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**Final Evaluation Project
“Combating Gender Based Violence”
WestBank – Palestine
From 1-1-2015/ 30-12-2017**

Report of the Evaluation Team

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**Submitted to: Psycho Social Counselling Center for Women, QADER for
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This Evaluation Report has been developed by an independent evaluation team. The analysis presented in this report reflects the views of the authors and may not necessarily represent those of the Psycho Social Counselling Center for Women, QADER for Community Development, Almontada, their partners or the UN Trust Fund.”

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List of acronyms and abbreviations :

PSCCW	Psycho Social Counselling Center for Women
GBV	Gender Based Violence
WGWD	Women and girls with disability
GOs	Government Organizations
NGOs	Non Governmental organizations
FJPU	Family juvenile protection Unit
MOWA	Ministry of Women Affairs
CBOs	Community based organizations
W&GSOV	Women and girls victim of violence
MoU	Memorandum of Understanding
MOSD	Ministry of Social development
VAWG	Violence against women and girls
PLC	Palestinian Legislation Council
CEDAW	Convention on the Elimination of all forms of Discrimination
CRPD	Convention on the Rights of Persons with Disabilities
NRS	National Referral System
GA	General Attorney
MOH	Ministry of Health

EXECUTIVE SUMMARY

This evaluation was conducted by the evaluators upon the request of PSCCW, QADER and Almutada in order to produce key experiences that illustrate the project's relevance, effectiveness, efficiency, sustainability, impact and lessons learned from the point of views of the involved beneficiaries as well as local GOs and NGOs to consequently contribute to the future planning process. The evaluation report is considered a main document for the partners worked in this programme in order to enhance and develop their work and interventions in combating VAW and at the same time it will be used as an advocacy tool with the GOs and NGOs in the national level and INGOs and donors on the international level working on VAW in Palestine

The program focuses on addressing the issue of violence against women and girls, with a focus on women and girls with disabilities, through working on the three levels: prevention, protection and empowerment. The program focused on strengthening the services and the service providers working on violence against women and girls especially on the rights of women and girls with disabilities. The program also addressed legal amendments from a gender perspective with a focus on the rights and protection of women with disabilities in the implementation of four basic laws affecting the lives of women and girls, namely the Family Protection Act against Violence, the Penal Code and the Social Security Law and personal status law. In order to adopt amendments by the Palestinian legislator, the program focused on lobbying and advocacy as a complementary part of the development of services to protect women and girls, including those with disabilities.

The evaluation was conducted between the beginning of December 2017 and the end of January 2018. The evaluator team undertook research and data collection through: (1) Literature review of the programme; (2) Document analysis; (3) 6 focus groups interviews and (4) 17 individual interviews with stakeholders.

The qualitative approach was used in the evaluation design process and thus the selection of research tools. The nature of the program requires a space of expression and discussion among the partners and beneficiaries of the program, including women and girls, both from the community in general and from women who have experienced violence. In order to further discuss the impact of the program, the discussion groups and individual interviews were selected. The questions were designed based on literary reviews and specific questions.

The data analysis was based on data classification and classification within the five evaluation axes to measure the achievement of the overall objective of the program.

The key findings of the evaluation can be addressed as follows:

- Effectiveness:

- The findings of the evaluation revealed that considering the baseline a starting point for the project was a strength point, which is reflected in establishing priority areas for intersecting needs

the service providers identified. the program contributed in identifying the gaps in the work of the institutions.

-On the other hand, the process of community awareness with women and girls about laws and rights had the effect of increasing the proportion of women who went to the PSCCW for help. However, the awareness gap resulted from the absence of monitoring for women with disabilities who benefited from awareness programs and their impact on their interventions. This gap could be related to the fact that the project did not include specific interventions of raising awareness of girls and women with disabilities and didn't include them in the other project awareness raising activities as well, and that was due to budget limitations of the project. Despite the fact that the programme targeted men in decision making positions and university students, it was noticed from the results of evaluation, that another gap found in the lack of targeting of men and boys in outreach programs is the importance of involving them in the process of combating violence against women and in a male-dominated society.

-One of the strengths of the program is that it targeted preachers, who are considered as important references at the grassroots' level in the awareness and mobilization process for all of the groups.

- In terms of laws, the program has been able to highlight and to include girls and women with disabilities rights to protection in national laws from the perspective of complying national laws and procedures with the CRPD convention and also to include their rights and protect them in the face of total marginalization by society and the family. This initiative is considered the first on the national level. Another key strength of the programme is developing and designing the training themes and modules based on the needs of the service providers.

- The impact of the program was more evident with students' response to the mock courts. The tools used with the students were considered successful in reaching them, by demanding to conduct more sessions. With regard to the laws, the amendments that have been developed to protect women and girls with disabilities are important but their impact will be on the long term after they are adopted by the Palestinian legislator.

Relevance:

- The project is developed and designed based on the principles of the Convention on the Elimination of all forms of Discrimination against Women with a focus on the General Recommendation 19 on violence against women and the Convention on the Rights of Persons with Disabilities. On the national level, the Project's design adheres to the creation of a National Committee to Combat Violence against Women in 2008, co-chaired by the Ministry of Women's Affairs and the Ministry of Social Development. The project is also in line with the National Strategy to Combat Violence against Women (2011-2019) which was endorsed by the Cabinet in 2011 with seven key objectives and the necessary policies and interventions to achieve those goals and the

launch of the cross-sectoral strategy for the period 2014-2016 and strategic plan to combat gender-based violence.

- The project strategy and activities were designed to respond to the needs of women and girls within the intervention area using holistic approaches: prevention, quality services delivery and protection through improved legislation. Progress is particularly needed in the provision of quality and accessible services. Essential services refer to those services and responses which are closely coordinated and most typically respond to the needs of women and girls who have experienced violence.

Efficiency:

- The project saved time, effort and cost of some activities, especially by attracting group of volunteers from the faculty of social service at Universities. The project partner institutions trained the volunteers on how to hold meetings and group discussions and how to make the base line and end line forms and the forms used for the analysis of social welfare policies. The volunteers did their job under the supervision and follow-up of partner institutions.

- Partnership and cooperation among institutions engaged in the issue of VAWGWD are fundamental to combating violence against women and girls. The project managed to reduce the financial costs of trainings, particularly the trainings on the national referral system. The project invested training halls at the governorates buildings and halls at universities which students were targeted by the awareness workshops, in coordination with partners, governorates and universities.

Sustainability:

It can be concluded that the sustainability of the program was in the following main axes:

- At the institutional level: Work has been on the legal procedures and amendments and the referral system such as the guideline of the girls shelter and the National Referral System that contributed to the establishment of the foundations of the three components to combat VAWGD: prevention, protection and empowerment of women.

- At the level of the staff: Institutionalization and sustainability of intervention requires building skills and capabilities of workers in institutions that provide services, whether protection or prevention or empowerment. Training courses thus contribute to the sustainability of the program by providing a supportive institutional culture. Also the institutionalization strategy used in the project to mainstream the rights of girls and women with disabilities among the protection system is an indicator of sustainability as well as the mainstreaming that was accomplished in the laws amendments.

Impact:

- The programme has succeeded in the empowerment of women and girls to talk about their issues and the violence they're facing from the different actors inside the family or outside. Women have begun to educate their children on violence and sexual harassment and their children in turn have started to openly discuss what they might've went through which also strengthened the trust between them. Some women have stated that they began to invest in their meetings with other women either neighbours or relatives to discuss issues that concern them instead of wasting time on stories that don't change their living conditions. As for others, according to the results, they were encouraged to ask for their inheritance from their brothers and what's special in their discourse is that it's convincing as a result of the meeting that used active participatory dialogue.

- There is a consensus among project beneficiaries that knowledge is being valued as an essential part of the project and had a huge positive impact on their daily life. This attitude towards gaining knowledge is seen as a shift within the marginalized area, universities, from the wider community, girls and women in general, preachers and students are seeing the importance of gaining knowledge about rights and service providers. Of further significance is the number of women who received justice and protection services increased up from 3138 in year 2015 to 9388 cases by the end of 2017 during the period of the project. Gaining knowledge motivated women to ask for protection from justice institutions. The same is for the service providers, whose views towards W&GVoV, including W&GWD, have changed as a result of capacity-building activities that have made them aware that they are now a critical link to ensuring protection and justice for women victims.

- The evaluation concluded that the unexpected positive change happened on three levels: The first is concerned with deepening the role of the preachers who have begun to transfer the knowledge and awareness of girls and women who attend the mosques with their rights and is also concerned with educating them on the various services and helping women who asked to reach justice. One of the preachers has articulated: "I started educating women and transferring information to others and helping them go to counselling centers and courts." As for the second level, it's concerned with changing the stereotype of mosques as being places for discussing women's concerns and issues and educating them on GBV issues and not only places for worship. One of the women in the discussion groups said: "I went to the mosque and requested from the preacher that the lessons given should discuss the problems that face women every day". The third is on the GOs and NGOs level, the project has made an impact on the opinion of women organizations and GOs about the recognition for W&GWD rights to protection which was extremely difficult at the beginning but became a fact particularly after producing the CEDAW shadow by the NGOs coalition which resulted from the activities of the project despite the fact that it was not a direct intervention or activity in the project.

Key Recommendations:

1. Work on a comprehensive database design for the major government institutions and the civil organizations active in providing services for W&GVOV including GWWD. This is a

very important issue to tackle in order to exchange information and data which require the use of standard indicators and forms.

2. Advocate to reform laws that discriminate against Palestinian women, with joint efforts between governmental and non-governmental institutions to expand the base, grouped under the framework of the defence of women's rights and demands for equality and an end to violence in the community.
3. Engaging decision makers in the planning and implementation of capacity building activities targeted service providers to ensure their commitment in implementing policies and procedures within the framework of the NRS which will reflect on governmental service providers to be more responsive & efficient in providing quality services to G&W and GWWD.
4. Work on the enhancement of knowledge, attitudes, and practice (KAP) assessments to determine the level, scope and type of sensitization and training that will need to be conducted in the future for service providers within NRS System. The KAP service providers assessment should cover:
 - Personal perceptions, attitudes and beliefs related to violence against women and girls specially with disability
 - Deepening Knowledge of gender issues, power relations and human rights.
 - Deepening the understanding of the legal framework, national policies and protocols.
 - Special technical skills related to the specific roles and responsibilities of service providers in each sector within NRS.
5. Providing on-going supervision and support to specialized staff is considered a key strategy for ensuring that service providers are working optimally and are using self-reflection and communication to manage the personal and professional challenges of their work. It also grants them the opportunity to discuss their interaction with survivors to ensure the quality of services to clients and to ensure that service providers are maintaining professional distance and are not becoming emotionally overwhelmed.
6. Mobilize new actors of local communities and universities and involve them in the advocacy campaigns especially that the university students have shown high abilities in generating new ideas to end violence against women.
7. Investment of service providers in meetings aimed at raising the awareness of women and girls in rural areas to talk about the services provided by them. This is one of the promising practices expressed by the service providers in the discussion group, as they are more able to talk about practical experiences in protecting women and girls.

8. Forming women protection network from GOs and women rights organizations working on combating VAWGD to improve the coordination between the GOs and NGOs service providers and to activate the implementation of the NRS.
9. Develop a comprehensive economic empowerment intervention plan for W&GWD survivors from violence who finished their period in the shelters.
10. To continue the work with policymakers and women organizations to enhance understanding, respect and commitment towards W&GWD to protection and start adopting and executing change in application and attitudes towards it.
11. To continue the work with the PCBS the Central Bureau of Statistics on integrating W&GWD indicators and statistics.

1. CONTEXT OF THE PROJECT

1.1. Description of critical social, economic, political, geographic and demographic factors within which the project operated on.

Violence against women (VAW) is a key protection concern in the occupied Palestinian territory (OPT). More than 294,000 women have been identified in need of VAW protection support including psychological, legal and health services paralleled with advocacy efforts towards both duty bearers - the State of Palestine and Israel. Women with disabilities are exposed the most to all forms of marginalization, discrimination, exclusion and violence based on their disability and on their sex, at the level of public policies, programs and services as well as the adopted procedures that provide male and female citizens with access to such services. Furthermore, they are clearly absent from the agendas of the civil society, whether the organizations that lead the women movement, or those that stem from the disability movement.¹

The human-made protracted political crisis has led to pervasive humanitarian crises, further deterioration in the situation of Palestinians and direct violation of International Humanitarian Law (IHL). For Palestinian women in Area C and East Jerusalem and its environs, the situation is further compounded by legal status.

Women with disabilities are exposed the most to all forms of marginalization, discrimination, exclusion and violence based on their disability and on their sex, at the level of public policies, programs and services as well as the adopted procedures that provide male and female citizens with access to such services. Furthermore, they are clearly absent from the agendas of the civil society, whether the organizations that lead the women movement, or those that stem from the disability movement. It is obvious that there is a lack of information about the living conditions of this group, because of the lack of disaggregated indicators in most national reports and official statistics in the country². A study conducted by YMCA in 2016 confirmed that 52% of females with disabilities said they were unable to participate in elections because of transportation difficulties, inaccessibility of voting centers and the negative attitudes and perception of the society. Moreover, 23% of females with disabilities said that they were unable to participate or join community organizations, and only 18% were able to vote and participate in 2012 elections³

¹The Non-Governmental Women Coalition for the Implementation of CEDAW in the Occupied State of Palestine. Report on The status of women and girls in the State of Palestine. September. 2017

²The Non-Governmental Women Coalition for the Implementation of CEDAW in the Occupied State of Palestine. Shadow Report on "The status of women and girls in the State of Palestine" 2017.

³A Study on Monitoring the Needs of Youth with Disabilities in the West Bank, YMCA-Jerusalem, Rehabilitation Program 2016.

Based on the local literature review which focused on Violence against women, the key factors contributed to increase violence against women in Palestine include:

- Social aspect: National studies⁴ stated that violence against women and girls arises from the unbalanced and unequal rights of individual relations in society, as a result of the prevailing male culture, founded on the basis of who owns and controls resources. The Palestinian society is dominated by a hierarchical culture which strengthens the role of those who have control over resources and power, usually the Palestinian men, and marginalize the less fortunate of the social privileges of women. Several studies⁵ have examined the issue of citizenship and its role in the marginalization of Palestinian women. Women in Palestinian society are defined as non-active citizens. They lack equal rights in Palestinian society, making their chances of participation less which eventually results in less state intervention. Relationships and social roles are the driving force behind the formulation of local policies. It is therefore crucial to address women in the context of the social network, especially the family and community, in order to understand their role as citizens of a group. The importance of the family in the Palestinian society in terms of the formation of self-identity within the family, the loyalty of the individual depends on the extent to maintain the traditions of his family, and this enhances the survival within the family, which in turn provides protection and support for the individual.

