against Women. Well-Being and Safety of Women. Serbia Result Report. 2019, Vienna. <https://www.osce.org/secretariat/419750?download=true>

¹²⁵ Serbia adopts National Strategy for Gender Equality. <https://eca.unwomen.org/en/news/stories/2016/02/serbia-adopts-national-strategy-for-gender-equality>

National Action Plan for the Implementation of UN Security Council Resolution 1325 – Women, Peace and Security in the Republic of Serbia (2017–2020. <https://www.osce.org/mission-to-serbia/341146?download=true>

Although GREVIO has yet to publish its conclusions and recommendations, the following are some gaps highlighted in the report by Autonomous Women's Centre on combating violence against women in line with the Council of Europe Convention:¹²⁶

- Victims are not informed on the availability of services.
- Prohibitive provision of free legal services by NGOs due to the new Law on Free Legal Aid.
- Lack of separation of general and specialist services. This prevents establishing of specialist services for women and children victims of violence in line with the standards of the Istanbul Convention.
- Sustainability of services is a constant problem since they are financed in whole or in substantial portion as project activities.
- NGOs providing services are mainly not funded from the budget.
- Lack of specific standards for accommodation service in the shelter.
- No national helpline in line set up in line with the Istanbul Convention standards.
- Inadequate protection and support for child witnesses of violence against women.
- Inadequate reporting and exchange of data between relevant service providers.
- Long court proceedings resulting in many suspended sentences.

In the EU Progress Report for Serbia 2019, the following gaps were noted:

- Serious delay in the adoption of strategy and action plan on violence against women.
- Need for further training of police and social workers to be able to implement the new law on the prevention of violence against women efficiently.
- More funding to ensure the implementation of WHO programme for safeguarding and improving sexual and reproductive health.
- Underreporting of domestic violence.
- The role of media in perpetuating gender stereotypes and minimizing VAW.

How the Programme responds to this context

The Programme responds effectively to ERAW. It targets some of the key problems, such as prevalent gender stereotypes, changes in legal framework, service provision and access to services specifically for vulnerable groups of women. It contributes to the EU accession negotiation, particularly chapter 23, Judiciary and fundamental rights, for Serbia to step up measures for ensuring consistent and efficient implementation of legislation and policies on violence against women, discrimination against lesbian, gay, bisexual, transgender and intersex (LGBTI) persons, persons with disabilities and vulnerable groups.

¹²⁶ Autonomous Women's Center: Improved Legislation Failed Protection. Independent report on the implementation of the Council of Europe Convention on preventing and combating violence against women and domestic violence, 2018. <https://rm.coe.int/improved-legislation-failed-protection-independent-awc-s-report-to-gre/16808e2f8b>

Overview of results achieved through Project Cooperation Agreements

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Name of CSO: Women's Space			
Roma women agents of Changes.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Roma women in general, Roma women activists, Roma women's CSOs.	<ul style="list-style-type: none"> • Prepared an alternative report to GREVIO. • Prepared a shadow report to CEDAW Committee whose recommendations were reflected in CEDAW Conclusions and Recommendations. • Increased grassroots Roma organizations and members of Roma Women Network capacities through project grants received from RWN. • Consolidated and strengthened RWN internally. • Enhanced capacities of Roma women activists.
Names of CSO: SOS Network Vojvodina			
Shadow report of the Serbian women's organizations on the application of CEDAW and the Convention CoE.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Women's CSOs, women's networks and platforms, women in general.	<ul style="list-style-type: none"> • Prepared an alternative report to GREVIO. • Prepared a shadow report to CEDAW Committee whose recommendations were reflected in CEDAW Conclusions and Recommendations. • Enhanced capacities of CSOs and network. • Developed a methodology for monitoring the implementation of CEDAW recommendations (unexpected result).
Names of CSO: SeConS – Development Initiative Group			
Data collection on gender stereotypes and public perceptions of gender roles and attitudes towards violence against women	SO 2 Result 2.2 Women, girls, men and boys at community and individual level have a better understanding and acceptance of gender equality.	UN Women, organizations implementing projects within the Programme, public audience.	<ul style="list-style-type: none"> • Baseline report on gender stereotypes.
Names of CSO: Center for Modern Skills			
Strategic communication programme for achieving specific behavioural results with regards to reducing	SO 2 Result 2.2 Women, girls, men and boys at community and individual level	Young men, pupils in high schools, professionals from health institutions, local governments and	<ul style="list-style-type: none"> • Planned results to raise awareness of adults and youth regarding a high rate of VAW and to enhance motivation of young people to become agents of

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
violence against women in Serbia.	have a better understanding and acceptance of gender equality.	other state institutions at the local level, local non-governmental organizations, arts and culture institutions, sports associations and clubs.	<p>change against VAW among their peers and close circles of adults.</p> <ul style="list-style-type: none"> The project is still under implementation so there is no evidence of achievement of planned results.
Names of CSO: Fenomena Association			
Gender Lab – The Power to Change.	<p>SO 2</p> <p>Result 2.2</p> <p>Women, girls, men and boys at community and individual level have a better understanding and acceptance of gender equality.</p>	Journalists working in traditional and electronic media, women's NGOs, high-school pupils, education institutions in 10 towns in Serbia with equal territorial distribution.	<ul style="list-style-type: none"> Increased and improved analytical article publication through training of journalists (46% were analytical). Expanded cooperation between Fenomena and other NGOs with whom Fenomena did not cooperate previously. Improved change in attitudes due to the participation and discussion in the Living Library events in several local communities. Project is still under implementation and other results might be achieved at the end of the project cycle.
Names of CSO: Iz kruga Vojvodina			
Support CSOs in strengthening the provision of services to women and girl survivors of violence specifically to marginalized group of women, such as women with disabilities and to survivors of rape and sexual assault.	<p>SO 3</p> <p>Result 3.1</p> <p>Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.</p> <p>Result 3.3</p> <p>Better access to and improved service provision for women from minority or disadvantaged groups.</p>	Women with disabilities, particularly victims of sexual violence.	<ul style="list-style-type: none"> Identified key obstacles to exercise rights for the protection of women with disabilities from violence. Changed perception of women with disabilities among service providers in the system for protection of women from violence. Increased accessibility of services for women with disabilities. Informed relevant decision makers and stakeholders, professionals, public and communities, especially women from minorities and disadvantaged groups of the necessity of participation of women with disabilities in public life with a goal to address their specific needs and to redefine accessibility by institutions in meeting the obligations of protection and support to victims of domestic and VAW.
Names of CSO: Gender Knowledge Hub			

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Eradicating and Preventing Femicide in Serbia / Femicide Review Investigation.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	Prosecution office, centers for social work, police, health workers, service providers, judiciary, women at risk of violence and general public.	<ul style="list-style-type: none"> Increased understanding of the gaps in the system for the protection of women from violence based on the analysis of femicide. Developed methodology for research and monitoring of femicide. Increased knowledge among professionals in the system for the protection of women from violence, risks and gaps that can lead to femicide.
Names of CSO: Association Sandglass			
With rural women for all women – Project against violence against women.	SO 3 Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.	Rural women, including Roma and women with disabilities from rural areas, women's groups, specialized services providers for women who experienced domestic violence, local and national officials and institutions responsible for the protection from violence, broader groups of women, citizens.	<ul style="list-style-type: none"> Conducted a study on prevalence and forms of violence against rural women, Roma and women with disabilities including the existence of the potential supportive mechanism. Increased awareness capacities of rural and other women, facing multiple forms of discrimination, of their rights to live free from violence. Trained service providers on protection from family and partners violence to respond better to the issue of violence against rural and other women facing multiple forms of discrimination.
Names of CSO: Victimology Society of Serbia			
Advocacy dialogue on gender-based discrimination and harmful stereotypes.	SO 2 Result 2.2 Women, girls, men and boys at community and individual level have a better understanding and acceptance of gender equality.	Women and girls in general, rural and Roma women in particular, women's CSOs focusing on rural and Roma women, local stakeholders, minority and disadvantaged groups, independent government bodies (from specific objectives in	<ul style="list-style-type: none"> Increased capacities of women CSOs focusing on rural and Roma women, and relevant local stakeholders to challenge the persistence of gender stereotypes. Improved access to services and provisions for women victims of VAW from minority and disadvantaged groups. Encouraged victims of VAW to seek help. Established dialogue with relevant government institutions on gender-based discrimination and harmful stereotypes, particularly against Roma and rural communities.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
		<p>project proposal) It would be best defined that target of project are all of those but beneficiaries are women, girls, and particularly rural and Roma.</p>	<ul style="list-style-type: none"> • Increased knowledge and awareness of at least 100 women survivors of VAW regarding the mandate of the independent government bodies that work on gender equality and anti-discrimination. • Developed specific recommendations to prioritize cases of VAW for independent government bodies mandated to work on gender equality and anti-discrimination. <p>Note: Project is still under implementation, so some of the results, particularly result 4 is yet to be assessed.</p>