- Legal aspect: local studies⁶ pointed to the imbalance in the legislative process in terms of the lack of coherence between the local legislations and the Palestinian basic law to ensure the link and the integration between the basic law, which is considered the framework, and main legal resource for the local legislations and provide protection of individuals without discrimination. For example there is a contradiction between the principles in the Basic law which stated clearly no discrimination based on gender and the principles of the penal code and personal status law. There is a lack of consistency between them. The process of development of the amendment of laws without relying on the philosophical vision of legislation in an integrated manner led to deep gaps in the work of human rights organizations, women and officials in the protection of women's rights. Despite the ratification by the State of Palestine of international treaties and conventions, in particular the Convention on the Elimination of all forms of Discrimination against Women - the core of women's rights- domestic legislation hasn't been consistent with international standards in the fight against discrimination against women. Many initiatives took place to propose and develop alternatives to the laws based on the rights of women by Palestinian women's

⁴ See In: Bargouthi.Fida & Saadeh.Luna.(May 2014) Palestinian Woman participation in political and civil sphere. Obstacles and opportunities. The Case of Palestine(In Arabic). See also in: Jad.Islah(2008).Nisa' Ala Takatoo Turuq. Al-harakat al nassawia Bayn Alwatanya wal Ilmania wal Hawia al Islamia.Ramallah.Mwatan organization.

⁵IBID

⁶Ludsin.Hallie.2011.Women and the draft Constitution of Palestine. Women Centre For legal Aid and Counselling & In: UNDPA review of Palestinian legislation from a women's rights perspective. September 2011.

institutions. Although these studies were limited to analyzing the legal reality of Palestinian women, but they didn't discuss in depth and thoroughly the issue of how to apply laws within the courts and how to identify practices that affect women's fairness with a view to making proposals amend existing laws to raise discrimination against women and to meet their rights.

Studies have focused on the Personal Status Law and the Penal Code as the direct legal system governing the social relations between individuals in the private sphere (family) and the general sphere (society and state). The analysis and assessment of the laws revealed their inequity, injustice and inability to protect and guarantee the rights of Palestinian women throughout their lives.

There's a gap in the local studies that discuss the Legal recourse for women holders of West Bank ID/jurisdiction issues for legal redress including issuance of children's birth certificates, access to health care, losing custody of children to father (Jerusalem ID holder), child custody, child visitations, divorce, accompaniment for girls/women due to jurisdiction issues ,placement of children in temporary foster homes, and complication in dealing with varying systems/courts.

- Economic aspect: Based on the local studies⁷, the economic factor has direct impact on how women deal with the violence directed to them. Women often don't have the choice to fight violence because they're not economically independent. Additionally, women are often deprived of inheritance and ownership of family land and assets which increase their vulnerability and moreover limit the alternative resources they can refer back to. Subsequently, it becomes complicated for women to get out of the cycle of violence as the society shames women and considers family solidarity crucial.

- Media: Media still represents women in a stereotypical manner and marginalizes a more progressive representation of women, in spite of its authoritative role in society. Social change requires media mobilization to change the stereotypical image of women. This is done through highlighting the leading roles women carry out and giving value to the productive and effective role of women in order to change society's inferior view of women. Media was considered a primal factor in increasing the culture of violence against women.

- Political factor: The studies⁸ have showed that there's a relation between the Israeli occupation and the prevalence of violence against women. In the contact areas with the

⁷See in Haj, S. M. (2006). Profiles of women survivors: The development of agency in abusive relationships. *Journal of Counseling & Development*, 84, 83-94. doi:10.1002/j.1556-6678.2006.tb00382.x & In: Haj-Yahia, M. (2002). Attitudes of Arab women toward different patterns of coping with wife abuse. *Journal of Interpersonal Violence*, 17, 721-745 & In : Bargouthi.Fida&Saadeh.Luna.(May 2014) Palestinian Woman participation in political and civil sphere. Obstacles and opportunities. The Case of Palestine(In Arabic).

⁸Shalhoub- Kevorkian. Nadera, *Militarization and Violence against women in Conflict Zones in the Middle East. A Palestinian Case – Study: Cambridge Studies in Law and Society*. First Published in 2009,2011Second Edition 2012, Reprinted 2013

Israeli occupation, there's an increased rate of women requesting protection from governmental organizations due to their exposure of family violence on one hand and Israeli violence on the other. Violence against women increases in "Area C" in the West Bank due to Israeli policies of community displacement and to the movement restrictions to basic services especially for women who live in conservative communities that act as a hinder in their movement. Within this context, access to services such as health care clinics, hospitals, schools, police for protection and women organizations become more difficult for women and girls and specifically PwD and WwD. Additionally, they would be denied from access to almost all services including the humanitarian and emergency services. It is amidst this situation where women become more vulnerable to violence.

1.2. How social, political, demographic and/or institutional context contributes to the utility and accuracy of the evaluation.

Analyzing the socio-political and cultural context prevailing in the Palestinian society, which formed the bases on the process of developing the program, assisted the evaluators in understanding the general framework of the project within the local context of the community and the obstacles that the partner institutions may have faced while implementing the project. This understanding has also contributed to helping evaluators be more realistic in the process of assessing the achievements and forming a clearer understanding of the obstacles in order to reflect them in a professional framework that balances between external factors which can't be controlled by the implementers and hinder the achievement either completely achieved or partially and those factors that can be overcome but not worked on by partners and therefore require to be modified and developed in the mechanism of work for the subsequent phase in future planning.

2. DESCRIPTION OF THE PROJECT

2.1. Project's duration, project's start date and end date

The project "Combating Gender Based Violence" started in January 1st 2015 and ended by December 31th of 2017. The project was initiated by Psycho Social Counselling Center for Women (PSCCW) in partnership with QADER for Community Development and the NGOs Forum to combat violence against women (AlMuntada). Palestinian Non-Governmental organization Against Domestic Violence against Women, to support and help women and girls survivors including those with disabilities for the sole aim of receiving quality services that meet with their needs and to be better protected through improved legislation. The project was funded by the United Nations

Trust Fund to End Violence against Women (UNTF). The total grant amount for the three years is \$ 356,667.

2.2. Description of the specific forms of violence addressed by the project

The project adopted the definition of VAW in the Palestinian National Strategy to Combat Violence against Women. It states that VAW is: “All forms of physical, mental, sexual and verbal violence, social and economic deprivation, threats of such acts, coercion and other deprivations of liberty that are directed against a woman because she is a woman, whether directly or indirectly, inflicting physical, psychological, sexual, mental, social or economic harm or suffering, whether occurring in public or in private life.” Although specific for the strategy, this definition was based on the definition of VAW in the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) – Article 1 (1979)

Domestic violence, based on local studies, is the most common and prevalent. The Palestinian Bureau survey of 2011 on violence against women in the Palestinian society in addition to a study conducted by PSCCW in Area C pointed out that the identity of the violator is a member of the family, either the husband in the first place, brother and father or a member of the extended family.

The forms of violence in which the project addressed is as follows:

- Verbal violence
- Sexual violence
- Physical violence
- Social violence such as restriction on movement, deprivation from decision making regarding her own life and deprivation of having a choice and of self-determination
- Economic violence: deprivation from inheritance, maintenance, daily expenditure for the wife and the family and deprivation from property and from the right to own and possess control over it.

Additionally, the project also dealt with methods that women victims of violence have used such as poisoning, suicide and escape from their homes as a result of being exposed to threat which has emerged as one of the forms of violence as indicated by interviews with implementing partners.

Femicide is considered a major issue in which the Forum- Almutada is still working on through the process of documentation of cases of women who were killed under the name of the so-called honor killing or who are being threatened to death. The Forum- Almutada continues to hold conferences to highlight the issue of femicide.

2.3. Main objectives of the project

Main goal of the project: Girls & Women survivors, including those with disabilities, increasingly receive quality services that meet their needs and are better protected through improved legislation.

To achieve the main goal, two outcomes were identified among the three partnerships to work on through the whole period of the project:

The overall outcomes of the project are:

- Outcome 1: governmental service providers are more responsive & efficient in providing quality services and G& W (including GWWD) know how to access services.
- Outcome 2: National policies protect and promote rights of women & girls.

2.4. Importance, scope and scale of the project including geographic coverage

The importance of the program lies in the fact that it deals with a very important human rights issue, namely violence against women and girls, with a focus on people with disabilities in a society characterized by a culture of political violence which is the Israeli occupation and its policies which violate human rights, as well as community violence in patriarchal culture that limit the status of women. Women with disabilities, is considered the most marginalized group and subjected to violence by society, this marginalization is reflected in their absence at the policy and service levels. The program highlighted these issues and helped to strengthen and empower existing procedures, policies and laws to provide prevention, protection and empowerment to women victims of violence, particularly disability.

The program focuses on addressing the issue of violence against women and girls, with a focus on women with disabilities, through work at the three levels: prevention, protection and empowerment. One of the strengths of the program was that it focused on strengthening the services and the providers working on violence against women, especially the rights of women and girls with disabilities.

The program is implemented in the West Bank only with a concentration in the south of the West Bank, Bethlehem and Hebron. This is due to the presence of partner institutions in Bethlehem and to the lack of services provided by the program in the South region more than others.

2.5. Strategy and theory of change (or results chain) of the project with the brief description of project goal, outcomes, outputs and key project activities

The project strategic plan outlines two main outcomes as clarified in section (6.3), each outcome outlines several outputs and activities.

The table below shows the results chain in which the assigned outputs and what activities have been or haven't been completed based on the indicators developed by the programme management (PSCCW, QADER and Almntada) to measure the impact of the project on women's and girl's lives particularly WGWD. The aim of examining each activity is to measure to what extent the theory of change is achieved and to what extent it has led to the achievements of the two outcomes in the project's strategic plan, and the overall goal.

Goal:	Girls & Women survivors, including those with disabilities, increasingly receive quality services that meet their needs and are better protected through improved legislation		
Outcome 1	Governmental service providers are more responsive & efficient in providing quality services and G& W (including GWWD) know how to access services.		
	Indicator: The percentage of girls and women survivors of violence who received services that meet their needs.		
Output 1.1: G&W's (including GWWD) awareness of their rights is increased and they have better knowledge about service providers.	Activities	Status	Comments from the evaluation team
Indicator: Perspectives of women and girls about the justice process they experienced.	Working on baseline data collection with MOSA, Police, MOWA and two Shelters and analyzing the data in order to make the required interventions.	Achieved	
	Conducting awareness raising activities about service providers in rural areas.	Achieved	
	Conducting the awareness raising sessions for 700 university students from 7 major universities and relevant CBO's.	Achieved	
	Conducting awareness sessions about the referral system and the GBV points in the governorates.	Achieved	

<p>Output1.2: Service providers have increased their service provision capacity to respond to the needs of GW & GWWD survivors.</p> <p>Indicator: Perspective of service providers regarding GWVOV and particularly GWWD</p>	Conducting training workshops for (110)from family protection & Juvenile units (police).	Achieved		
	Conducting training workshops for (30) Ministry of Social Affairs (MOSA) relevant staff and directorates' level in both women and women with disabilities.	Achieved		
	Conducting training workshops for 20 shelters' employees . (Mehwar& GCH)	Achieved		
	Finalizing a mapping study on what service providers offer, target & Geographical area	Partially achieved		In progress
	Reviewing the mechanisms of action in shelters (procedures, guidelines, policies & protocols) in order to make it more effective and responsive to GWVOV and GWWD needs.	Partially achieved		The reviewing was on the NRS and the guideline of Mehwar in order to integrate the rights of WGWD. Based on the document and the annual reports, the reviewing is limited to the NRS, for this reason there should be a modification in the activity in order to reflect the actual achievement.
<p>Output 1.3. Standard operating procedures of service providers have improved.</p> <p>Indicator: Proportion of implementing developed</p>	Developing standard procedures while dealing with VAW with disabilities.	Achieved		The achievements are based on the activity level but when examining the achievement

Legislations and policies.				based on the indicator, it shows that it's partially achieved. See more details in the findings section.
Outcome 2	National policies protect and promote rights of women & girls.			
	Indicators: No. of legislations amended			
Output 2.1: Drafts of relevant legislations (Penal code, Personal Status Code, draft of family protection Code & National referral system) reviewed and developed based on needs of women & girls, including GWWD	Reviewing of penal, personal & draft of family protection status laws from disability's lens.	Achieved	Achieved on the level of drafting the amendments but not on the level of adopting the amendments. See findings section for further information.	
Indicators: -no. Of amended /added articles in the Personal Status Code & draft of	Reviewing the referral system to incorporate the rights of women with disabilities.	Achieved		
	Reviewing the impact of social welfare policies on women in general and on women with disability in specific	N/A		Based on the annual reports, the impact was not measured because of the absence of a clear method to evaluate the benefits of the amendments on women and women with disability.
	Reviewing, amending and putting into practice the referral system components for MOSA and police	Achieved		

family protection Code - no. Of amended/added articles in the Penal Code. - No. Of amended/added articles in the national referral system				
Output 2.2: Government is more responsive through advocacy campaigns to approve and implement the relevant legislations Indicators: - Proportion of decision makers at Mosa and Police who approved the implementation of	Carry out media activities such as (Press conferences, Radio & TV spots & Printings) to promote G&W rights and support them.	Achieved		
	Conducting workshops with decision makers about G&W including GWWD rights and relative policies and legislations.	Partially achieved		See the findings sections.
	Conducting popular court training for university students of law to influence decision makers to support G&W rights including GWWD.	Achieved		
	Working on end line data and the final project results to prepare it for final evaluation.	Achieved		

the amended legislations.			
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2.6. Key assumptions of the project:

Based on the interviews with the project's partners and the document's review, the project was designed so as to enhance the services' quality, local capacities, measures, policies and laws in order to protect women and girls including those with disability from violence against them.