Other progress in EAW in Serbia

There are three other projects operating in Serbia related to EAW. First, the UN Joint Project “Integrated response to violence”, led by UNDP and implemented in partnership with UN Women, UNICEF and UNFPA. Second, the project “Improvement of Women's Safety in Serbia” implemented by UN Women in partnership with the Ministry of Interior and with the support of the Kingdom of Norway;¹²⁷ Thirdly, a project to establish 7 pilot centers to provide support to victims of sexual violence implemented by the AP Vojvodina government.

While UN Joint Project worked directly with government and professionals on improving their skills to implement new law on prevention and protection from VAW, the UN Women EAW Programme supported CSO to engage more dynamically with the government and to create pressure on government through international mechanisms. The UN Women EAW Programme involved much more civil society than UN Joint Programme which basically relies on few strongest organizations, whereas UN Women EAW Programme focuses on strengthening capacities of civil society organizations, including grassroots. Both UN Joint project and the UN Women EAW Programme contributed to increase knowledge and understanding on different aspects of VAW – background stereotypes, gaps in the system, but there are some unique contributions of UN Women Programme, such as specific focus on femicide and discrimination. The UN Women EAW Programme also supported projects that focused on improved services, particularly for women with disabilities, rural women and Roma women by simultaneously working with women from target groups and service providers. Whereas the UN Joint project did not emphasize on the intersectional approach of providing services.

The other project implemented by UN Women “Improvement of Women's Safety in Serbia” aims at improving the protection of women from domestic violence by introducing a system of bracelets for victims and perpetrators of violence. This is innovative measure in Serbia, and it was expected to influence change of attitudes, leading to the zero tolerance of violence, and eliminating gender stereotypes. The project particularly targets women from rural areas who report less violence and are less informed about available protection measures.

The establishment of pilot centers for victims of sexual violence was a very specific project. IzKrug project adapted its services for women with disability based on the achievements of these pilot centers. It is worth mentioning that the lessons learned from this project have greatly benefitted UN Women EAW Programme regional mapping of sexual services for women.

How the Programme’s implementation strategies facilitated the achievement of results

CSOs implemented all four strategies and often in combination within the same project. The effects are different:

Strategy 1 - Influencing laws and policies: This strategy was implemented in Serbia indirectly through reporting to international mechanisms. This was good a strategy as national gender equality mechanism in Serbia is weak at

¹²⁷Government of Serbia, 16.04.2019, available at: <http://sociojalnoukljucivanje.gov.rs/en/improvement-of-womens-safety-in-serbia-project-to-prevent-domestic-violence-by-applying-new-methods/>

present. There is a strong conflict between government ministries (Ministry of Labour, Employment, Veterans and Social Affairs) on the role of implementing gender equality mechanism. In addition, there is lack of desire by the government to collaborate with CSOs. Therefore, the choice to support CSOs to report intensively to CEDAW and GREVIO was a very good strategy. The recommendations of civil society, including support to CSOs to monitor implementation, were reflected in the recommendations of CEDAW (GREVIO recommendations are not yet published).

Strategy 2 - Strengthening women's organizations: This strategy was mainstreamed in almost all projects. It is a very important strategy as the current situation in Serbia has severely undermined civil society strengths. The UN Women support was evaluated in this context and it made distinction between UN Women Programme and 'business as usual' when EU gives the funds leaving organizations to struggle with the implementation without essentially understanding and supporting their capacities. This could be the most successful strategy that contributed to the success of other strategies.

Strategy 3 - Challenging norms and exclusionary practices: Some organizations used this as the main strategy (Fenomena, Center for modern skills, Victimology Society of Serbia) and its significance should not be undermined even though it was considered as a side strategy in other projects. Serbia's mission report provided evidence of changing attitudes in response to violence among service providers, professionals, local governments, targeted groups of women on VAW. Given the limited timeframe and resources, the project activities made small but important impact in changing understanding of violence, position and needs of specific groups of women. Due to the very complex and deeply rooted patriarchy and smaller scale of projects, this may be the strategy with the least impact. It should be kept in mind that projects implemented through this as a primary strategy are very recent, and it cannot be assessed fully yet.

Strategy 4 - Increasing access to women-centered quality essential services: It is an important strategy with localized geographical impact. As evidenced from the preliminary assessment there was a strong local support in areas where projects were implemented. However, it is not yet measurable in terms of the number of women from the target groups accessing services.

UN Women mainly used strategy 2 - systematically supporting CSOs and building up their capacities. This was evidenced by all implementing organizations. UN Women used more subtle versions of strategy 1 by not engaging in direct advocacy but supporting organizations to engage with government requiring changes, mediating between CSOs and government and linking them.

Success factors

Some key success factors include:

- Competencies of CSOs with extensive experience and sound knowledge and strong expertise in the area of the project.
- Good reputation of many organizations in their local communities with diverse stakeholders' participation was critical for the success of the project.
- Relevant and practical trainings provided by UN Women on innovative campaigning methods.
- Existence of baseline study for projects that deal with stereotypes and norms was important to improve designing of campaigns.
- Good cooperation between partner organizations and networks on regional exchange of experience and ideas.

- Innovative methodologies and practices, such as research methodology on femicide, services for women with disabilities to report violence.
- Support, flexibility and understanding of objectives and challenges facing project implementation organizations by UN Women.
- Reliance on existing services, practices, such as modifying programmes to provide services to women with disabilities by centers for victims of sexual violence.

Main challenges/obstacles

- Time constraints as project cycles are relatively short ranging from 9 months (Centre for Modern Skills), to 23 months (... iz kruga Vojvodina).
- Reluctance or lack of willingness by some key stakeholders to participate or support project activities on VAW, such as improving services to persons with disabilities, and slow response of government bodies (Ministry of Interior, Courts, local governments) which limit access to justice for women with disabilities.
- Insufficient training on new campaigning methods. Organizations complained that training on the COMBI method was not sufficient, particularly as this is a new method. Longer training sessions for more staff with mentoring opportunity would be more useful.

Evidence of value of involvement in regional ERAW Programme

Involvement of the Roma women's organizations in the regional project increased their capacity to report to international mechanisms. In addition, the Programme has strengthened its network by working with Roma and non-Roma organizations in the region. This has enabled Roma Women's Network to actively participate in influencing and responding to government and international mechanisms on violence against women.

The Programme has provided a space for organizations to share knowledge, experience and mutual learning in the regional forums. This opportunity is greatly appreciated by organizations.