The second key assumption is based on the examination of the pre-implementation phase and the analysis of the context of the violence against women and girls in Palestine which lead the project's partners to indicate the second problem to be covered lies in the non-implementation of the National Referral System which is considered one of the basic interventions that the project worked on through training the service providers working with cases of violence on the conversion system and modified to include Women and girls with disability due to lack of clear and definite tools and instructions in the Referral system to deal with WGWD.

2.7. Description of targeted primary and secondary beneficiaries as well as key implementing partners and stakeholders

The target population in the project is based on two levels, the first being the addressing of the community level, including women and girls in general, students at universities, and the second being the targeting of the sample level represented by women victims/survivors of violence, decision makers and academics. The table below shows the number of each category, the actual number of the target category based on the project document and the modified number based on the implementation in the first phase:

Sample	Category	Actual number	Number after modification
Primary beneficiaries	Women and girls in general	5,000	68,574
	Women and girls with disabilities	1,000	36,360
	Woman and girl survivors of violence	150	12898
Secondary beneficiaries	Educational professionals (i.e. teachers/educators)	50	54
	General public/community at large	20,000	16,000
	Social/welfare workers	30	235

Stakeholders	Civil society organizations (including NGOs)	5	15
	Parliamentarians	30	60
	Uniformed personnel (i.e. police military and peace-keeping officers)	50	130
	Staff's work in the family protection & Juvenile units (police).	110	130
	Staff's work in Ministry of Social Development(Counselors' in the women department)	30	67 Women's protection unit : 22 Disabilities protection unit : 15 Children's protection unit : 7 Children's protection network : 23
	Staff's work in the Shelter employees (Girls Care Home and Mehwar)	20	38
	Students and CBOs	700	1904
	Ministry of Women Affaires		2
	Universities		7 Universities
	CBOs		22
	Decision makers		15

2.8. Budget and expenditure of the project

Based on the review of the financial reports for the three years of the project cycle, the budget allocated in USD to the project over the course of the three years can be summarized in the table below:

	Year 1		Year 2		Year 3		
	Actual	Expenditures	Actual	Expenditures	Actual	Expenditures	Delivery rate
Outcome 1							
Output 1.1	4,140.00	4,053.00	34,946.00	33,755.00	22,503.00	21,349.00	98.09 %
Output 1.2	0.00	0.00	58,119.00	48,567.41	31,342.59	31,805.59	100.58 %
Output 1.3	10,700.00	3,000.00	10,450.00	5,750.00	56,245.59	55,054.59	95.52 %
Outcome 2							
Output 2.1	9,475.00	3,500.00	4,345.00	4,345.00	10,750.00	10,750.00	100.00 %
Output 2.2	0.00	0.00	23,536.00	23,152.00	10,297.00	10,550.00	100.87 %
Cross Cutting – M&E and Management	52,585.00	47,873.96	45,096.04	43,168.80	7,623.06	7,657.06	90.24 %
Total	76,900.00	58,426.96	172,147.04	154,393.21	143,123.65	126,978.65	95.45 %

3. PURPOSE OF THE EVALUATION

This evaluation assesses the project “Combating Gender Based Violence” between January 2015 and December 2017. The project was initiated by Psycho Social Counselling Center for Women (PSCCW) in partnership with QADER for Community Development and the NGOs Forum for the purpose of combating violence against women (AlMuntada), supporting and helping woman and girl survivors including those with disabilities with the aim of receiving quality services that meet their needs and being better protected through improved legislation.

The evaluation was held at the end of the year in November 2017, which affected the holding of meetings with the students and institutions. For students, it is the end of the year, the month of the final examinations. The institutions were under the burden of annual reports, financial and planning.

Adding to that, the political situation in was tense because of Israeli policies in East Jerusalem governorate and the subsequent tension in other areas of the West Bank. This situation contributed to a delay in field work. In addition to the period of religious holidays

The evaluation was conducted by two local evaluators at the request of PSCCW and partners with the objective of evaluating the entire project in terms of effectiveness, relevance, efficiency, sustainability and impact with a scrutinizing focus on the assessment of the results for the outcome and the project's goals and to generate key lessons and identify promising practices for learning in order to build on the results and recommendations for the next future phase.

Based on the terms of reference of the evaluation, the findings of the evaluation will help in developing the future strategic plan and intervention which maintains the results of the first phase and complements it. It is expected that the findings will lead to the following:

- Discussion of additional interventions with the service providers in Palestine.
- PSCCW and the partners will publish the findings and the final report of the evaluation and display them on the website for knowledge exchange.
- PSCCW will discuss the findings with some of the stakeholders mainly with the Ministry of women Affairs for coordination and cooperation in future plans.
- Partners of the project (PSCCW, QADER and Almunata) will develop and amend their work and intervention based on the results in order to enhance the quality of services on both the levels of capacity and legislation.

3.1. Evaluation objectives and scope

Objectives of the Evaluation:

- ✓ To evaluate the entire project in terms of effectiveness, relevance, efficiency, sustainability and impact with extreme focus on the assessment of the results of the outcome and project goals.
- ✓ To generate key lessons and identify promising practices for learning to be used as a base for the next strategic planning phase.

Scope of the Evaluation:

The evaluation began in December 1st 2017 and end by February 15th 2018. The field visits covered the areas of the project in the West Bank with a focus on the south of the west Bank (Bethlehem and Hebron).

Key challenges and limits of the evaluation:

The limitations that faced the evaluation team can be described as follows:

- Regarding students' participation, due to the evaluation implementation by the end of the education year, the majority are in exams or on winter break which makes it difficult to assemble students for evaluation.
- With regard to academics, it was also nearly impossible to hold a discussion group or link for 50 of them because the program was implemented through coordination and communication with a specific number of academics who had the commitment and belief in the importance of working on violence against women. The majority as explained by PSCCW wasn't involved in the project due to the lack of interest in women's rights and to the lack of available time to attend the meetings.
- Israeli barriers and political circumstances that impose restrictions on movement which sequentially have a negative impact on Palestinian women's movement hinder the access of the evaluation team to a large number of women in general. Subsequently, holding discussion groups in different regions was an effective alternative mechanism to reach a specific number as shown in the sample (see the methodology section). The sample isn't representative of the total number of women who attended the awareness meetings in the different regions, but it gives an indicator of the trends and quality of those meetings.
- The freezing of the Legislative Council and the imprisonment of the majority of its members in Israeli jails are considered hindrances in reaching out to the parliamentarians. Additionally, throughout the project, no meetings were held by the implementers with the parliamentarians but limited meetings were held with some ministers who are main stakeholders.
- The lack of clear measures for the impact of the outcomes and outputs before and after the implementation especially for outcome 2 has led to a gap in the evaluation to assess the impact of the adopted procedures in the referral system and the social welfare law on the wellbeing of women and girls and especially women and girls with disability.

4. EVALUATION TEAM

The evaluation team consists of two evaluators who are specialized in gender and women rights. Both evaluators were responsible for developing the methodology and questionnaire. Conjointly, they conducted the visits and field work in order to maintain the transparency and credibility of the evaluation results.

WORK PLAN:

<i>Work plan and Timeframe- Deliverables</i>	<i>December</i>				<i>January</i>			
	<i>Week1</i>	<i>Week2</i>	<i>Week3</i>	<i>Week4</i>	<i>Week5</i>	<i>Week6</i>	<i>Week7</i>	<i>Week8</i>

1. Inception Stage a. Desk review of key documents b. Finalizing the evaluation design and methods c. Preparing an inception report.			
2. Data collection and analysis stage. a. Desk Review b. In-depth Interviews: 15 individual interviews will be conducted with the secondary beneficiaries. c. Focus Groups: 6 focus groups will be arranged with the primary beneficiaries and will take place in the north, south and center of West Bank.			
3. Synthesis and reporting stage a. Analysis and interpretation of findings b. Preparing a draft report c. Review of the draft report with key stakeholders for quality assurance d. Consolidate comments from all groups and submit the consolidated comments to the evaluation team e. Incorporating comments and revising the evaluation report f. Submission of the final report g. Final review and approval of report			

Below is a brief bio of the two key team members with their role in this assignment:

Mrs. Luna Saadeh: Team Leader and report writer

Saadeh is an advocate and expert in women's rights, gender and policy issues. She has been working with governments and institutions in Palestine and across the Arab World on key macro strategies. Possessing 20 years of experience working in the Middle East with international development agencies and local government, Saadeh delivers with her an accomplished outstanding track record in developing and implementing policies and country strategies. Her research on gender mainstreaming and human rights has been published in global conferences and publications. A confident and pragmatic leader known for her detailed knowledge of local, regional and international laws including the UN System and bylaws , EU guidelines and policies on women's rights, peace and protection. She represents the state of Palestine at the administrative and legal affairs department in the Arab Women Organization. In her native country, Palestine, Saadeh sits on various advisory boards and committees.

Mrs. Fidaa Barghouthi: Gender, law and development consultant, senior researcher and report writer: With a master degree of gender, law and development from Birzeit University. Fidaa Barghouthi has extensive academic and professional experience in conducting researches and analysis on various topics with a strong focus on the issues of women. With her ability to analyze available information and extend recommendations from gender's perspective, Barghouthi has successfully supported several NGOs throughout her studies. She has also developed several successful fact sheets, policy papers and training manuals in the field of women's economic, political and social rights and 1325 resolution. In addition, she has profound experience in conducting consultancies in different sectors including: gender and gender based violence, gender mainstreaming, planning and analysis in the world of work from gender's perspective, human rights, analysis of laws from gender's perspective, creative writing, community development, and communication skills. Barghouthi worked as a Gender Consultant/ GIZ (Private Sector Development Program) to support the Gender Unit and the Committee in reviewing the policies, laws and procedures of MNE from a gender's perspective and to develop and implement an operational plan for the GU so that the gender unit would be able to carry out its role within the ministry and other PA institution and deliver a good quality services to the business women.

4. Evaluation Questions

The key questions are made in relation to the five (5) evaluation criteria which are:

1. Relevance: whether the project goal and outcomes are in line with the needs and aspirations of the beneficiaries, and with the policy environment of the project.
2. Impact: whether there has been a change toward the achievement of the project goal as a consequence of the achievement of the project outcomes. Both intended and unintended impacts are reviewed.
3. Effectiveness: the degree to which achieving outputs and outcomes of the project will contribute to the achievement of the project goal.

4. Efficiency: the relationship between the results and means i.e. whether the process of transforming the means into results has been cost-effective.
5. Sustainability: the degree to which the benefits produced by the project continue after the external assistance has come to an end.

Evaluation questions:

Evaluation Criteria	Mandatory Evaluation Questions
Effectiveness	<p>1) To what extent were the intended project goal, outcomes and outputs achieved and how?</p> <p>2) To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached?</p> <p>3) To what extent has this project generated positive changes in the lives of targeted (and untargeted) women and girls in relation to the specific forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes.</p> <p>4) What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?</p> <p>5) To what extent was the project successful in advocating for legal or policy change? If it was not successful, explain why.</p> <p>6) In case the project was successful in setting up new policies and/or laws, is the legal or policy change likely to be institutionalized and sustained?</p>
Relevance	<p>1) To what extent was the project strategy and activities implemented relevant in responding to the needs of women and girls?</p>

	2) To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?
Efficiency	1) How efficiently and timely has this project been implemented and managed in accordance with the Project Document?
Sustainability	1) How are the achieved results, especially the positive changes generated by the project in the lives of women and girls at the project goal level, going to be sustained after this project ends?
Impact	1) What are the unintended consequences (positive and negative) resulted from the project?
Knowledge Generation	<p>1) What are the key lessons learned that can be shared with other practitioners on Ending Violence against Women and Girls?</p> <p>2) Are there any promising practices? If yes, what are they and how can these promising practices be replicated in other projects and/or in other countries that have similar interventions?</p>

5. EVALUATION METHODOLOGY

Sub-sections	
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Description of evaluation design	<p>When developing the methodology for conducting the evaluation and based on the results of the first interviews with the PSSCW and QADER for a clearer and a more vivid understanding of the program, the qualitative approach was adopted as a basis in the process of building the methodology and determining the research methods due to the context of the program that deals with violence against women and girls. The qualitative approach will ensure to tackle the process of the social change that would result from the program at both the community and individual level.</p> <p>A post- test only without comparison group was used in designing the evaluation methods. The comparison depended on the narrative and financial reports which was developed by the partners of the project every 6 months. The baseline that was developed for the purpose of identifying the training needs were adopted in comparing between the results before and after the implementation of the programme.(for further explanation see the limitation section)</p> <p>In-depth individual interviews and holding discussion groups with diverse groups who benefited from the program were designed and adopted as main methods of data collecting. In designing the sample, fourcore target groups of the program were identified which are: the first is the project leading organization and the partners in order to discuss their vision and their evaluation of the program, secondly, the trainers, either from the implementing institutions or those who were hired in order to examine their opinions about the program and its impact on the beneficiary groups. Thirdly, the service providers who have received the training. Fourthly, the women themselves, who received support and legal services from PSSCW. Viewpoints and opinions of interviewees were compared and linked to relevant literature addressing the same questions designed for the evaluation of this project (Annex 5 . Questionnaire for the Interviews and focus groups). The opinions of beneficiaries and stakeholders were compared against those of project operators; the comparisons produced consolidated findings that were used to formulate recommendations.</p>
Data sources	<p>The methodology is divided into two complementary sections: secondarydata collection and primary data collection.</p> <p><i>Secondary Data Collection</i></p> <p>Literature Review: This review will entail a thorough mapping of all of the available studies onGender based violence in Palestine and the situation of women with disabilities, statistics and all of the reports and plans of the program. This review helped in the augmentationof the evaluators' contextual understanding of the</p>

	<p>project. The output of the review helped in the mapping of the institutional service providers and the scope of their work, the development of indicators, formation of a quantitative understanding of the GBV context in terms of issues and a refinement of the assessment sample of stakeholders.</p> <p><i>Primary Data Collection</i></p> <p>Focus groups' discussions (FGD) and interviews: These two tools are used to gather primary data with key informants who are active in their work on GBV such as service providers.</p> <p>Questioning guidelines were developed following the literature and mapping review above and they were designed to answer the guiding questions listed in the ToR.</p>
<p>Description of data collection methods and analysis (including level of precision required for quantitative methods, value scales or coding used for qualitative analysis, level of participation of stakeholders through evaluation process, etc.)</p>	<p>Qualitative analysis tools were applied as the evaluation is based mainly on a qualitative approach to data collection and analysis to identify common issues and topics devised in accordance with the evaluation document. Coding and grouping the data into a thematic category helped in the comparison between the different target groups in the evaluation and it was useful to understand the different angles of the programme and its consequences on the target groups. On the other hand and as clarified previously, the fundamental base of the report is qualitative, but there was a degree of quantitative weightings.</p> <p>Quotes: The most representative quotes among similar statements were chosen so that the reader has direct access to original comments.</p>
<p>Description of sampling</p> <ul style="list-style-type: none"> • Area and population to be represented. • Rationale for selection. • Mechanics of selection limitations to sample. • Reference indicators and benchmarks/baseline where relevant (previous indicators, national statistics, human rights treaties, gender statistics, etc). 	<p>The consultations took place in Ramallah and Bethlehem governorates' using semi-structured in-depth interview and Focus Group Discussions. Respondents were selected based on their relevance and involvement with the project. In-depth interview were conducted individually while 3 of FGDs with women and girls who benefited from the project took place in villages targeted by the project, (Harmallah, tqoo' and Zaa'tra in Bethlehem governorate) in order to address more complex issues and observe dynamics which could not be captured through the end-line assessment while one was held Women's Department of the Ministry of Awqaf. As for the focus group with women survivors of violence, it was held at PSSCW upon the request of women in order to preserve their privacy. The focus group of service providers was also held at PSSCW While the final focus group of the Almundata members was held at Almundata headquarter in Ramallah. The in-depth interview and Focus Group Discussions guidelines used a thematic discussion guide developed on the basis of the evaluation questions.</p>

	Research instruments:	
	a. In-depth interviews: 17 individual interviews were conducted with the secondary beneficiaries. The interviews were as follows:	
	Beneficiaries	Number
	Area	
	CBOs	3
	North	
	Sharia'a court	1
	South	
	General Attorney	1
	South	
	Ministry of Women Affairs	1
	Centre	
	Social workers in the shelters	2
	South	
	Family protection unit	1
	Centre	
	Psycho Social Counseling Center for Women "PSCCW"	2
	South	
	QADER	2
	South	
	The Palestinian Organization Against Combating Domestic Violence Against Women "AlMuntada "	1
	Center	
	Educational professionals	2
	South	
	Total No.	17
	b. Focus Groups: 7 focus groups took place in the north, south and centre of West Bank. The focus groups were distributed as follows:	

	Category	Number
	4 focus groups with women and girls who benefited from the project.	46
	One focus group with service providers.	15
	One focus group with woman and girl survivors of violence	9
	One focus group with Almontada members	13
	Total Number	73
<p>As for data collected, the evaluation team used several analytical methods which include content, comparative, and validation analysis. Content analysis was used to analyze documents, interview records, field observations, and any qualitative data that emerged as a result of the project and was used to identify trends and themes for each of the evaluation criteria. Comparative analysis was used to examine changes along the project lifetime (with key documents being the baseline and end-line findings, Triangulation and validation of findings was done through utilizing different data collection methods (document review, in-depth interviews with stakeholders, FGDs) whenever possible. This was used to corroborate the quality and validity of findings.</p>		
Description of ethical considerations in the evaluation <ul style="list-style-type: none"> • Actions taken to ensure the safety of respondent s and research team. • Referral to local services or sources of support. • Confidentiality and anonymity protocols. • Protocols for research on children, if required. 	<p>Based on the participatory approach used in the evaluation process, with close involvement of all stakeholders and the participants of FGDs, the evaluators introduced themselves and in the spirit of transparency explained the purpose of the evaluation and the nature of data collection etc. During this introduction process, the evaluators' ensured approval from all the participants to use the information collected for the purpose of the evaluation. However no individual names have been requested nor recorded from anybody and anonymity was also assured. Only after oral agreement by the participants the process was taken forward. Written consent was not taken because, based on observation from the evaluation team, it would be an obstacle to women's</p>	

	<p>participation in the evaluation process. Therefore, the verbal approval was used by them in order to facilitate the meeting with the confirmation by the evaluation team on the confidentiality and pledge not to disclose the names of the participants and the situation applies also to trainees and trainees.</p> <p>Credibility - accuracy, transparency, privacy, reliability, and objectivity are main ethic principles that the evaluator team was obliged to. The team stressed before any meeting the privacy and security for the participants and it was clarified that names will not be published in the report. The team clarified to the participant either in the interviews or focus group that all opinions are respected and it will be a major element in the analysis and it will provide the institutions to take their recommendations into account.</p> <p>On the other hand, before the start of interviews and discussion groups, and in the preparatory phase of the evaluation, the evaluation team identified the main women's institutions providing social and legal counseling, including PSSCW to communicate with them and provide women with interviews if needed.</p> <p>The evaluator team has adopted and is obligated to the UNEG ethical guidelines for evaluation which is based on the following:</p> <ul style="list-style-type: none"> -Intentionality of Evaluation: Utility and Necessity - Obligations of the evaluators: independence, impartiality, credibility, avoidance conflicts of interest, honesty and integrity and accountability - Obligations towards participants: respect for dignity and diversity, ensuring their rights, confidentiality and avoidance of harm - The evaluation Process, it includes: <ul style="list-style-type: none"> • Accuracy, completeness and reliability • Transparency • Reporting based on a clear agreement with the partners of the evaluation. -Omission and wrongdoing : where evaluators find evidence of wrong-doing or unethical conduct, they are obliged to report it, whether or not such conduct relates directly to the evaluation terms of reference.
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6. FINDINGS AND ANALYSIS PER EVALUATION QUESTION

Evaluation Criteria	Effectiveness
Evaluation Question 1	To what extent were the intended project goal, outcomes and outputs achieved and how?
analysis of key findings	<p><u>Project goal:</u></p> <p>The evaluation concludes that the intended project's goal overall achieved. Since the results related to reviewed documents of the project, 90% of the in-depth interviews and the focus groups discussion with the beneficiaries assured that the project has adopted a comprehensive vision that warrants change from rights and gender's perspectives and took a significant step in terms of introducing systematic interventions for achieving the goal.</p> <p>The project has taken a step forward in mainstreaming a gender-based approach to GBV within GOs and ensuring a targeted focus on the GWWD. During all stages of the project, the lead organization PSCCW and its partners approached and cooperated with line ministries, decision makers and a number of relevant institutions whose response is necessary in order to provide adequate prevention, protection and support to the survivors of gender based violence. These institutions include Ministry of social Development, FJPU, the MoWA, General Attorney, Sharia'a court, as well as numerous institutions at the local level CBSO and NGOs. Overall, the Project strongly supported the governmental service providers' efforts to create coherent, responsive & efficient services, to ensure that girls and women have equal rights, and to ensure that they know how to access services.</p> <p>Annual reports, project documents, 95% of key informants interviewed and 90% beneficiaries in FGD illustrate that the project's results were very authentic, in line with the project's goal and almost achieved by the end of the project. The primary and</p>

	<p>secondary project beneficiaries and stakeholders have acknowledged their satisfaction with the project's outcomes.</p> <p>The most prominent of these outcomes were as following:</p> <ol style="list-style-type: none"> 1. the awareness accumulated and skills gained for better dealing with the cases of W&GSOV, 2. raised awareness of key concepts related to gender - based violence (GBV) and the causes and contributing factors of GBV in marginalized rural areas in general and 3. have made an impact through the signing of MoU between GOs and the Lead organization and its partners which paved the road for executing the planned interventions and building an institutional relationship between them taking into consideration that ending GBV is a complicated and continuous process based on participation by all sectors, whether governmental or non-governmental responsibility. <p><u>Outcome 1:</u></p> <p>The evaluation team inferred that the project has achieved the range of the targeted interventions under the outputs of outcome 1. As illustrated below, the project achievements related to outcome 1 and its outputs are consistent with the international human rights' based approach.</p> <p>1. <u>Baseline as a starting point</u></p> <p>The analysis of interviews and the focus group discussion with service providers' findings revealed satisfaction among 90% of FGD and interview respondents about considering the baseline a starting point for the project, which reflected in establishing priority areas for intersecting needs that they have identified. According to 90% of FGD and interview respondents, the baseline tools recognized for the first time that service providers, also, need an outlet to talk about challenges and concerns they confront in order to reduce the emotional stress and potential for burnout that may have resulted from dealing with gender-based violence on a daily basis.</p>
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	<p>2. <u>Raising awareness in rural areas.</u></p> <p>Annual reports, project documents, interviews with key informants and group discussions with beneficiaries indicated that the project was effective in creating and increasing awareness amongst marginalized and underprivileged girls and women in rural areas in Bethlehem and Hebron. These areas known,as indicated in the project documents to have prevalent violence and a lack of awareness in women’s rights and in the services provided by the official stakeholders. This mainly achieved in a twofold manner, firstly through education and the dissemination of information about rights. Secondly, by building the capacity of those vulnerable groups so that they not only are aware of their rights, but they are able to enforce their entitlement to them. The team evaluation found that 85.6% of women have ultimately gained more knowledge and a boost in awareness of the justice system in Palestine and the referral system pathways because of the trainings that worked on doing so. The records for PSCCW legal unit, which established in 2015 as a response to the women need for legal aid, indicated that 600 of women from 2015 to 2017 seek services as a call for protection since they become more aware about their rights.</p> <p>3. <u>Raising awareness among students in Universities.</u></p> <p>The results of in-depth interviews with two academic show that students interact in a distinguish manner with the issues addressed in the awareness workshops they attended. The workshops have created many questions, especially when the film displayed; it has revealed many of the assaults against women and girls. One of academic said that some students were surprised to know that such sexual assaults exist in the households. At the same time, the two academics that participated and coordinated for the workshops, stated that presenting the main services provided by the official institutions working in the field of women protection was very successful in deepening the students’ knowledge about the services provided, and urged many female students to deeply inquire about how to access the services.</p>
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4. Building the local capacities of the service providers

The evaluation team believes that the project activities, which aimed at building the local capacities of the service providers, were effective along with the advanced multi- sector efforts to provide quality services for girl and woman victims of gender based violence, including women and girls with disability. There are numerous positive impacts observed in annual reports and post-tests in view of the multi-topic training, which based on their needs as service providers under this outcome.

Based on post - tests of the trainings, the results shows that 93% of service providers agreed that they gained professional knowledge about the following area: the national referral system, self-care, integral security, gender-based violence and its causes, post assault crises, concept of trauma, post-traumatic forms and effects, the different reactions of the victims and the rights of WGWD.

At the level of acquired skills, the post- test revealed several acquired skills that have helped in accomplishing outcome 1. The most important are:

1. the mechanisms of dealing with people after trauma,
2. Mechanisms of intervention when dealing with violence victims, the skill of training on filling the case survey form,
3. Case management with partners,
4. The skill of role distribution and
5. How to refer them to the institutions within the referral system and the certainty to provide quality services that meet the needs of the abused women.

Yet, 30% of service providers say that there is a need for separate trainings for each of the institutions that offer services for women and girls survivors of violence. Such trainings should base on the different problems and challenges that each institution faces and on the nature of its services.

5. Guidelines for girls' care house

The project has also succeeded in developing guidelines for girls' care house from human rights' approach in order to organize and

	<p>clarify the steps and procedures to follow inside the care house for reinforcing and providing the maximum security and protection for girls and GWD. The guidelines include several sections, and the most prominent are:</p> <ol style="list-style-type: none"> 1. the roles and responsibilities of all female employees in the care house, 2. entry and reception mechanisms and the duration of residence to reach to the follow-up and subsequent care, 3. Mechanisms for providing girls and GWD services during their residence in the care house and mechanisms for monitoring, evaluation and documentation for the care house. <p><u>Outcome 2: National policies protect and promote rights of women & Girls</u></p> <p>Based on the results of the evaluation in terms of interviews with partners and beneficiaries, it can be said that the rate of achievement of outcome 2 at the level of activities was 100%, but when talking about the impact of all of the interventions that targeted the beneficiaries on achieving outcome 2, the proportion of the achievement is 60%. This is because of two reasons: 1. the absence of the legislative council has contributed to obstructing the implementation of the activities and the achievement of outcome 2 and 2. The process of change in the rights of women in the legislation system in the Palestinian society is facing a number of cultural problems and patterns that govern the community's mentality that based on a patriarchal mindset and is prevailing among the decision-makers.</p> <p>Despite this de facto, the results of the evaluation shows that a main achievement was the accepting of the membership of Almutada in combating VAW in the National Laws Development Committee in 2017, which is formed by the Council of Ministers. In October 2017, Almutada has actively participated in the completion of discussing the draft of the family protection law and submitting it to the Council of Ministers . Additionally, Almutada has also participated in the national committee of the Social Affair law and in all of the activities, which took place in the community. The amendments regarding the Social Affair law were developed</p>
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	from the human rights and women rights approach and were approved and adopted by the Palestinian Ministries Cabinet.
Qualitative or quantitative evidence	<p>A comparison between pre-tests and post-tests of the training conducted for service providers indicated change in some stereotypes. For example, with regard to the stereotypes of the aggressor, while 67% of the participants believed that the aggressor is a person with sexual desire that can't be controlled, the rate has decreased to 13%, which means that after the training participants realized that the attack wasn't intended to unload sexual desires but to impose control and insult the victim.</p> <p>As for responsibility for the attack, 73% of the participants believed before the training that the aggressor was always responsible for the violent or assault incident, while the percentage rose to 87% after training, indicating that the participants believed that the victim was not guilty as usual and that the aggressor is solely responsible for the attack.</p> <p>As for the possibility of being assaulted, 40% of the service providers in pre-test believed that they would not be subjected to an attack, while the percentage dropped to 7% after the training. Which means that they realized that anyone could be attacked.</p> <p>In terms of skills, while 67% of the participants refused to share what they hear from the situation of their colleagues at work and their knowledge, this percentage rose to 93% after the training, indicating that participants realized the importance of keeping the confidentiality of the applicants and not to disclose the details, they share them for anyone.</p> <p>Regarding the need assessment for service providers, 90% of them see it as an important measure since it gives them the sense of ownership and deepens their commitment to their responsibilities as service providers: "The need assessment is a new method that gives you the sense of ownership and deep commitment. The assessment includes answering the same questionnaire before and after the training. At the end of the workshop, each institution provides a qualitative assessment and main remarks on the training and whether there's a need for further trainings on other topics." <i>Female service provider, FGD.</i></p> <p>Some service providers say that they need specialized trainings. For example, one service provider from the girls care home said:</p>