Priorities related to ending VAW in Serbia for the next phase of the ERAW Programme

1. Need to make changes in the legal framework and enforcement on VAW, including by-laws, particularly aligning Criminal Code with the Istanbul Convention. For example, the Law on Prevention of Domestic Violence is aligned with the Istanbul Convention.
2. Develop, adopt and implement national strategy and action plan on VAW.
3. Develop a coordinated system of administrative data on VAW to align with Istanbul Convention's standards.
4. Integrate VAW and gender-based violence in professional training courses.
5. Prepare gender-based budgeting in national and local budgets to deliver specialized services by NGOs with the experience and expertise in providing services to women victims of violence, such as free legal aid, shelters, psychosocial support.
6. Improve protection and support for children witnesses in the court proceedings.
7. Encourage reporting of violence against women, girls and children as fundamental obligation by all professionals and citizens.
8. Eliminate effectively early and forced marriages and establish effective mechanisms for monitoring and handling of early marriages cases.
9. Establish national and regional helpline in line with the Istanbul Convention's standards.
10. Organize effective coordination teams in local communities which presently do not have such teams.
11. Introduce comprehensive and separate programmes to work with perpetrators.
12. Provide a more comprehensive support to women victims of violence in order to enable them to leave the situation of violence, including social housing, employment and social protection.

TURKEY

Main characteristics of Turkey in relation to VAW

Prevalence of VAW

According to the 2014 report prepared by Hacettepe University with financial support from then Ministry of Family and Social Policy (the most reliable study up to date), 36% of all women in Turkey and 38% of married women have experienced physical or sexual violence at some stage of their lives. Among married women, 44% have experienced emotional violence or abuse from their partners. Women who married younger than 18 and divorced are more likely to have suffered from physical and sexual violence from their partners. Further, women are also subjected to violence by men who are not their partners and 9% of women were sexually abused as children. Boys who grew up in a family where the mother is abused are more likely to adopt abusive and violent behaviors in their own relations with their wives and children in their adult lives.

Ratification of Istanbul Convention

Turkey was first to sign the Istanbul Convention in May 11, 2011. The convention was then ratified in March 14, 2012 and entered into force in August 1, 2014.

National legislative and policy context

Following the signing of the Convention, Turkey enacted Law No. 6284 on the Protection of Family and Prevention of Violence against Women in 2012 as the central piece of legislation on violence against women. Throughout the interviews, Law No. 6284 has been referenced as the key national legislation by almost all interviewees. Interestingly the government's National Action Plan on Combating Violence against Women (2016 – 2020) was mentioned by only one interviewee.

Major gaps in the implementation of the Istanbul Convention

The major gaps related to gender equality and VAW according to the latest EU progress report (2018)¹²⁸ are as follows:

- Lack of sufficiently addressing discrimination against women and VAW due to weak implementation of legislation and low quality of available support services.
- Lack of strong political commitment to gender equality, exemplified by frequent public statements of high-level officials reflecting a conservative view of the role of women.
- Closing down of some independent women's NGOs under the state of emergency (July 2016 to July 2018).

¹²⁸ European Commission. Commission Staff Working Document, Turkey 2018 Report. Strasbourg, 17.4.2018., SWD(2018) 153 final, p. 38, para. 3. Available at: <https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/20180417-turkey-report.pdf>

- Low school enrolment of girls, especially in secondary education.¹²⁹
- Ongoing practice of early and forced marriage remains a major concern. Provincial and district muftis are given powers to conduct civil marriages which undermine the secular principles of the civil code and risk affecting the prevention of early and forced marriages.
- Very limited follow-up on domestic violence cases with no referral to social services.
- No comprehensive data on VAW and low number of reported cases, casting doubt on the level of reporting.

Similarly, major gaps reported in GREVIO Report (2018) are as follows:

- Unavailability of judicial data on investigation, prosecution and sentencing of perpetrators constitutes a serious obstacle to the authorities' ability to monitor conviction rates and the enforcement of laws.
- Urgent need to provide an enabling and conducive environment allowing women's organizations representing all groups of women to thrive and co-operate with the authorities in the development and evaluation of policies.
- Need to completely roll-out Şönims in all provinces of Turkey in adequate numbers to meet the needs of the population.
- Improve specialist services to address the needs of victims of all forms of violence against women, such as shelters, telephone helplines and support for victims of sexual violence.
- Inadequacy of the existing laws to provide relevant solution for offences such as stalking, forced marriages and sexual violence against girls.
- Extremely low reporting of violence, especially sexual violence, due to victims' lack of trust in the institutional response to violence.
- Need for measures to prevent and combat violence which affect women who are or might be exposed to intersectional discrimination (Kurdish, refugee, LGBT, disabled, poor).

How the Programme responds to this context

Within this context, the Programme has responded to some of the gaps outlined above. One priority area is providing support to women's CSOs in this difficult political context so that they can survive, maintain and extend their relationships, and sustain their work on gender equality and EVAWG. A second priority area is prevention of discrimination and VAW against Syrian women in Turkey and establishment of relationships between Turkish and Syrian activists and/or CSOs. Two projects within the Turkey component have focused on improving general services to victims of VAW through capacity building of lawyers and increasing Syrian girls' school enrollment to protect them from early forced child marriage. Moreover, the Programme has produced research for high level advocacy to change legislation in favor of the rights of women. In addition, this Programme has provided support to GREVIO and CEDAW shadow reporting.

¹²⁹ Ibid, p. 38, para. 3.

Overview of Results Achieved from Project Cooperation Agreements

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
Turkish Women's Union (TWU) - on behalf of the Executive Committee for CSO Forum on CEDAW			
Follow up by CSO networks/platforms to the implementation of Istanbul Convention and CEDAW concluding observations on the 7th periodic report on Turkey.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Gender equality focused and independent CSOs across Turkey. Primarily with those operating at the local level and/or those with whom TWU and the Executive Committee had had limited or no contact with prior to the intervention.	<ul style="list-style-type: none"> The project can be considered as the first phase of a longer-term aim to extend and localize the network for monitoring the implementation of CEDAW and Istanbul Convention by CSOs. Established relationships with a wide range of local CSOs across Turkey and shared with them knowledge, skills and framework (action plan) for joint monitoring of the implementation of CEDAW and Istanbul Convention in general, and for the upcoming 8th reporting period of CEDAW and 2nd GREVIO evaluation in particular. At the output level: <ul style="list-style-type: none"> Delivered training to strengthen knowledge and skills of local CSOs on Istanbul Convention and CEDAW. Developed monitoring framework and tool such as action plan for CSOs to use in their monitoring efforts. Established, for the first time, close contact between project's Executive Committee and local women's organizations to strengthen advocacy efforts, to share learning and to monitor the shadow reporting process. Prepared GREVIO shadow report within the scope of this project by the Executive Committee
Women's Solidarity Foundation (KADAV / WSF)			
Fostering dialogue between women's organizations and local actors for preventing gender-based discrimination and violence against women among the refugee populations in Turkey.	SO 1 Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention.	Syrian Women's CSOs and Turkish Women's CSOs. Primarily those representing women from minority and disadvantaged groups in the cities of Adana, Antalya, Bursa, Gaziantep, İzmir, Şanlıurfa and Hatay.	<ul style="list-style-type: none"> Extended and strengthened of KADAV's efforts on "A woman is a land to a woman" platform. The platform was established in 2017 and brought together Turkish and Syrian women's CSOs to defend women's human rights and cooperate against VAW and discrimination by facilitating solidarity among Turkish and Syrian women's NGOs. Major changes are: <ul style="list-style-type: none"> KADAV learned in detail about the needs of the CSOs and the pressing issues regarding VAW (both nationals and refugees) by conducting needs assessment research to guide its project and post-project strategies. KADAV extended its networks and identified new women's organizations that were not members of the platform.