	<p>"the trainings should tackle the challenges faced by each institution due to the particularity of some services it offers. For example, the nature of health services is different from that of shelter services; therefore, there must be specialized trainings according to the nature of services". One-service providers at the Ministry of health in FGD says that: "there's a need for more self-care workshops and in-depth trainings on how to talk to the victim, the terms that should be used, and the mechanism of referral as the current mechanism is insufficient. The nurse who helps the case should be trained and able to know her limit when dealing with the women and girls and where they should be referred."</p> <p>"The awareness campaigns about GBV among Women and girls improved as a result of the intensive work on the community level." (Almuntada)</p>
Conclusions	<p>The project was effective because of capacity building in changing the attitudes and behaviours' of service providers regarding woman and girl survivors of violence including women and girls with disabilities. Thus, it has contributed to reduce the gap between woman and girl survivors of violence and the service providers' institutions especially the police and Ministry of social development and has encouraged women to choose law as an alternative instead of tribal solutions.</p> <p>Furthermore, the project has also contributed to enhance the responsiveness to women and girls' needs because of reviewing and the amendment of the internal regulations and policies used by service providers. Moreover, the project has contributed to enhance the responsiveness to women and girls needs and to increase the accessibility to reach the service resources.</p>

Evaluation Criteria	Effectiveness
Evaluation Question 2	<ul style="list-style-type: none"> • To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? • How many beneficiaries have been reached?
Analysis of key	Based on the program plan (see p. 14), the reports of the PSCCW show that the project aimed to reach 5000 primary beneficiaries but actually reached 68,574 from women and girl increased. 68,574. For women with disabilities, it has risen from 1000 to

	<p>36,360. Additionally, for the secondary beneficiaries, the reports indicate a raise in the reached individuals such as the social counsellors and workers' number, which has increased from 30 to 105. According to the records of the GOs service providers (FJPU, MOH, MOSD), the number of women cases who received services from the GOs service providers increased in 2015: 3138, 2016: 5062, 2017: 5008.</p> <p>What called attention during the process of evaluation and analysis of data is the existence of a gap in the process of mismatching the quantitative number of beneficiary groups. At the level of service providers who attend training exercises and mock courts, there is a greater credibility in monitoring the number and documenting the reports. However, at the public level credibility is more difficult. For example, the number of women with disabilities recorded a large number, although interviews with partners showed no monitoring by institutions working with WGWD, and on the other hand, the documented number is not realistic with the percentage of persons with disabilities in Palestine. 2.7% of Individuals in Palestine Suffered from at Least One Disability in 2011 while 27.2% of Disabled Individuals in Palestine are Children Less Than 17 Years⁹.</p> <p>With reference to partners, monitoring of the number was based on the extent to which the media has been disseminated through the program over three years, but the difficulty in monitoring the number and linking it to the impact of the program remained. It is impossible to measure the impact of the media in all the Palestinian society.</p> <p>The reversal of the figures considered a major gap in the program, which requires intervention in future planning as will be mentioned in the recommendations.</p> <p>Based on the interviews with partners and FGD with Almutada members, 65% of interviewees found that the process of expansion of the target groups and lack of commitment in the planned number of the problems mentioned by the partners caused a dispersion in the interventions in light of the limited human and financial resources allocated to the program.</p>
Quantitative and/or qualitative evidence	<p>65% of FGD with Almutada members and individual interview with partners, monitoring of the number was based on the extent to which the media has been disseminated and there is a need to develop monitoring mechanisms.</p> <p>"Our mistake in the project is that we have expanded our target group, which has affected the focus in working with a particular group and on a specific legislation" (Almutada)</p>

⁹http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_1-12-2016-idd-en.pdf.

Conclusions	<p>Although the project has reached a large segment of women in general through awareness and women with disabilities, but when the evaluation was conducted and tried to measure the impact of the program, it was clear that the expansion to cover a large number of targeted groups has affected the depth of intervention and its impact because of dispersion and lack of focus on a particular community or a small group and lack of focus on working with it.</p> <p>The results indicate the absence of systematic monitoring mechanisms to measure the impact of educational programs and materials that designed and disseminated through the media during the three years of the project. As to overcome gap, the partners must design a preliminary survey at the beginning of the project. This will help measuring the knowledge of the target audience and its attitudes towards gender-based violence, as well as its knowledge of services provided for abused women and girls, then it should re-conduct at the end of the project for identifying the real impact of media outreach interventions in raising awareness of the target audience.</p>
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Evaluation Criteria	Effectiveness
Evaluation Question 3	To what extent has, this project generated positive changes in the lives of targeted (and untargeted) women and girls in relation to the specific forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes.

Analysis of key findings	<p>Findings from annual reports revealed a change in the lives of the women and girls after conducting awareness meetings. The years of 2016 and 2017 compared to 2015 witnessed the wider number of abused women and girls who seek assistance from service providers, (2015:3138, 2016: 5062, and 2017: 5008).The PSSCW offered free legal assistance (legal aid) for 850 cases out of 1000 in the same year. FGDs with beneficiaries and interviews with partners showed that resorting of women to legal, psychological and counselling services is in itself an indicator that women and girls feel strong when they learn that there is an exterior authority, represented by public institutions, that offers assistance for them after they were unable to seek such assistance. In this regard, annual reports showed that 95.7% of women expressed that they have no previous knowledge about the laws and services were available to abused women and girls.</p> <ul style="list-style-type: none"> - The results of the in-depth interviews with some university academics revealed that the change occurred at two levels: the first was enhancing skills and mechanisms of dealing with violence cases, especially as the cases registered at the counselling department are very limited to one or two cases. This is due to that 95% of students believed that violence issues are private matters and should be addressed within the family. The second level is linked to the increased number of students (20 cases), mainly girls, who seek the advice of the social counsellor at the university. The academics have spoken about a girl student who seeks the service after her friend, who participated in a workshop held by the university, insisted that no one could help her but the counsellor. The academic confirmed “After the student received counselling services through 2-3 sessions aimed at building trust, she felt taken care of, listened to and didn’t feel blamed. The result was positively reflected on her self-confidence and commitment to college attendance and exams”. - Data analysis of the project documents, post-tests and focus group discussion held for the service providers, who received training on the protection of the W&GWD, showed that a change occurred in 95% of service providers’ attitudes,
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	<p>tendencies and acceptance in dealing with this specific marginalized group. The 95% of service providers stated that there is a change at three stages: at the beginning, during, and after training. At the beginning of the training, the attitudes of 95% of service providers in all training groups strongly resisted to deal with VAWG cases to the extent that some of them even denied that such cases even exist in their work areas. Stereotypes have emerged about the W&GWD such as they should be admitted to special institutions, that the word “disabled” is directly connected to being insane and that their level of personal hygiene is very low and that they can’t be spoken to.</p> <p>However, during the training, the resistance of 90% of service providers and denial turned into several, mixed and varied emotions, ranging from feeling sad for the W&GWD to being angry with the aggressors. The training contents revealed numerous contradictions and inner struggles. Efforts were put to make participants challenge their values, beliefs, emotions until they perceived that such issues are realistic, and that it’s critical to confront and deal with them instead of denying them.</p> <p>The results of post- tests showed that during the process of intellectual and moral change in the training workshops, the participants showed anger at the laws and disregard for the specificity of this category, which contributed to the further marginalization and continued persecution. This is one of the important indicators in the effectiveness of the training, including the materials and evidence of the success of the systematic training, especially when pointing out that the participants are executives for the government and laws. At the end of the training, the participants provided their suggestions for future trainings, which include the following:</p> <ol style="list-style-type: none"> 1. Rehabilitating buildings of the shelters and family protection units at police centers, and
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	<p>2. Increasing the number of the specialists' staff at the police stations and social workers to provide quality services.</p> <p>Post- testsof self-care training shows that targeted service providers at the beginning is about their resistance to expressing their own feelings felt by participants in front of each otheras it is considered a weakness by stereotypes, specifically for male participants.</p> <p>However, results of post- testsshowed this challenge has been successfully overcome by cognitive and affective methodologies which help participants explore not only their professional responsibilities with respect to dealing with G&WSOV, but as a whole person who has personal experiences of such violence.</p> <p>Thus, the findings of the discussion groups indicate that self-care training targeting service providerswho are working in a harsh environment, which lack the minimum needed conditions to do the required interventions with women, has succeeded in achieving a number of positive outcomes such as:</p> <ol style="list-style-type: none"> 1) enabling service providers to recognise and monitor their symptoms, 2) allowing them to undertake new strategies to aid their recovery, 3) Involving them in interpreting results so they understand what action needs to be taken and why when dealing with G&WSOV. <p>The trainings that targeted service providers have reflected on the G&WSOV's satisfaction regarding different services they receive from service providers within NRS. For example, end line results show that 95.8% of G&WSOV stated their satisfaction with the Psycho- Social Counseling services, 87.6% stated their satisfaction with the Legal aid services, and 96.3% stated their satisfaction with educational services.</p> <p>- With regard to the achievement of the outcome 2, the outputs under it, and its impact on the target groups of the program, it's relevant to address the achievement within each category worked with so as to accomplish the second goal of the program, as follows:</p>
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	<p>1. <i>Laws and legislation:</i> Although the three laws on penalty code, family protection and social security have been amended to include women and girls with disabilities, the impact on the target group is not measurable, because the amendment is still on paper due to the absence of legislative authority. Thus, the achievement can be measured on two levels: Firstly, at the level of laws, the success is in introducing the necessary amendments to protect the rights of women and groups in general and women and girls with disabilities in particular, a necessity that can be demonstrated in the long term of the adoption of laws with the proposed amendments. However, in the short term, it can be asserted that the impact of the non-enforcement of laws can't be measured.</p> <p>2. <i>Students in targeted universities:</i> The results of the program show that the holding of mock courts and dealing with cases of violence against women and girls in addition to electronic crimes and their impact on their lives were among the distinctive activities in the program. Despite the fact that the evaluation team couldn't reach the students during the evaluation, however, the interviews with two academics who followed up with the students and coordinated for the activities assured the success of the activity especially the mock court and there's a demand from the students to conduct more mock sessions. They stressed that there was a significant degree of moderation among the students who attended the meetings, and that they showed an interest in volunteering to work on the subject of combating gender-based violence.</p> <p>The students' attendance is made up of females and males. Thus, attention to women's issues is not limited to females, as is usual in workshops held by women's institutions in which females constitute the largest proportion of attendance.</p> <p>3. <i>Members of parliamentarians:</i> As noted in the reports of the NGO Forum- Almutada, the activity has been changed to middle-level decision makers because of the difficulty to reach the parliament with the fact of freezing the PLC, which was one of the strengths of the work of the partners in the project, especially Almutada. The justification raised by Almutada for such change lies in that the middle-level decision-makers</p>
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	<p>who can give more time to work with Almutada and that they are more specialized in working more at the implementation level, in conjunction with the policy level. They are therefore a more effective category to work with in order to achieve the overall goal of the program.</p> <p>For example, the Department of Family in the Public Prosecution was approached to support the work of the Forum in achieving the goals. The meeting crystallized many necessary activities which are not considered as part of the program, but rather an indirect result, as follows:</p> <ul style="list-style-type: none"> ➤ The need to raise the awareness of the community regarding cybercrime and the crimes of blackmailing women. ➤ The need for communication and networking with the official institutions, especially education and health, so that these institutions adopt violence against women as a priority. ➤ The need to introduce the judiciary as a targeted institution of the Referral System <p>5. <i>Society in general</i>: the effectiveness of the intervention on women and girls in the community can't be measured because of the lack of suitable methods to be developed from the starting day of the project, and to be monitored through the programme over the course of the three years which was also pointed out by the Almutada forum. Almutada published many media outlets, including conferences and audio-visual media¹⁰ but no further steps were taken in order to track the change especially in the targeted communities in the programme.</p> <p>With regard to the direct impact on women and girls with disabilities, based on the results of the meetings, work was limited to legal amendments and later awareness of the rights of women with disabilities to those working in the protection</p>
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¹⁰For more details please visit Almutada website: <http://www.almuntada-pal.ps>.

	<p>of women and girls such as the police and social affairs. As noted earlier, training has contributed to awareness raising and attention by service providers to the issue of women and girls with disabilities, but when evaluating the impact of legal amendments, their effect cannot be measured because the Palestinian legislator for the reasons mentioned previously did not adopt them.</p> <p>-The forum- Almontada has produced and broadcasted radio broadcasts in the center, north and south of the West Bank for 16 days of the International campaign to combat violence against women and girls. The broadcasts have been broadcasted by the radio stations (Merah al-Khalil, Baladna Bethlehem, Raya FM, 24 FM, Panorama Tubas, Nablus, Jenin and Tubas). The time of broadcasting for each radio is 8:00 AM, 9:00 PM and 15:00 PM. It's of importance to highlight that the broadcasting time for the campaign was suitable for all of the community. This highlight is based on previous surveys conducted by different companies which show the highest rate of watching among the Palestinian population in West Bank is between 8.00-10.00pm. .</p> <p>One of the gaps in the programme is that the broadcasting of different media productions was limited during the International 16 day's campaign to end violence. The results of discussion group show that there has been no systematic broadcasting throughout the year but the focus of activities at the time of the campaign reduces the impact of anti-violence media.</p> <p>Despite the importance of work, there was no documentation of the results of the broadcast on the process of change because of the absence of the mechanism of monitoring follow-up for each media stage, especially in the targeted communities.</p>
Quantitative and/or qualitative evidence	<p>Comparison between the baseline and the end line showed a decrease in the rates of dissatisfaction between women and girls with some of the services they received. This means that there has been a marked improvement in the quality of services provided to women and girls, which has led to a decline in the dissatisfaction with services.</p>

	<p>For example, a comparison of results showed that the percentage of dissatisfaction with protection services decreased from 45% to 9.1%. 50% of Mehwar beneficiaries stated that they are dissatisfied with the security services at the baseline study, however this percentage decreased at the end line study to be 27.3%.</p> <p>At the base line, 60.5% stated that they were not satisfied with psycho social services they received, but only 9.1% are still not satisfied at the end line stage.</p> <p>The percentage of the lack of access to legal information dropped from 50% to 9.1%.</p> <p>On the other hand the percentage of women and girls who referred to Mehwar victims of domestic abuse was 87.5% at the base line against a 63.6% at the end line.</p> <p>On the same path, end line findings reflect the improvement on the quality of services provided to GCH beneficiaries compared with the baseline findings. For example, the percentage of the beneficiaries who stated that they are victims of domestic abuse has changed from 71.2% to 62%.</p> <p>The percentage of dissatisfaction with security services decreased from 42% to 0%. The percentage of dissatisfaction with psycho social counseling services dropped from 57.2% to 0%.</p> <p>At the base line, 71.25% stated that they have no access to legal information, this percent dropped to 12.5%. 42.9% of the beneficiaries at the baseline stated that the staff members are inefficient, this changed to 0% at the end line. Despite that the satisfaction percentage of Protection services is not included in the base line. We have found out that it's important to measure in the end line. The results indicated that 62.5%, of beneficiaries are not satisfied with protection services, as there are no protective walls around the shelter.</p> <p>-One of the participants in the group discussion with service providers mentioned: "The self-care training gave me more</p>
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	space and greater confidence in myself and in my abilities because I am also a human being that needs to be heard. This training for sure made me deal with survivors of violence in a holistic way."
Conclusions	It can be said that the general changes are tackled on different levels: 1) The increase in number of women who went to the PSCCW asking for the social and legal aid is an indicator of the change that the program has brought. This increase indicates the self-empowerment of women as a result of increased knowledge of their rights and the alternatives they have. In Addition, the change was on the perspectives and perception of the service providers regarding VAW and WGVAV and the change on the level of their skills and knowledge. The impact of the program was more evident with students' response to the mock courts. The tools used with the students were considered successful in reaching them, by demanding to conduct more sessions. With regard to the laws, the amendments that have been developed to protect women and girls with disabilities are important but their impact will be on the long term after the Palestinian legislator adopts them.