Project Title	Programme Objective and Result Area	Specific Result	Direct beneficiaries	Key result achieved (change in beneficiary or process)
				<ul style="list-style-type: none"> ○ Syrian women's organizations now perceive themselves as actors who could take action through the platform. ○ CSOs (Turkish and Syrian) extended their networks and built new relationships. ○ CSOs attained more knowledge on the Istanbul Convention and CEDAW
Flying Broom (FB)				
Development and implementation of a strategic communication programme for achieving specific behavioral results with regard to reducing VAW in targeted areas in Turkey.	SO2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.		UN Women, organizations implementing projects within the Programme, public audience.	<ul style="list-style-type: none"> ● Output: Baseline report on gender stereotypes.
<u>Additional Project within the same grant (not a separate proposal):</u> Development and implementation of a strategic communication programme for achieving specific behavioral results with regard to reducing VAW in targeted areas in Turkey (Mersin).	SO2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.		Syrian and Turkish national teachers, Syrian girls (students), parents of Syrian girls in Mersin.	<ul style="list-style-type: none"> ● The key changes in beneficiaries or processes are not visible from the interim implementing partner reports. This might be because the project will be completed in 31 December 2019 and the latest report shared with us by UN Women for review is for the period until 31 August 2019.
Women's Studies Association (WSA)				
Communication and outreach initiatives to change gender discriminatory social norms and attitudes towards and among	SO 2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better		Media employees, representatives from women's and refugees' organizations (including refugee women), women	<ul style="list-style-type: none"> ● Observed key attitude change in beneficiaries, particularly Syrian women and local media. Through the learning from the training conducted by WSA and UN Women, participants have better understanding about the scope of discrimination and the interrelated problems. In addition, during the implementation of the project local media reported constructively about VAW and refugee women.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
refugee population in Turkey.	understanding and acceptance of gender equality.	refugees in Mersin and Hatay.	
Mother and Child Education Foundation (AÇEV)			
Implementing innovative strategies that contribute to communities' greater understanding of favorable attitudes and behaviors towards gender equality and ending violence against women.	SO 2 Result 2.2 Women, girls, men and boys at the community and individual levels have a better understanding and acceptance of gender equality.	Fathers	<ul style="list-style-type: none"> Increased awareness of gender equality and VAW resulting in attitude change among men, especially husband or father. For example: setting aside more time to play with children, communicating more with wife, paying more attention to how he talks to his wife and children, more understanding and kinder and helping more with chores at home. Increased mobilization capacity of Local fatherhood networks (LFNs) to organize activities on fathers' day with less need for guidance/support from ACEV in comparison to previous periods and were able to meet their logistical needs by themselves.
Capacity Building Association (KAGED) – in partnership with FWS			
Strengthening the capacities of women lawyers to provide better service to women victims of violence to increase their access to justice.	SO 3 Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	Women lawyers who are working as volunteers in the women's NGOs and who focus their activities in combating VAW, in counselling women refugees, and in the Women's Counselling Centers of Bar Associations, the Legal Aid, and the Criminal Procedures Law Implementation Services.	<ul style="list-style-type: none"> Increased knowledge of lawyers on defending VAW cases. Lawyers who attended training on enhancing capacity in providing legal support to survivors of VAW in line with international legal frameworks indicated that they used the learnings in defending women clients. Increased sharing of knowledge and experience by trained women lawyers with their local networks. More training to be organized in collaboration with the bar associations in the second phase of this project. Established a network of women lawyers in Turkey to share knowledge, experience, learnings, cases, decisions, reflection in person and on-line.
Foundation for Women's Solidarity (FWS/KDV) – Project 2; Continued from KAGED project, Activity 3.2.1.			
Promoting the right of women to receive information about general and specialist support services available for women	SO 3 Result 3.2 Improved case management by providers of specialist support services for	Women Lawyers working on VAW and women rights in 6 cities in Turkey.	The project is ongoing and key changes in beneficiaries or processes are not visible from the interim implementing partner report (the latest report shared by UN Women for review is for the period until 31 August 2019). Some observations from the report are:

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
victims of violence and discrimination, as well as their right to access these services.	victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups.	Secondary beneficiary groups are defined as Bar Associations.	<ul style="list-style-type: none"> Following the training in Düzce province, Muğla and Sakarya Bar Associations asked FWS to conduct similar trainings in their provinces. Established an informal partnership between Düzce Bar Association and FWS on logistic arrangements and communication in organizing training for lawyers.
Foundation for Women's Solidarity (FWS/KDV) – Project 1			
FWS, Ankara (Project 1) Fostering dialogue between women's organizations and local actors for preventing gender-based discrimination and violence against women among refugee population.	SO 3 Result 3.3 Better access to an improved service provision to women from minority and disadvantaged groups.	Women's CSOs working in the field of gender equality and EVAW. Local actors who are important potential actors in the field of refugee protection (province, district and neighborhood level, with a focus on <i>muhktars</i>). Syrian refugee women.	<ul style="list-style-type: none"> Expanded its network of and connections with women's NGOs across Turkey via field mapping of local NGOs working in the area to combat VAW. Prepared the first handbook in Turkey that targets the needs of women' NGOs providing support to the survivors of VAW among refugee women. Increased knowledge exchange between women NGOs and local actors through workshops on VAW and related services and problems. Conducted a research by examining the court cases on poverty alimony. The research has been used for high level advocacy, it has been shared with members of parliament, parliamentary committees and relevant ministries.
Support to Life Foundation (STL)			
STL, Istanbul Awareness raising among refugee and migrant women on how to access justice services. ¹³⁰	SO 3 Result 3.3 Better access to an improved service provision to women	Refugee women in Hatay.	<ul style="list-style-type: none"> Involved refugee women to work as community focal points (CFPs) and trained them on information dissemination and awareness raising among peer refugee women and girls regarding temporary protection regime, women's rights, available justice services and access to services.

¹³⁰ The project was a pilot for the organization to strengthen EVAW activities within its own programme.

Project Title	Programme Specific Objective and Result Area	Direct beneficiaries	Key result achieved (change in beneficiary or process)
	from minority and disadvantaged groups.		<ul style="list-style-type: none"> Facilitated CFP women's leadership on taking initiatives to adapt project methods to the current life circumstances and needs of peers. Enhanced STL capacity to conduct community-based interventions more effectively in tackling gender-based violence such as peer education model and volunteer-based approaches to empower women.

Other progress in EAW in Turkey

Progress on EAW in Turkey has been very limited since 2016 when the coup attempt happened. Most of the interviewees, except for government officials stated fears of regression in existing gains. Nevertheless, some of the progresses worth mentioning are:

- Turkey has been preparing the National Action Plans since 2007. The latest one, 2016 - 2020, includes objectives pertaining to disadvantaged women groups, changing traditional norms, developing a method for calculating the direct and indirect costs of violence against women, and improving implementation and the evaluation of policies. However, effective implementation and follow up of the overall action plans is in question.
- Finalized the first programme on gender-responsive budgeting from 2012 - 15 at local level. The second programme has started in 2018 with the support of UN Women.
- Adopted the first National Action Plan on Women's Employment for the period of 2016 - 2018.

How the Programme's implementation strategies facilitated the achievement of results

Strategy 2 - Strengthening women's organizations: This is one of the most commonly used strategies of this Programme by TWU, KADAV, KAGED, FWS-2, FWS-1 and STL. It has increased the capacity of women lawyers to provide services to victims of VAW (contributing to strategy 4). It has also strengthened community education using peer-to-peer methods. Further, it has increased the monitoring capacity of local women's CSOs and expanded its monitoring network to enhance its contribution (contributing to strategy 1).

Strategy 3 - Challenging norms and exclusionary practices: Built on ACEV's ongoing work for greater understanding of favourable attitudes and behaviours toward gender equality and EAW, FB, WSA and FWS-1 used this strategy to increase awareness of gender equality and VAW to change attitude among men, especially husband or father. In addition, there is an increase in constructive reporting by the local media on VAW and Syrian women for the duration of the project.

Success factors

- Supporting projects that are solidly built on previous and ongoing work of the implementing partners.
- Designing projects that support and contribute to the ongoing work of implementing partners, including innovative and pilot projects that can help partners improve their overall methods and approaches.
- Reaching out to those actors that can function as multipliers of desired changes and implement their learnings in their everyday lives (professionally and/or personally).
- Having close support from the Programme's Technical Project Analyst.

Main challenges/obstacles

- Political context poses an important challenge that restricts progress towards meeting specific objectives.
- Lack of strong political commitment to gender equality and implementation of the Istanbul Convention.
- Closures of and restrictions imposed on CSOs working on gender equality and the Istanbul Convention following the coup attempt.
- Loss of space for co-operation among the government and women's organizations.
- Rise of anti-gender equality and anti-Istanbul Convention discourses by some conservative groups.
- Erosion of EU accession agenda in recent years.
- The size of Turkey in terms of population and geography poses another challenge for progress, when compared to other participating countries in the Programme.

- The strategic objectives of the programme remain ambitious for the Turkey component given the restrictions posed by Turkey's hostile political context and the difficulty to bring CSOs and the government together to work influence policy.
- Not having a fully functioning UN Women office in Turkey until recently caused delays such as staff recruitment and funds transfer.
- Lack of synergy between projects, and cooperation between partners and implementing agencies. For example, the projects on Syrian refugees (5 out of 9 projects -excluding baseline study- implemented by 8 different partners) are implemented at very low levels of impact (girl's education, media representation, Turkish-Syrian women's networks, community-based methods, women's shelters). There is also a question of whether the Programme is able to achieve the results despite positive feedback from UN Women.

Evidence of value of involvement in regional ERAW Programme

Turkey is different from other countries that are part of the Regional Programme, particularly in terms of political context, stage of reforms and size (population and geographic). This is a comment mentioned frequently across interviews with implementing partners and government actors, who are of the view that Turkey should have its own programme and results' objectives. Both implementing partners and government actors mentioned that Turkey is way ahead of other countries in terms of legislation. Implementing partners emphasized that Turkey CSOs primary struggle is to prevent regression of the already achieved gains in a very restrictive environment. The government actors on the other hand mentioned that Turkey is much more ahead and do not have much to learn from the experiences of other countries in the Regional Programme. In this sense, value of involvement in regional ERAW programme seems to be limited.

Priorities related to ending VAW in Turkey for the next phase of the ERAW Programme

1. Supporting actors across different sectors (central government, local government, civil society, private sector) who are pivotal to preservation the domestic legislation (including Law No. 6284) and creating new synergies for advocacy for effective implementation.
2. Exploring the potential of working towards ending VAW in partnership with local governments and CSOs, through the use of strategy # 4 - Increasing access to women-centered quality essential services.
3. Continuing to support women organizations in this challenging political climate and exploring ways and strategies to build synergies between them to ensure efficient use of resources in the most coherent and effective ways.
4. Trying to find ways for women organizations to have a constructive dialogue with central and local authorities in shaping policies and delivering support services to women.
5. Clarifying theory of change and progress markers for Turkey component, including those that are related to ERAW among minorities/refugees.
6. Identifying entry points that would deliver the greater change, via considering potential sustainability, scalability and multiplier effects.
7. Increasing internal coherence between UN Women Programme and UN Turkey programme and/or mapping out the coherent aspects so that they are visible.

Annex 14: List of projects engaging directly with survivors of violence

Project	Implementing organization	Subtotal
Albania		1
Increased access to services for women from disadvantaged groups in Albania under the programme “Ending Violence against women: Implementing Norms, Changing Minds” in Albania	Albanian Disability Rights Foundation	
BiH		2
We use available mechanisms to protect ourselves against violence and discrimination	Roma Women’s Association Bolja Buducnost, Tuzla	
Increase of understanding and acceptance of gender equality in local communities – path to prevention of violence against women and girls	VIVE ZENE, Tuzla	
Kosovo		2
Capacity development of CSOs and providers to improve services for survivors of violence	SafeHouse, Gjakova	
Ending violence against women: increasing access to services for disadvantaged women	Kosovo Women Network	
Montenegro		1
Women’s voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention	SOS telephone for women and children victims of violence Niksic	
North Macedonia		4
Introducing integrated approach to protect women and girl survivors of violence against women, including domestic violence	EHO Educational Humanitarian Organization - Shtip	
Women have rights	Helsinki Committee	
Technical assistance to Government and CSOs to address the gaps in provision of services and align to minimum standards set with the CoE Convention on preventing and combating violence against women and domestic violence	HERA	
Support of Roma women to identify their needs, claim their rights and increase their access to services for survivors of violence	National Roma Centrum	
Serbia		2
With rural women for all women – Project against violence against women	Association Sandglass	
Strengthening the provision of services to women and girl survivors of violence specifically to marginalized group of women, such as women with disabilities and to survivors of rape and sexual assault.	Iz kruga Vojvodina	
Turkey		1
Awareness raising among refugee and migrant women on how to access justice services (<i>potential victims/survivors</i>)	Support to Life Foundation (STL)	
Total		13

Annex 15: Number of women who accessed services

Result 3.3 Better access to an improved service provision to women from minority and disadvantaged groups

Indicator 1: Number of women and girls from disadvantaged groups receiving care (in line with Istanbul Convention standards) from services available (R3)

Number	Country	Beneficiaries	Service provided
Year 2¹³¹			
58	BiH	Women from marginalized groups	Trust-building sessions, mediator
16	BiH	Women from marginalized groups	Support and assistance
18	North Macedonia	Roma women and girl victims of violence and discrimination	Free legal aid or representation
300	North Macedonia	Women	Gender-responsive legal aid services and psychosocial counseling
392	Subtotal		
Year 3¹³²			
376	BiH	Women (224), men (81), boys (43), 28 (girls)	Individual cases assisted in exercising their rights (note: not very clear the type of help)
23	North Macedonia	Women victims of DV and discrimination	Legal aid
6	Serbia	Women at risk of femicide	Legal aid
405	Subtotal		
797	Total		

¹³¹ Annual Progress Report Year 2

¹³² Mid-Year Review Report Year 3

Annex 16: Programme Budget by Objective and Geographic Components

	Albania	BiH	Kosovo*	Montenegro	North Macedonia	Serbia	Turkey	Regional	Total by SO	% of total
SO1	106,338.00	137,000.00	112,000.00	70,643.04	112,250.00	86,760.00	156,900.00	701,640.00	1,483,531.04	26.1%
SO2	96,193.20	98,468.00	78,882.87	46,018.54	81,500.00	62,319.00	164,408.00	222,996.50	850,786.11	15.0%
SO3	125,786.50	148,180.00	230,700.00	151,633.12	181,000.00	175,290.00	208,000.00	110,000.00	1,330,589.62	23.4%
Management costs	122,385.90	166,357.71	130,562.22	110,997.51	110,354.04	160,653.40	70,758.00	1,144,244.84	2,016,313.62	35.5%
Total	450,703.60	550,005.71	552,145.09	379,292.21	485,104.04	485,022.40	600,066.00	2,178,881.34	5,681,220.39	100%
% of total	7.93%	9.68%	9.72%	6.68%	8.54%	8.54%	10.56%	38.35%	100.00%	

Source: UN Women

Annex 17: Review of indicator reporting

Result Narrative	Indicator	Results Confirmed by the Evaluation
<p>SO 1 To create an enabling legislative and policy environment in line with international standards on eliminating violence against women and all forms of discrimination.</p>	<p>Indicator 1.a Number (%) of countries involved in the Action with normative frameworks that promote gender equality and non-discrimination against all women and girls contributed by supported stakeholders (SDG indicator target 5.1)</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> Reported: All countries with normative frameworks but none of the countries address nine forms of violence (this is more like a baseline to me). It mentions that results from the program will be reported in Year 2 and that there is work in progress in some countries. <p>Annual Report 2</p> <ul style="list-style-type: none"> Reported: Same as above. It also mentions countries where significant progress was made (Albania, Montenegro and Serbia). <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> Not reported <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> Not reported
<p>Result 1.1 Women's voice and agency strengthened to advocate for the development and implementation of laws and policies in line with CEDAW and the Istanbul Convention</p>	<p>Indicator 1.1.a Number of supported national and regional networks of women's civil society organizations, including those representing women from disadvantaged groups, that monitor and report on the implementation of CEDAW and Istanbul Convention in the seven countries involved in the Action</p>	<p>This is one of the only indicators the annual reports respond to.</p> <p>Annual Report 1</p> <ul style="list-style-type: none"> Reported: A total of 21 CSOs and CSO networks directly supported by the programme are engaged in monitoring and reporting on CEDAW and the Istanbul Convention. 180 organizations that are members of the supported CSO networks <p>Annual Report 2</p> <ul style="list-style-type: none"> Reported: A total of 20 CSOs and CSO networks directly supported by the programme are engaged in monitoring and reporting on CEDAW and the Istanbul Convention. 180 organizations that are members of the supported CSO networks <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> Reported: A total of 21 CSOs and CSO networks directly supported by the programme are engaged in monitoring and reporting on CEDAW and the Istanbul Convention. 180 organizations that are members of the supported CSO networks <p>Mid-Year Review Report (Year 3)</p>