Evaluation Criteria	Effectiveness
Evaluation Question 4	What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?
Response to the evaluation question	<p><u>Outcome 1</u></p> <p><u>The interactive methodology used in training</u></p> <p>Based on the results of the focus group with the service providers and the individual interviews with the trainers, the change observed in the tendencies, attitudes and skills for most of the service providers in the government is attributed</p>

	<p>to the use of the mixed methodology. This methodology is considered as the most suitable regarding the nature of the training. The training was delivered in the form of participatory, interactive and critical workshops that combined theoretical, practical, and legal materials, case studies, role play, discussion of applied cases, and films to learn about the participants' skills and trends (thoughts, values, emotions and behaviors) in order to dislocate them. Over and above, this is considered the best method of training that suits the nature of the participants' jobs and experiences. The 100% of the interviewed service providers stated that psychological debrief sessions was not only a debriefing activity, It was building the team's capacity and the staff of the organization. It was excellent and it was effective and wonderful. On the other hand, they stated that it was the first time that they participate actively in identifying the needs of the training.</p> <p>Participants' job experiences in the protection of women victims of violence were integrated which was clearly reflected on the 96% participants' feelings like feeling comfortable and that their experiences are valued according to post- tests. This feeling reduced their defenses and resistance to the training concepts which was accomplished by the participants themselves. Thereupon, they were encouraged to actively participate in posing the challenging issues they confront while dealing with the cases and to openly talk about the ethical dilemmas they encounter and about their inner conflicts, particularly, as the training content is in the core of their cultural inheritance and challenges the stereotypes which aren't easy to change.</p> <p><u>No systematic information or data available</u></p> <p>There's no systematic information or data available on outcome1 for W&GSOV and GWWD that are undertaken during receiving services process. It's also unclear whether service providers undertake systematic monitoring and contact with W&GSOV and WWD after receiving such services as there is no database collecting this information within</p>
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	<p>MoSD, MoWA, GA, and FJPUs. Monitoring can also be useful for gathering information on successful strategies and actions to transfer from one case to another, adapting lessons, and learning from positive experiences.</p> <p><u>Engaging official key stakeholders in referral system trainings</u></p> <p>The referral system trainings target all service providers supporting W&GVOV at different points of the official referral pathway in one setting which is considered effective as expressed by the 100% of service providers in the discussion groups. According to them, recognition of the roles and responsibilities for each official institution within the referral system clearly, as well as the recognition of the complaints system and mechanism of action enhances and strengthens the relationship between official partners so that it's cooperative rather than competitive. This in return causes them to be more responsive and efficient in providing quality services and G&W (including GWWD) through sharing of experiences, knowledge and successful stories.</p> <p><u>Merged GBV points¹¹ in the governorates in the capacity building trainings</u></p> <p>What was more significant is that GBV points in the governorates and those who were targeted in order to deepen their knowledge in the referral system through a separate training have been merged in the training with the rest of the service providers. This was one of the most essential success factors while taking into consideration the governorates' intervention through monitoring and in-depth analysis of it from previous studies which concluded that the interventions of governorates for girls and women's protection mostly constitute a reproduction of power and dominance relations in different manners.</p> <p>The trainings have relied upon studying previous governorates' interventions generally and have participated</p>
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¹¹Are small centers in the Hebron and Bethlehem governorates established with the support of the Italian Cooperation to receive cases of violence against women and provide them with quick advice on any case.

	<p>with the rest of the service providers. Service providers, in a participatory manner, have studied those cases, analyzed them and have identified the gaps that affect girl and woman survivors' access to quality services and solutions that meet their needs as girls and women who are victims or survivors of violence. Ultimately, this would increase the service providers' ability to overcome solutions that don't achieve women's justice. Based on the interview with the family protection unit and Ministry of social development, the counselors stated that they were more empowered with the knowledge and clarity in dealing with VAW cases with special focus on WWD.</p> <p><u>The absence of the NGOs and community key leaders</u></p> <p>The responsibility of protecting W&GVOV isn't restricted to official partners within referral system; instead, it's also a responsibility of NGOs and community key leaders. Therefore, the absence of NGOs and those who can provide various services from the trainings held for the official service providers weakens the ability of cooperation between GOs and NGOs. Without the cooperation, the ability to achieve long-term protection, wellbeing and socio-economic security seems to be difficult even if the women were provided with quality services within the official framework. According to 40% of the interviewees, it will also hinder the process of providing a comprehensive overview of possible actions that can support pathways of providing quality services, especially that service providers in Palestine still have a long way to go in terms of building human and financial resources to be able to do this effectively. Findings across all of the interviews have identified the need for collaboration between law enforcement, legal aid services, health care organizations, public health programs, educational institutions, and agencies devoted to social services and economic development.</p> <p><u>Outcome 2</u></p> <p><u>Competence of partners in their respective fields</u></p>
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	<p>Through the interviews with the partners, it has been concluded that a number of factors has contributed to the success of the program through achieving outcome 2 and factors that hindered achieving the effective success. One of the factors that contributed to the success is the competence of partners in their respective fields. Almontada assembles human rights and women organizations that have been working for years and have become known in the local and regional level as a mechanism to combat violence against women. The QADER institution specializes in working with women and girls with disabilities. The PSCCW is specialized in dealing with cases of violence against women and girls. Hence, the three core components in combating violence against women are: prevention, protection and empowerment which are available in the mechanisms of the implementing institutions. Additionally, the long-term planning process - the 3-year program cycle - is a strong factor in achievement, especially since lobbying and advocacy require a period of time for social change.</p> <p><u>Israeli occupation</u></p> <p>The difficulties faced by the program that hindered the implementation include the Israeli occupation and its policy, which restricts the movement of Palestinians, which consequently hampered the holding of some special activities in the presentation of films and awareness activities. Furthermore, it has hindered the legislation processes to adopt the amendments by the PLC as previously noted.</p> <p><u>Financial resources</u></p> <p>At the financial level, the specific financial resources for the implementation of the activities for the mobilization of the community and advocacy aren't sufficient and contributed to determine the duration of the activity despite the need for the community for such activities. For example, many universities have asked the Forum-Almontada to implement more mock courts offers but since there was a shortage in the budget, Almontada was unable to implement.</p>
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<p>Quantitative and/or qualitative evidence</p>	<p>"The freezing of the Legislative Council has contributed to the inability of the partner institutions in the program to identify the proposed laws, especially since the laws we've worked on are very sensitive and require human and financial resources to follow them, but since the reality of the legislation is difficult, we resorted to work on the Social Security Law and Electronic Crimes Law and we contributed to the development of amendments to electronic crimes from the perspective of women's rights because of the priority of the law based on PNA. (AlMuntada) .</p> <p>"We were asked to hold more mock courts and workshops with students, but the budget is limited and we couldn't afford it"(AlMuntada).</p> <p>"The psychological debriefing activity was not only a debriefing activity, rather than a team building and considering the staff and employees expertise. The training were for two days in Ramallah for all the staff of the organization. It was excellent and it was effective and wonderful. " Interview with social counsellor.</p> <p>Needs Identification Workshop</p> <p>"QADER's evolving role in the Social security Law was very notable and important through integrating the W&GWD rights in the draft law adding to be an active membership of the secretariat of the security law, as well our work in producing a revised copy of the electronic crimes law from the gender and disability lens which was shared with AlMuntada and not vice versa. And this shows that QADER has continued its work on this level even if it is not budgeted by the project.(QADER)</p>
<p>Conclusions</p>	<p>-The legal environment plays a significant role in maintaining the culture and practice of GBV since it's constituted of an inconsistent combination of different penal codes, legal systems, local legislation, and executive decrees emanating from successive periods of rule in Palestine. The different laws in effect that regulate relations between the sexes are often characterized by blatant inequality and discrimination, often</p>

	<p>with legal and procedural loopholes that alleviate punishments imposed on men.</p> <p>-The social and cultural environment doesn't meet with women's needs of accessing the justice system in the public sphere, especially as the sanctity of the family is seen as a private sphere in which problems should be addressed through tribal mediation. The challenges to this goal are significant; women victims of violence are stigmatized in Palestinian society and may be exposed to pressure, discrimination and rejection that are difficult to overcome. Attempts by women to seek alternative mechanisms for protection outside the realm of family are viewed as violations of tradition and customs that must be rejected and denounced. Nevertheless, numbers have risen in recent years due to increasing awareness of violence and the legitimacy of seeking official protection.</p>
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Evaluation Criteria	Effectiveness
Evaluation Question 6	In case the project was successful in setting up new policies and/or laws, is the legal or policy change likely to be institutionalized and sustained?
Analysis of key findings	The results of the evaluation show that the process of awareness of the importance of the integration of woman and girls victims and survivors of violence in the work of service providers began to be institutionalized through the program in the police and Ministry of social development. However, the work in its beginning of the institutionalization process requires periodic monitoring and evaluation of the development of intervention mechanisms to ensure more effective results of the violence against women with a focus on the category of women with disabilities. The only measures that can be identified from the report and the interviews are based on the training evaluation reports and the interviews

	<p>from the police and social development. The results should be built on from the beginning of the project and tackled through the project period.</p> <p>The evaluation team believes that the biggest contribution of the project is that QADER organization, after making the last modifications to the project budget, developed a guide containing several suggestions, rules and basics that can make women protection policies, programs and services comprehensive and responsive to the physical, sensory and mental differences among the W&GWD. This guide wouldn't have been possible without QADER as specialized institution in the issues of W&GWD. The organization has depicted the reality of all policies, practices, programs and public services that regard the W&GWD as an additional and exceptional group which is often not included in the public programs and policies, or in any sectors and interventions concerned with the reduction of violence.</p>
Quantitative and/or qualitative evidence	<p>"The aim of the guide is to develop the capacities of the employees of disability counsellors unit (Ministry of Social Development), child protection network (Ministry of Social Development), and women organizations that work in combating violence against women in Bethlehem on several topics concerning disability, disability etiquette and communication, Palestinian legislations and programs concerning disability, advocacy, and protection."(QADER)</p>
Conclusions	<p>It can be concluded that training and awareness-raising are key axes in combating violence against women and girls and are an important step in the prevention process. It is also a core element in the institutionalization of the culture of combating VAW. The program has reached a large segment both at the grassroots level of women and girls and service providers. The program found that focusing on a particular topic, such as raising awareness about the rights of women with disabilities or raising awareness in the laws, is a basis for limiting interventions, but it is necessary to limit the communities that must be worked on.</p>

Evaluation Criteria	Relevance
Evaluation Question 1	To what extent was, the project strategy and activities implemented relevant in responding to the needs of women and girls?
Analysis of key findings	<p>The overall relevance of the project is high. It corresponds to the ratification of the Convention on the Elimination of All Forms of Discrimination against Women by the State of Palestine. This project is also in line with the UN's CEDAW General Recommendation 19 on violence against women and the Convention on the Rights of Persons with disabilities (CRPD). On the national level, the Project's design adheres to the creation of a National Committee to Combat Violence against Women in 2008, co-chaired by the Ministry of Women's Affairs and the Ministry of Social Development. The project is also in line with the National Strategy to Combat Violence against Women (2011-2019) which endorsed by the Cabinet in 2011 with seven key objectives and the necessary policies and interventions to achieve these goals and the launch of the cross-sectoral strategy for the period 2014-2016 and strategic plan to combat gender-based violence.</p> <p>The project strategy and activities had high contextual relevance to the needs of the G&WVoV and GWWD in Palestine. Progress is particularly needed in the provision of quality and accessible services. Essential and quality services refer to those services and responses which are closely coordinated and most typically respond to the needs of women and girls who have experienced violence. They include free, universal and 24-hour access to key services such as: public education about legal rights and where to access services; emergency hotlines; immediate safety and protection through police response and legal measures; health care, including post-rape care; counselling and referrals; shelter and safe housing; legal assistance; and documentation of cases. Such services are the 'bottom line', and represent minimal standards of a national response and a key step towards the fulfilment of the fundamental human rights of all women and girls, especially those suffering multiple forms of discrimination and who are particularly marginalized, such as refugee and younger women, women living with disabilities, or those living in rural and remote areas. A</p>

	<p>reintegration perspective must be mainstreamed throughout all these essential services.</p> <p>Ongoing women's human rights violations are a consequence of both the Israeli occupation and the patriarchy of Palestinian society. Each of these factors on their own perpetuates a culture of violence against women; but combined they reinforce a damaging societal reliance on traditional and conservative coping mechanisms to protect women and girls from violence perpetrated by both community outsiders as well as community insiders. In times of instability and insecurity, negative coping mechanisms may include early marriage and limiting education and employment opportunities for women and girls, both of which linked to increased risk of domestic violence. It is also relevant to the fact that 30% of ever-married women in West Bank and 50 per cent in Gaza Strip have experienced violence, while only 0.7% of these victims have sought out any services or support¹². The number of women who are not accessing services and not reporting violence is significant and presents a serious obstacle to fulfilling women's human rights in Palestine.</p> <p>Outcome 1</p> <p><u>Primary prevention and public acknowledgement</u></p> <p>Primary prevention and public acknowledgement through raising awareness¹³ among girls and women in rural areas, local CBOs and universities were highly relevant for the project's context as it was seen to have combated the stigma associated with sexual and gender based violence and continuous community dialogue for prevention of violence and enhanced knowledge about service providers. This reflected upon 85.7% of women's feeling of security and protection after receiving services that meets their needs</p>
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¹² A violence against women prevalence survey published by the Palestinian Central Bureau of Statistics in 2012.