Result Narrative	Indicator	Results Confirmed by the Evaluation
		<ul style="list-style-type: none"> Reported: A total of 21 CSOs and CSO networks directly supported by the programme are engaged in monitoring and reporting on CEDAW and the Istanbul Convention. 180 organizations that are members of the supported CSO networks.
<p>Result 1.2 Laws and policies are reviewed and reformed to conform with international human rights standards including CEDAW and the Istanbul Convention</p>	<p>Indicator 1.2.a Number of laws, policies and enforcement mechanisms reviewed/adopted in line with CEDAW and the IC, and harmonized with the acquis communautaire contributed by Action supported stakeholders</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> Not reported only reference made to work in progress under different activities. More progress noted in Montenegro with the GREVIO report submitted <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> Not reported, mostly work in progress reported. No actual number of laws, policies or mechanisms. <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> Not reported, mostly work in progress reported. No actual number of laws, policies or mechanisms.
<p>Result 1.3 A regional dialogue and knowledge sharing mechanism on the implementation and monitoring of the Istanbul Convention and CEDAW among Governments, CSOs and other concerned stakeholders is established and functional</p>	<p>Indicator 1.3.a Number of regional cooperation mechanisms and formal and informal agreements between Governments, women's organizations, and other concerned stakeholders for policy development and jointly monitoring implementation of Istanbul Convention and CEDAW recommendations</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> Not reported, only reference made to work in progress such as the regional forum to be held (at the time of the report) in 2018 (Skopje) where formal/informal agreements are expected <p>Annual Report 2</p> <ul style="list-style-type: none"> Not reported, only reference made to the regional forum held in 2018 (Skopje), but no cooperation mechanisms and formal or informal agreements mentioned. <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> Not reported, only reference made to the regional forum held in 2018 (Skopje), but no cooperation mechanisms and formal or informal agreements mentioned. <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> Not reported, only reference to the regional forum to be held (at the time of the preparation of the report) in October 2019, but no cooperation mechanisms and formal or informal agreements mentioned.
	<p>Indicator 1.3.b Number of regional statements by women's CSOs in traditional and social media platforms on the implementation of CEDAW and the Istanbul Convention in Turkey and</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> Not reported, only reference made to work in progress such as the regional forum to be held (at the time of the report) in 2018 (Skopje), but no regional statements mentioned. <p>Annual Report 2</p>

Result Narrative	Indicator	Results Confirmed by the Evaluation
	the six countries of the Western Balkans covered by the Action."	<ul style="list-style-type: none"> • Not reported, only reference made to the regional forum held in 2018 (Skopje), but no regional statements mentioned Mid-Year Review Report (year 2) • Not reported, only reference made to the regional forum held in 2018 (Skopje), but no regional statements mentioned Mid-Year Review Report (Year 3) • Not reported, only reference to the regional forum to be held (at the time of the preparation of the report) in October 2019, but no regional statements mentioned.
<p>SO 2 To promote favourable social norms and attitudes to promote gender equality and prevent discrimination of and violence against women.</p>	<p>"Indicator 2.a Percentage of people among targeted communities in the countries involved in the Action who think it is never justifiable for a man to beat his wife disaggregated by gender and age"</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> • Not reported, only reference made to the baseline conducted but not analyzed yet (In all countries except Montenegro) <p>Annual Report 2</p> <ul style="list-style-type: none"> • Partially reported. There is information reported on acceptance of violence for the case of Kosovo, Serbia and Turkey. In the case of Turkey, the indicator is related to this indicator but phrased differently. <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> • Not reported <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> • Not reported
<p>Result 2.1 Women's CSOs, media and government bodies have the knowledge to develop and implement innovative approaches to address harmful gender stereotypes</p>	<p>"Indicator 2.1.a Number of new advocacy initiatives addressing harmful gender stereotypes implemented by partners in this Action"</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> • Not reported, only reference made to the GenderLab initiative expected in 2018 and the YADA's work that at the time of the report was commissioned. <p>Annual Report 2</p> <ul style="list-style-type: none"> • Not reported, only work in progress (e.g. mapping of awareness raising and advocacy initiatives and workshops for CSOs on how to develop and implement strategic communication programmes to EVAW) <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> • Not actual numbers reported, delays were reported instead. <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> • Not actual numbers reported. Activities at the regional level to advance this result were reported instead.
<p>Result 2.2 Women, girls, men and boys at community and individual level have</p>	<p>Indicator 2.2.a Proportion of people who have been exposed to messages challenging</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> • Reported 130 people reached in Albania through community forums <p>Annual Report 2</p>

Result Narrative	Indicator	Results Confirmed by the Evaluation
a better understanding and acceptance of gender equality	harmful gender stereotypes among targeted communities.	<ul style="list-style-type: none"> • Reported actual number of people reached in Albania, BiH, North Macedonia, Montenegro, Serbia and Turkey (either through forums, public awareness campaigns, meetings or presenting results from baselines conducted on the topic) Mid-Year Review Report (Year 2) <ul style="list-style-type: none"> • Similar to Annual Report 2 Mid-Year Review Report (Year 3) <ul style="list-style-type: none"> • Reported actual number of people reached in Albania, BiH, North Macedonia, Montenegro, Serbia and Turkey (either through forums, public awareness campaigns, meetings or presenting results from baselines conducted on the topic)
	"Indicator 2.2.b Perception of women's and men's roles among women, girls, boys and men in targeted communities"	Annual Report 1 <ul style="list-style-type: none"> • Not reported, only reference made to the baseline conducted but not analyzed yet (In all countries except Montenegro) Annual Report 2 <ul style="list-style-type: none"> • Not reported, only reference made to the baseline conducted but no actual perception Mid-Year Review Report (Year 2) <ul style="list-style-type: none"> • Similar to Annual Report 2 Mid-Year Review Report (Year 3) <ul style="list-style-type: none"> • Not reported, only reference made to the baseline to be conducted (at the time of the preparation of the report) but no actual perception
SO 3 To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.	Indicator 3.a Percentage of women and girls, including those from disadvantaged groups, who experienced violence in the last 12 months who seek help from services providers supported by the Action	Annual Report 1 <ul style="list-style-type: none"> • Not reported. Reference made to project cooperation agreements for this indicator being recently signed. Annual Report 2 <ul style="list-style-type: none"> • Partially reported. <ul style="list-style-type: none"> ○ Albania, reported an increase in cases of violence being reported to the police by women ○ BiH, number of Roma women participation in workshops but not accessing services ○ North Macedonia, reported number of women (300) having access to legal aid services for free from three organizations of the programme Mid-Year Review Report (Year 2) <ul style="list-style-type: none"> • Not reported Mid-Year Review Report (Year 3)

Result Narrative	Indicator	Results Confirmed by the Evaluation
<p>Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention</p>	<p>Indicator 3.1.a Number of services providers at the health, justice, and security (police) sectors who have reviewed and/or adopted standards procedures in line with Istanbul Convention for delivery of support services to victims of all form of violence</p>	<ul style="list-style-type: none"> • Not reported <p>Annual Report 1</p> <ul style="list-style-type: none"> • Not reported, only reference made to the work in progress under this result (e.g. capacity building activities) <p>Annual Report 2</p> <ul style="list-style-type: none"> • Reported, however information reported may not satisfy completely the criteria for this indicator: <ul style="list-style-type: none"> ○ Albania, number of trained service providers on legal obligations and their role in managing cases of violence ○ BiH, number of members of the Safe Network on international standards in service provision (essential service package); number of people in meeting with referral mechanisms/coordination bodies to discuss monitoring and reporting on the implementation of the protocol on multisectoral cooperation and improving case management. ○ Kosovo, training for service providers on IC and national laws regarding violence against women; ○ North Macedonia. Government adopted the National Action Plan on the implementation of the IC elaborated with the support HERA; Workshops in municipalities about standards for working with cases of violence; number of people participating in training with municipalities for the application of IC standards; ○ Serbia: proposals for amendments of guidelines for treatments of cases of sexual violence submitted to the Provincial Secretariat of Health. No numbers provided. Also, number of service providers trained on making services accessible to women with disabilities. <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> • Similar to Annual Report 2 <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> • Partly reported, but mostly work in progress with regards to the implementation of activities are reported. <ul style="list-style-type: none"> ○ Albania, training sessions and information sessions reported. ○ BiH, consultations and meetings reported. Reference to a new cantonal protocol on cooperation in Bihac and Sarajevo signed and local protocols drafted in Banja Luka, Bijeljina and Modrica is made as a result of meetings.

Result Narrative	Indicator	Results Confirmed by the Evaluation
		<ul style="list-style-type: none"> ○ Kosovo, reference to the revision of the the Domestic Violence Action Plans 2019-2021 the definition of Action Plans for combating DV/GBV in 7 municipalities is made. Other activities include work in progress such as training, meetings and conferences. ○ Montenegro reported work in progress regarding service licensing and training programs. ○ North Macedonia, work in progress reported such as completion of relevant documents and training. ○ Serbia, reported work in progress with regards to adoption of amendments to the guidelines of the centres for victims of sexual violence.
	<p>Indicator 3.1.b Number of service providers who have used the Essential Services Guidelines</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> ● Not reported <p>Annual Report 2</p> <ul style="list-style-type: none"> ● Not reported <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> ● Not reported <p>Mid-Year Review Report (Year 3)</p> <ul style="list-style-type: none"> ● Not reported
<p>Result 3.2 Improved case management by providers of specialist support services for victims of all forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups</p>	<p>Indicator 3.2.a Number of providers of specialist support services related to VAW in the countries of Action that collect and use data on beneficiaries in line with international standards for improved case management</p>	<p>Annual Report 1</p> <ul style="list-style-type: none"> ● Not reported, only work in progress of different activities under this result <p>Annual Report 2</p> <ul style="list-style-type: none"> ● Partially reported but mostly work in progress of different activities under this result: <ul style="list-style-type: none"> ○ Montenegro SOS Podgorica took key steps toward the development of a uniform database to standardize data collection among CSOs that provide specialized assistance and support services ○ Kosovo, completion of the first national unified database for tracking cases of VAW and DV was mentioned, and the training to 80 participants to use it ○ Serbia, CSO in charge collected data from 68 femicide cases and as a result ten cases were selected for further investigation by courts. ○ Turkey, lawyers use of the online portal to relevant documents and to improve cases management <p>Mid-Year Review Report (Year 2)</p> <ul style="list-style-type: none"> ● Very similar to Annual Report but mostly work in progress

Result Narrative	Indicator	Results Confirmed by the Evaluation
		Mid-Year Review Report (Year 3) <ul style="list-style-type: none"> • Not reported, only work in progress of different activities under this result are reported (training, finalization of database systems, and memorandum of understanding for the creating of database systems)
Result 3.3 Better access to an improved service provision to women from minority and disadvantaged groups	Indicator 3.3.a Number of women and girls from disadvantaged groups receiving comprehensive and immediate care from services available	Annual Report 1 <ul style="list-style-type: none"> • Not reported, only work in progress of different activities under this result Annual Report 2 <ul style="list-style-type: none"> • Partly reported but mostly work in progress: <ul style="list-style-type: none"> ○ Albania, information sessions about services with marginalized population, not actual delivery of services ○ BiH, forum with marginalized women that turned out into the provision of services for some of them (16+58=74) ○ North Macedonia, free legal aid services/representation for 18 Roma Women and gender-responsive legal aid services and psychological counseling for 300 women Mid-Year Review Report (Year 2) <ul style="list-style-type: none"> • Not reported, mostly work in progress being reported Mid-Year Review Report (Year 3) <ul style="list-style-type: none"> • BiH, 376 women assisted in exercising their rights • North Macedonia, 23 women victims of domestic violence and discrimination supported with legal aid • Serbia, 6 women at risk of femicide supported with legal aid

Annex 18: Summary of ROM recommendations

Key recommendations from ROM report
<p>Relevance</p> <p>i) For the next phase of the programme, the UN Women should consider developing grant schemes managed by CSOs based on clear sub-granting arrangements, which will better address engagement of grassroots organisations;</p> <p>ii) ensure shortening the selection processes, especially for grants dealing with vulnerable and marginalised groups;</p> <p>iii) consider having longer term grants (with more time allocated for implementation) and with a higher budget allocation, especially for advocacy and lobbying grants.</p>
<p>Efficiency</p> <p>i) The Contractor (UN Women) should revise the available timing for the GenderLab activities and provide a clear schedule for finalisation of this key output.</p> <p>ii) In the next annual report, UN Women should report on the percentage of people reached from the minority or disadvantaged out of the total beneficiaries per country.</p> <p>iii) In Albania: UN Women should consider revising the role of the MHSP in chairing the Technical Working Group. To preserve the spirit of CSO ownership of the Action, the national authorities should be given an observer role only.</p>
<p>Effectiveness</p> <p>Regional:</p> <p>i) The Contractor (UN Women) and CSOs should consider issuing certificates for the training session organised under the regional programme.</p> <p>ii) For the next regional event, the Contractor (UN Women) should consider introducing practical workshops where CSOs and other relevant stakeholders can work on specific issues related to VAWG.</p>
<p>Sustainability</p> <p>i) The Contractor (UN Women) should make sure that the Call for Proposals include clear requirements for CSOs on sustainability plans and exit strategies.</p> <p>ii) In the former Yugoslav Republic of Macedonia: UN Women should address the sustainability of the database project implemented by the National Council on Gender Equality in light of a potential overlap with other CSOs (HERA), and in terms of designated authority to take over the management of the database. Lessons learned are available through experience of other countries (Albania).</p>

Annex 19: Profile of JGG and Team



The Just Governance Group Ltd. (JGG) is an innovative private Canadian company incorporated under federal law in 2006. JGG functions as a multinational network of professional consultants and a community of practice on international development and good governance issues. The mission of JGG, as a social enterprise, is to influence and contribute to the development of just societies by applying sound theoretical and practical knowledge in governance initiatives internationally. JGG specializes in human rights, legal and judicial reform, democratic and inclusive governance, conflict prevention and peacebuilding. In the area of human rights and justice reform JGG has significant experience related to gender-based violence and criminal justice reform.

Further information can be found at: www.justgovernancegroup.org.

JGG Team for the Evaluation of the Regional Programme

“Ending violence against women in the Western Balkans and Turkey: Implementing Norms, Changing Minds”

Kimberly Inksater – *Co-Team Leader 1 and International EVAW expert (North Macedonia and Turkey)*

Kimberly Inksater has an inter-disciplinary academic background in social sciences and law and over 19 years of international experience as an evaluator in international development in the subject areas of human rights, justice reform, democratic development, conflict analysis and transformation, and peacebuilding. She has led more than 25 evaluations of projects and programmes applying gender-sensitive, human rights-based, theory-based, formative or summative evaluation approaches. Ms. Inksater has conducted several evaluation mandates related with gender equality/gender-based discrimination, gender-based violence and violence against women for UNFPA, UNDP, UN Women and other international organizations. She has a comprehensive understanding of the international human rights framework related to gender equality, discrimination, and gender-based violence.