¹³ The training sessions were about legal rights based on the national laws and through teaching them how to access services, immediate safety and protection through police response and legal assistance, health care, referrals, shelter and safe housing.

	<p>and existence of multiple GOs and NGOS bodies in the public sphere that provide psychological, legal and economic services.</p> <p><u>Service provider's capacity building</u></p> <p>Building the capacities of service providers within national referral pathway was highly relevant as the baseline indicates that 66.7% of service providers stated that the lack of confidence about protection services provided by GWSOV is one of the reasons behind the lack of access to protection services by GWSOV. Moreover, the baseline shows the lack of knowledge among service providers regarding Human rights international treaties and conventions, including the rights of GWWD, National Referral System and direct intervention with GWSOV including GWWD. Also, the findings of the interview with the MoWA revealed the following: 1. The lack of established reporting pathways, 2. The pathways reporting abuse didn't take into consideration all of the necessary linkages between MoSD, FJPU, MoWA, GA, Sharia'a court, 3. The ignorance about professional conduct and reporting procedures and 4. No real commitment to follow formal reporting. Hence, the need to build the capacities of service providers are in place for victims to report cases of violence to the appropriate parties and to ensure that these Governmental service providers subsequently handle the cases in the most are more responsive and efficient in providing quality services and G& W (including GWWD).The three proposed laws are fundamental to protecting and preventing violence against women and girls. The issue of focusing on women and girls with disabilities is an important issue, as indicated by the institutions that have received the various trainings as a marginalized and more vulnerable group to gender-based violence. However, it is necessary to note that the acceptance of the Ministry of social Development and the Police to the amendments in the national referral system is a mechanism to ensure that women and girls with disabilities have access to the various institutions that provide protection.</p> <p>-The results of the discussion groups' analysis for women in marginalized areas have revealed women's passion for knowledge through their active participation and through their involved discussion about numerous rights' issues that have emerged in the training. For example, in the village of Takou, the first meeting has included 11 female trainees and the last meeting has included 31</p>
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	<p>female trainees, Which means an increase of 181% in attendance compared to the first awareness sessions attendance. This in turn is a substantial indication that raising awareness in women's rights has met with the crucial needs in these areas for such trainings.</p> <p><u>Outcome 2</u></p> <p><u>Social Security law</u></p> <p>The National Campaign for Social Security in which Almutada and QADER participated as a member in the committee and in all the activities related to the campaign, differs from other national campaigns as it involves all segments of society. Whether in the public sector, the private sector, or the civil organizations, due to its direct impact on every citizen in Palestinian society. Consequently, this was a main reason for the success of the campaign since it linked to the financial property of the citizens. It considered a direct threat to their savings and financial security.</p> <p><u>Awareness sessions</u></p> <p>As for the awareness sessions, especially for students, the academic supervisors who attended and coordinated the workshops and the mock courts pointed to the importance of the topics of violence against women and cybercrime.</p>												
<p>Quantitative and/or qualitative evidence</p>	<p>End line report showed the percentage of women and girls who expressed that they receive services that meets their needs as follows:</p> <table border="1" data-bbox="523 1440 1372 1758"> <thead> <tr> <th>Service</th><th>End Line %</th></tr> </thead> <tbody> <tr> <td>Psycho- Social Counseling</td><td>82.1</td></tr> <tr> <td>Health Service</td><td>93.6</td></tr> <tr> <td>Legal Aid</td><td>78</td></tr> <tr> <td>Education Service</td><td>92.2</td></tr> <tr> <td>Rehabilitation, Empowerment and community integration services</td><td>78</td></tr> </tbody> </table> <p>"Today, I'm aware that I should ask for my inheritance without fear because it's my utter right". Also, "Long ago, I thought it was normal whenever I've been domestically abused, but now, no one can lay</p>	Service	End Line %	Psycho- Social Counseling	82.1	Health Service	93.6	Legal Aid	78	Education Service	92.2	Rehabilitation, Empowerment and community integration services	78
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	<p>his/her hands on me". Female beneficiary of raising awareness sessions, Tqoo' FGD.</p> <p>Another has expressed, "This is my first time knowing that there are others in society who can protect me from violence and support me other than my parents." Female beneficiary of raising awareness sessions, Zaatra FGD.</p> <p>"Regarding the amendment of the social security law, we succeeded with other CSOs to stop implementing this law and improving it according to women rights and other marginalized groups in Palestine, this means that thousands of women will benefit from this law." Almuntada FGD.</p>
Conclusions	<p>The project design is consistent with the CEDAW convention, CRPD convention and international humanitarian law that safe guards dignity and the right to human security in times of conflict and crisis. Conjointly, it is consistent with the National Strategy to combat VAW. Simultaneously, the project design well aligned with current development thinking around the need to link humanitarian and development programming in the context of protracted and chronic crisis, a context that prevails under the current Israeli military occupation.</p> <p>The project strategy and activities designed to respond to the needs of women and girls within the intervention area using holistic approaches such as prevention, quality services delivery and protection through improved legislation. Progress particularly needed in the provision of quality and accessible services. Essential services refer to those services and responses, which are closely coordinated and most typically respond to the needs of women and girls who have experienced violence.</p>
Other	<p>Strengthening and developing the capacity of service providers' institutions was one of the main strategies to develop the quality of the services provided for women and girls survivors of violence including women and girls with disability and this strategy guarantees the sustainability of service providing. This strategy was very useful to motivate and encourage women and girls survivors of violence to benefit from protection services, raise their awareness and provide them with knowledge regarding how to benefit from justice services. On the other hand, the capacity building of the service providers and the improvement of the policies and</p>

	regulations used by these institutions contributed to the increase of the number of women who received high quality services that had meet their needs.
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Evaluation Criteria	Relevance
Evaluation Question 2	To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?
Analysis of key findings	<p><u>Project Goal</u></p> <p><u>Receives quality services:</u></p> <p>Shifting the attitudes, deepening the knowledge and improving the skills of service providers to improve the support provided by different points of the referral pathway to receive quality services continues to be relevant to the needs of girls and women. The results achieved indicate that there have been positive changes in viewpoints of key participants, but more intervention as indicated in endline report and FGs with service providers is required to ensure that the results are widespread and further ingrained.</p> <p><u>Outcome 1</u></p> <p>Raising the awareness among women and girls in rural areas regarding their rights was relevant to their needs because it introduces them to their rights and to the existence of services in the justice system. However, what has been previously mentioned wasn't considered enough since the results of the discussion groups have shown that although knowledge has made them refuse all forms of violence, including sexual violence but in cases where women are actually abused, variant factors prevent those women from seeking help as a result of the prevalent patriarchal mindset of men and local leaders that lack knowledge regarding violence, its root causes and its impact upon different family and society members.</p> <p>The most prominent of these variant factors which, prevent those women from seeking help include: The extent to which the victim is isolated; The level of awareness of women; The socio-cultural context where the woman lives, comes from; Whether there are children or other people involved; The help and support provided</p>

	<p>to the victim; Accessibility and availability and quality of services; The local and national legislations; The influence of the extended family; and The level of acceptance of violence in social norms.</p> <p>Therefore, it is crucial that future interventions take into consideration working with the family and the surrounding environment to support G&WSOV in family and community by playing a positive role and advocating for the girl and woman's acceptance and to secure a guarantee from family/community not to physically harm woman.</p>
Quantitative and/or qualitative	<p>92% of women participated in FGD expressed that their knowledge of their rights and the services provided to battered women and girls made them feeling safe.</p> <p>One of the women in the focus groups has expressed about the importance of what has previously put forth by saying: "My awareness meetings attendance has made me reject violence and ask for protection from official institutions. However, does reality allow me to do so? The accepted solutions are what men see appropriate. If the issue is related to sexual violence, then tribal men are the ones that choose the most suitable solution for fear of scandal and shame."</p> <p>A woman service provider in the girls house care has expressed about the importance of working with the surrounding environment by saying: "We work with the situation and not with the surrounding environment and family. For example, we've encountered cases in which the girls have been physiologically taken care of and have been taught how to knit and have also been economically empowered. Now, they call to inform us about the existence of problems in the family from the environment."</p>
Conclusions	<p>The results indicate that there have been positive changes in viewpoints of key participants, but more intervention is required to ensure that the results are widespread and further ingrained. For example, participation of men, local leaders and tribal dignitaries is considered to be essential to the success of any project to reduce gender-based violence. From this point of view, it's seen that it's an urgent need to target men and local leaders, in order to influence their attitudes, behaviors and practices regarding the</p>

	<p>subject of violence against women and also creating a convenient environment that allows girls and women to access services.</p> <p>Additionally, the building of the capacities of formal service providers that confirm that the development of their capabilities in many areas didn't guarantee girls and women's access to protection because it doesn't deal and work with the surrounding family and local environment of the violence survivors. Therefore, it is crucial that the future interventions take into consideration working with the family and the surrounding environment to support G&WSOV reintegration in family and community by playing a positive role and advocating for the girl and woman's acceptance and to secure a guarantee from family/community not to physically harm woman.</p>
Other	<p>Targeting preachers in the mosques as a new influential group in the lives of women who are often used to attending mosques is very relevant to the needs of women and girls in general. The success of awareness-raising meetings has created awareness among preachers about violence against women and girls and their causes. This will help reach a wider number of women who see these preachers as educators and who can present religion as a supportive tool to women rights and not power that normalizes women abuse.</p>

Evaluation Criteria	Efficiency
Evaluation Question 1	How efficiently and timely has this project been implemented and managed in accordance with the Project Document?
Analysis of key findings	Based on the results of the interviews with the three partners, the three-year time period is one of the strengths that gives room for implementation and building results for each year of the program. However, the six-month delay in the arrival of funding at the beginning of the project was considered a weakness that has affected the implementation of some activities as planned in the action plan of the project for the first year. Because of the delay in funding which led to a delay in the implementation of the project and in order to comply with the

	<p>action plan of the project, the partners revised the action plan in order to implement all the activities planned in the action plan for the year one. This resulted a burden on the partner institutions in order to cover the gap of the first delayed six months. Therefore, the solution by the partners was merging activities and implementing them in a short period of time which is the remaining 6 months of the year rather than a full year.</p> <p>The project saved time, effort and cost of some activities, especially by attracting group of volunteers from the faculty of social service at Bethlehem university. The project partner institutions trained the volunteers on how to hold meetings and group discussions, how to make the base line and end line forms and how the forms are used for the analysis of social welfare policies. The volunteers did their job under the supervision and follow up of partner institutions.</p> <p>Despite the limited number of staff at QADER & PSCCW in line with the shortage in the financial resources allocated for the human resources such as staff capacity development (not more than 20%), the partners managed very effectively to invest in their staff team capacities and multiple specialties. The team worked with high competence to implement the activities planned for the lifecycle of the project. The in-depth interviews with partners showed that the team nature and understanding of its role and responsibilities towards violence against women and girls made the team work very effectively to highlight the role of these institutions, at the national level, in achieving justice for the women victim of violence, including W&GWD.</p> <p>The project also managed to reduce the financial costs of trainings, particularly the trainings on the national referral system. This had been achieved through using the local resources such conducting the training in the halls of governorates buildings with cost same as using the halls at universities in which students were targeted by the awareness workshops, in coordination with partners, governorates and universities. Some of the trainings were conducted by the qualified staff at the QADER and PSCCW which also resulted on low cost.</p>
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	<p>After securing some financial resources through holding capacity building activities for the service providers, QADER organization managed competently to hold more specialized training courses on the W&GWD right to protection against violence.</p> <p>The courses targeted women, childhood and disability counsellors (5 training days), Childhood Protection Network (2 training days) and CBOS institutions in the south of Palestine (2 training days). In addition to developing a guide on the protection of girls and women from violence, with special focus on girls & women with disabilities based on the trainings outcomes.</p> <p>With regard to the second outcome, the time period is realistic to work on advocacy and awareness campaigns, but the activities have been varied and sporadic rather than sequential periods of time to give more importance and influence in society. The reason is that the campaigns relied on the event itself rather than on a systematic and identified issue in which to adopt and to build on the advocacy plan around. The evaluators see this as a weakness in the strategic plan of the project. The partners should invest more and change their tools and thinking of advocacy on women rights. Most of the media and campaigns focused on 16 days of the International Day to end Violence against Women and girls since it is a major event that is addressed in the action plan of Almunata, and the rest of the year was sporadic. The absence of a clear annual plan of action for the campaigns contributed to the dispersion process. These issues reflect the limited vision of campaigning and the importance of concentration on the process of empowering institutions in how to organize successful campaigns. For example, in so-called Honor killings, a campaign is organized in a short period only in the case of a woman being killed but not working on the issue for a long period until achieving the desired goal, which is to stop the killing.</p>
Quantitative and/or qualitative evidence	<p>" The delay in receiving the fund in the first six months from the UN Women trust fund led to the delay in starting the implementation of the activities by us, but we did our best to cover the gap after that" (Almunata)</p>