Monica Treviño - *Evaluation Design and Quality Assurance*

Mónica Treviño is a political scientist with 20 years' experience in evaluation and research of international development projects and programmes. She has a strong expertise in research methodologies, especially in mixed methods research design, combining qualitative and quantitative data collection and analysis. She has a significant experience in monitoring and evaluation, results-based management, organisational assessment, strategic planning and gender-based policy analysis for a range of multilateral institutions

such as the IOM, the OAS, UNESCO, UNICEF, UN Women and the World Bank, as well as various non-governmental organisations such as Oxfam and AWID. Her work has focused on projects including human rights-based approaches, women's rights promotion, advocacy interventions, education and capacity-building, institution strengthening, migration and protection. She has conducted evaluation projects in relation to gender-based discrimination and violence against women for UNFPA, UNICEF and UN Women. She has also had leadership roles in complex evaluations for UNICEF and UN Women.

Anamaria Golemac Powell –Advisor

Anamaria Golemac Powell has a background in political science and state management and humanitarian affairs. She has over 10 years of experience with the design and implementation of monitoring and evaluations assignments under diverse conditions in Central and Eastern Europe and Africa. This includes the participation in evaluation projects related to gender-based violence and violence against women, mainly in the Western Balkans and Turkey. Ms. Golemac Powell has more than 18 years of experience as an advisor to governments and donors on gender mainstreaming and gender and economic empowerment, and implementation of EU standards in social protection/policy sector; and over 10 years of work experience as an advisor on design and implementation of gender national action plans for UN, SIDA and DFID. Ms. Golemac has also supported national governments in reporting to CEDAW committee and facilitating number of NGO CEDAW shadow reports. Finally, she has a strong expertise in research, analysis and the application of best practices to manage collection and interpretation of data to facilitate learning, and to inform and support programme development and reporting.

Meredith Brown – International Evaluation Consultant (Albania and Kosovo)

Meredith Brown has an academic background in law and international relations. She has 20 years of work experience with the Ministry of Attorney General of Ontario and as an international expert and strategist for matters such as justice reform, legal aid and access to justice. She has participated in multi-country and multi-stakeholder evaluations either as a lead evaluator or as an international expert in the areas of gender-responsive budgeting, legal sector reform, justice and anti-corruption. She has led multiple needs assessments and participated in the design of several strategies, programs and projects. She has comprehensive experience working with vulnerable groups including women, children, refugees, LGBTI and people with disabilities. At the Ministry of Attorney General in Ontario, she led the Ministry's Innovation Office, she was the Chief Legal Counsel and Executive Advisor and Deputy Attorney General as well as the Director for Corporate Planning at the Court Services Division.

Marika Djolai – International Evaluation Consultant (Montenegro)

Marika Djolai has an inter-disciplinary background in Anthropology and Development Studies (PhD). She has around 20 years of experience working in international development, particularly in conflict and fragile settings in the Balkans, Eurasia, Ukraine and Afghanistan. Her work includes social protection and inclusion, youth and child protection, minority rights, gender equality, violence against women and human rights. She has extensive fieldwork experience, including quantitative and qualitative approaches for data collection and evaluation of international assistance programmes, academic research and developing MEL tools for programme impact. She has designed, evaluated and conducted impact assessments of democratisation, governance, social protection, inclusion, community-based projects, and gender sensitive programmes. She has more than 15 years of experience with US, EU, SDC and SIDA initiatives.

Bergin Kulenovic – International Evaluation Consultant (Bosnia-Herzegovina and Serbia)

Bergin Kulenovic has a background in Political Science/Multiculturalism, and Gender and Culture. She also has specialized training in rights-based assessments. Ms. Kulenovic has over 10 years of experience in international development in the areas of human rights, democracy, gender equality, women's rights, gender-based violence and violence against women. Her work experience includes conflict and post-conflict settings. She has participated in several evaluations and developed MEAL plans for different programs and projects using rights-based approaches, gender equality as cross-cutting and participatory methodologies. She has been involved in various data collection missions, adopting qualitative and quantitative participatory approaches. She has also organized and facilitated multiple workshops with a wide range of stakeholders, including NGOs, government officials and donors. She has extensive experience working with vulnerable populations including women, youth and persons with disabilities. She has worked for programs and projects of UNDP, UNDAF, DFID/UKAID, USG, Women's World Banking, Handicap International, NDI and USAID.

Marija Babović – EAW Expert and Consultant for Serbia

Marija has an academic background in sociology (PhD) and more than 15 years of research, analysis and evaluation of projects in the areas of gender equality, gender mainstreaming gender-based discrimination and violence against women in the Western Balkans. She possesses high level of knowledge on gender equality laws, policies and mechanisms for gender equality at different levels in the region, as well as strong expertise in gender equality policies in the EU and EU accession process of the Western Balkans countries. She has conducted various assessments on the implementation of the Istanbul Convention in the region and participated in the civil society reporting to GREVIO in Serbia.

Erinda Bllaca Ndroqi – Consultant for Albania and Kosovo

Erinda is an Albanian lawyer who is currently a PhD candidate in criminal law. For over a decade she worked at the Albanian Rehabilitation Centre for Trauma and Torture as legal researcher and program manager. She was also national coordinator of the Counseling Line for Victims of Domestic Violence. She has conducted evaluations related to violence against women, including the evaluation of the program "Supporting survivors of sexual and gender-based violence women self-help groups accessing their right to health, justice and social system in Kosovo." She was coordinator of a UNDP program "Women in Leadership" in 2003-2004.

Dženita Hrelja Hasečić – Consultant for Bosnia-Herzegovina

Dženita has a master's degree in gender studies and is a PhD candidate in sociology. In the last six years she has worked with Association XY (SDC-funded Mental Health Project in B&H) as gender and monitoring expert and currently as Director. With Association XY she implements and facilitates comprehensive mental health reform in B&H towards ensuring the highest standards of human rights protection and provision of quality recovery-oriented services, in line with the national strategies and relevant international standards in four main areas: legislation, human resources and capacity building, anti-stigma and anti-discrimination programs, strongly focused on fight against gender discrimination, mental health users empowerment and association. She participated as an expert in the evaluation of the National Action Plan (2016-2018) for the implementation of the Strategy for Gender Equality of Serbia (2016- 2020)

and as international quality assurance expert in the evaluation of the Gender Responsive Budgeting project in Ukraine.

Aleksandra Gligorovic – Consultant for Montenegro

Aleksandra has an academic background in biology and ecology. Her professional work has focused on gender equality. Since 2011 she has been a consultant, working on various projects as a researcher, trainer and evaluator for initiatives related to gender equality, gender mainstreaming and gender analysis, violence against women and policy development processes for disadvantaged groups. Recently she was end line consultant for the evaluation of the Groundswell project that provides grants and support to women's grassroots organizations BIH, Croatia, Kosovo, Macedonia, Montenegro and Serbia. She was also a consultant (UNDP) for the Ministry of Human and Minority rights to support the development of the detailed activity plan for 2019-2020 of the Gender Equality Action Plan for Montenegro 2017-2021.

Olgica Apostolova- Consultant for North Macedonia

Olgica Apostolova has a background in European studies for integration and communication. For over a decade Ms. Apostolova has worked as a gender and minority populations expert providing support to the integration of gender and minority perspectives into national strategies and actions plans for gender equality, non-discrimination, domestic violence, poverty alleviation and social inclusion in North Macedonia. Moreover, she has also experience conducting gender mainstreaming studies within the country. Ms. Apostolova has ample experience with data collection and analysis for empirical social research including needs assessments, assessments studies and mappings of vulnerable groups. She has facilitated interviews, focus groups and group discussions with multiple stakeholders including CSOs, government officials, donors and ultimate beneficiaries. She has previously worked for UN agencies such as UNDP, UN Women, ILO and FAO.

Zeynep Baser– Consultant for Turkey and NVivo support

Zeynep has master's degrees in conflict analysis and international relations. Since 2014 she has specialized in monitoring, evaluation and qualitative applied research focusing on social impact measurement in interventions related to gender equality, women's empowerment, violence against women, minority rights and labour rights. She has conducted evaluations, primarily in Turkey, of or for women's organizations, foundations, UN agencies and the World Bank. She worked with Kimberly Inksater and Anamaria Golemac-Powell in the evaluation of the joint Women Friendly Cities evaluation.