	<p>The success of the programme is due to the implementation of a long term strategic planning. The long-term planning process in the three years is considered effective and is important to adopt and repeat in the process of planning the next phase of the project. Long term planning should be adopted in other organizations' approach.</p> <p>The project cycle time frame - three years- allows to conduct an effective advocacy campaigns on women and girls rights and specially with disability, but the gap as mentioned by the partners and based on the results of the evaluation resulted from widening their scope of work through raising and working on many issues rather than selecting priorities for the campaigns.</p>
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Evaluation Criteria	Sustainability
Evaluation Question 1	How are the achieved results, especially the positive changes generated by the project in the lives of women and girls at the project goal level, going to be sustained after this project ends?
Analysis of key findings	<p>-After analyzing the various elements of the project, it can be concluded that the sustainability can be realized in different axes of the project. In the case of training an awareness workshops, the process of changing the attitudes and thinking of the community about women rights is considered to be a sustainability of the impact of the project at the community level where women in the discussion groups pointed to the importance of awareness workshops on women rights in term of the knowledge of their rights in different areas such as VAW and how to deal with it and their rights in labor law, social security and others. Targeting women and girls in rural areas, students in universities, preachers and CBOs in local communities disseminates knowledge among their peers. For instance knowledge will be transferred from women and girls to relatives, from students to students, from preachers to men and women that attend the lectures in mosques, and from CBOs to the groups</p>

	<p>they target in their activities. However, according to the discussion groups especially students, 90% from the target group of women and students point to the need for conducting more awareness sessions that target men and traditional community leaders .</p> <p>-The absence of a primary organization or reference responsible for the NRS contributes to efforts being dismissed and unaccomplished. The project team has taken this absence and its consequences into consideration and made their investment in the establishment of the national committee to implement the national referral system and the related sub-technical committees which ensures productive and effective implementation of this system. The evaluation team has anticipated that the programme contributes to the clarification of the responsibilities of the different parties in implementing the NRS.</p> <p>The project contributed to the capacity development of service providers of the multi-sectoral GBV response. The participants from MODA, FJPUs, GA and MOH have increased their capacities to implement the NRS, as well as building more effective coordination between each other. The results of reviewing the project's documents and the interview with key informants indicate that they lacked knowledge and information regarding NRS prior to the trainings workshops and that gaps have been found in the coordination process between the three concerned institutions (MOH, Police, and MOSA), this has been raised by the participants who attended the training and it was highlighted in the evaluation documents which was conducted after each training session. However, through training, it was observed that their level of awareness, understanding and skills, roles, responsibilities and commitment to NRS have improved, and this was also supported by discussion groups. This has been stated by 100% of the participants in the focus group which was conducted for the participants who attended the training from Police, social development, Ministry of health. It was noted also in the evaluation reports of the training sessions which was conducted after each session. The capacity building program for the service providers not only includes training but also accompanies with</p>
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	<p>the staff who works directly with W&G to help them integrate the new knowledge in their daily work.</p> <p>-The project has also contributed to the maintenance of the quality services through the well-being training sessions. Such trainings have made them aware of their difficulties and taught them how to deal with their own problems, stress and burnout which has reflected on their work with woman and girl survivors of violence as highlighted by 95% from the professional who attended the training sessions from Police, health and social development. The results of annual reports and discussion groups show that the project has transformed the attitudes of blaming the victims and making them believe that they're responsible for what has happened to them into attitudes of dealing with negative feelings and thoughts and expressing that they are more ready to deal with these beneficiaries and also significant changes in the attitudes and perspectives of the social workers regarding women and girls victims of violence which was reflected positively on their performance with women and girls who seek help. On the other hand, the amendment of internal regulations and policies for governmental term organizations and development of a new guideline for the GCH will ensure long sustainability in dealing with girls and women with disabilities.</p> <p>-The project has significantly contributed to the development of capacities of the project partners and beneficiaries to ensure durability of their effects. Namely, the project's support of the main partners within the referral system aims to develop policies and procedures in a participatory manner which reinforces ownership and commitment to provide more responsive services for G&W SOV & WWD as they were involved in each step of development of such policies.</p> <p>What's important is that the Ministry of Health has made it free of charge for GBV survivors to reach health services, this achievement will increase the reporting of GBV cases, as well as referral to specialized services.</p> <p>One of the substantial factors in sustainability is that PSCCW has become a member in the protection cluster-working group which</p>
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	<p>is led by the <i>United Nations High Commissioner for Human Rights (OHCHR)</i> includes National and International organizations that manage to work in documenting violations that result from Israeli Occupation. Most importantly, PSCCW, as a women organization, has played a fundamental role in raising awareness while focusing on social violation and not only political violation.</p> <p>-The organization has become one of the leading resources for data collection on GBV especially that it has developed data collection tools that might as well need to be improved in order to become more specific and comprehensive. PSCCW has commenced to monthly publish through their website the number of women who receive legal and physiological services and they share the information with those who are concerned and researchers. PSCCW has established the legal unit as one the main units in the organization that provides free services as a response to victims and survivors of GBV authentic needs.</p> <p>-Based on the evaluation findings, the issue of sustainability in achieving the second objective is a major challenge to the work of women's organizations in general and program partners in particular. One of the most important challenges facing the work of the institutions on the legislative side is the freezing of the Legislative Council, the main legislative body of any law. Therefore, the work of institutions was limited to the amendment of articles by presidential decisions. Basic laws, the Family Protection Bill and the Personal Status Law, are still in draft legislation on the grounds that the Legislative Council is absent from the law. The failure to work in a comprehensive legal system of all laws contributed to the fragmentation and contradiction between laws, especially between the Penal Code and the draft law on family protection against violence. AIMuntada, PSCCW and QADER resorted to participate in various amendments as an alternative in light of the freeze of the Legislative Council, namely the Electronic Crimes Law. Also, AIMuntada was considered a basic reference for the representation of women's institutions in legislative committees such as the National Committee on Legislation, which was formed by the Ministry of Justice. The acceptance of the community as a member shows confidence in the forum-</p>
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	ALMuntada. At the same time, QADER is considered a reference for the GOs and NGOs on the issue of W&GWD.
Quantitative and/or qualitative evidence	When the social workers from Mehwar were asked about the efficiency of the training, and if the project have changed some of stereotypes about women and girls who are survivors of violence, 80% of the social workers at Mehwar answered that "the new and important aspect in the training is that we talked about the violator. We always talk about the violence. The violator is rarely talking about it. How did the violence crystallize, though it is not our role to work with them. But it is good to know how violence reached and how the behavior crystallized. There was a lot of change around stereotypes. Stereotyping and renewal of information, we sometimes become engaged in the work of becoming stereotypical ideas and need to self-end and return to prioritize
Conclusions	<p>It can be concluded that the sustainability of the program was in the following main axes:</p> <ul style="list-style-type: none"> - At the institutional level: Work has been on the legal procedures, amendments and the referral system that contributed to the establishment of the foundations of the three components to combat VAWGD: prevention, protection and empowerment of women. - At the level of staff: Institutionalization and sustainability of intervention requires building skills and capabilities of workers in institutions that provide services, whether protection, prevention or empowerment. Training courses thus contribute to the sustainability of the program by providing a supportive institutional culture. - Regarding the rights of W&GWD, the planned interventions in the project document was very limited and is considered a starting point on W&GWD. For this reason, the interventions made by QADER about girls and women with disabilities are not sufficient. There is a need on the institutions and community level to raise awareness on disability rights. For the project despite the fact that working on amending the laws is very important component in the project and can be said a strength point, but there is a crucial need to build on the previous achievement on laws through working on the implementation

	<p>of the laws and changing the community perspective on women with disability rights.</p> <p>- As for the budget of the project, the budget allocated to QADER was sufficient to produce and work on the laws component which was planned in the project, but it didn't allow any interventions on the level of awareness raising among W&GWD or monitoring of violations.</p>
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Evaluation Criteria	Impact
Evaluation Question 1	What are the unintended consequences (positive and negative) that have resulted from the project?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>Positive unintended consequences</p> <ul style="list-style-type: none"> • <u>Knowledge as an essential part for seeking protection</u> <p>There is a consensus among 92% of project beneficiaries that knowledge is being valued as an essential part of the project and has a huge positive impact on girls and women's lives. This attitude towards gaining knowledge is seen as a shift within the marginalized areas and universities. Girls and women in general, preachers and students are seeing the importance of gaining knowledge about rights and service providers. Of further significance is the number of women who received justice and protection services that increased up to 9388 cases during the period of the project as indicated in annual report 2017. Gaining knowledge motivated women to ask for protection from justice institutions. The same is for service providers whose views towards W&GVoV including WWD have changed as a result of capacity-building activities that have made 95% of them aware that they are now a critical link to the ensuring of protection and justice for women victims.</p> <ul style="list-style-type: none"> • <u>Discussions and negotiations within the family</u> <p>The results of the discussion groups of women and girls in marginalized areas indicate that 75% of women and girls,</p>

	<p>despite their thirst for more courses, have gained strength and rigidity have become able to express their opinions without fear and have increased their self-confidence. This was noticeable in their expressions that mostly focused on their treatment in the nuclear and extended family which has changed and that negotiations and conversions about matters such as alimony, inheritance and custody are taking place with the males of the family. In addition, 30% of women indicated that the way they treat their female and male children has also changed regardless of it being difficult since it needs time and effort but according to some, it's a step towards a deeper change. They have begun to educate their children on violence and sexual harassment and their children in turn have started to openly discuss what they might've went through which also strengthened the trust between them. 20% of women have stated that they began to invest in their meetings with other women either neighbours or relatives to discuss issues that concern them instead of wasting time on stories that don't change their living conditions. As for 10% of women, according to the results, they were encouraged to ask for their inheritance from their brothers and what's special in their discourse is that it's convincing as a result of the meeting that has used active participatory dialogue.</p> <ul style="list-style-type: none"> • <u>From preachers' resistance to supporters</u> <p>Despite the preachers' resistance who were targeted at awareness-raising meetings on women's rights in accordance with international conventions and local laws whom believe that they might be Western concepts projected on them, however, this caution has quickly disappeared and faded out as indicated to the results of individual interview with PSSCW. The reason behind this was the meetings that preceded the training with the preachers by the coordinators of the institutions leading the project and their ability to understand their fears and discuss with them and gain their support to educate women they meet with their rights since they conduct field visits in the mosque per week to educate women. Consequently, the evaluation team has concluded that the unexpected positive change occurred on two levels: The first is concerned with deepening the role of the preachers who have begun to transfer the knowledge and</p>
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	<p>awareness of girls and women who attend the mosque with their rights and is also concerned with educating them on the various services and helping women who asked to reach justice. One of the preachers has articulated: “I started educating women and transferring information to others and helping them go to counseling centers and courts.” As for the second level, it’s concerned with changing the stereotype of mosques as being places for discussing women’s concerns and issues and educating them on GBV issues and not only places for worship. One of the women in the discussion groups said: “I went to the mosque and requested from the preacher that the lessons given should discuss the problems that face women every day.”</p> <ul style="list-style-type: none"> • <u>The disclosure of silence and denial culture through awareness raising activities</u> <p>Based on the results of the individual interviews with academics', the distinguished impact is visible through the project activities, especially activities targeting the university academics and students as being among the most important components of change in the community and one of the basic elements in the process of violence reduction and prevention. A social counselor at Alquds Open University said that the cancellation of the film exhibition by the university branch manager, following a dispute between university administration and the training executors because the film addresses sexual assaults within the family, had an unexpected positive impact on the rejection of the culture of silence and denial. He also added that the film created a state of positive argument and discussion among the academics and students who formerly denied that violence and oppression are being practiced against the Palestinian women and girls.</p> <p>It’s worth mentioning that this social counsellor, who coordinated this activity, didn’t give up when the film was stopped since he, as a social counsellor, held the responsibility because of the fact that he’s aware to what extent this phenomenon is prevailing. He took positive actions through conducting meetings to convince the university administration to watch the full film to understand the topic. He expressed his</p>
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	<p>readiness to display the film again in the campus and provided the academics and students who couldn't watch the whole film with the film link. The result was that many students broke in silence and denial. 30% of the students consulted the social counsellor and acknowledged that they were impressed by the film since they and their mothers undergo certain forms of violence. Whereas 10% of them resorted to one of the centers that offer services for violence victims. 22% have returned to gender unit at the university to deepen their knowledge on the gender based violence.</p> <ul style="list-style-type: none"> • <u>A wider view by the General Prosecution:</u> <p>There was a strong impact on the prosecution's ability to see the profile of girls and women comprehensively and far from the rigid view which focused only on the investigation and prosecution of the accused and the pleading and following up of the implementation of sentences in crimes related to GBV. As a result, the project according to FGD has changed the prosecutors' attitudes that dealt with violence issues from a legal perspective only to dealing with them also from a social perspective to reinforce their role in protecting the violence victims. This in turn would ensure that the victim is informed about all of the stages of the legal process, especially in relation to court decisions regarding release on bail of perpetrators.</p> <ul style="list-style-type: none"> • <u>Innovative methods for the police</u> <p>The project and previous projects have targeted the Police Protection Unit which had a positive effect in adopting innovative ways to protect girls and women. One of the most prominent methods especially in cases of pregnancy without marriage, as stated in an interview with FJPUs, the unit informs the parents that the victim is suffering from a very contagious disease and she receives treatment in one of the hospitals and no one is allowed to deal with her except for the medical staff to reduce the severity of the reactions of the parents and fear of stigmatization by the relatives and members of the community. In the meantime, the medical staff takes the necessary action based on the victim's choice while the police with the partners</p>
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	<p>implement the Risk Identification and Assessment Mechanism System (RIAMS) in conjunction with the specialized public prosecutors and social workers to ensure a high quality risk assessment exists for every woman. Consequently, based on an interview with FJPU they said that FJPUs of the Palestine Civil Police investigate for a member of the nuclear family or a relative from the first degree who has a high degree of awareness to clarify the incident and play a positive role in supporting the woman and her acceptance within the family.</p>
<p>Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above</p>	<p>85% of the women participants' expressions in the trainings prove the unexpected positive effects in the lives of women that were targeted in the marginalized areas. Some expressions included: "I asked my brothers for my inheritance and obtained a small amount, when I insisted I did obtain but without full satisfaction.", "After trainings, we discuss with our husbands the training's subjects, our rights and our duties, they get happy especially when talking about inheritance. When I once told my husband that I want my daughters to get their inheritance and he replied: "Wow, your mind has opened up", what helped us is that the training has taught us the skill of having a successful dialogue through their participatory exercises." , "We weren't able to confront and speak up, after the lectures, I spoke up to my in-laws and I was discussing and speaking and everyone was shocked about how much I've changed." and another once has expressed: "They say that I've changed and that they like sitting with me and discussing matters, my sister in-laws told me that they'd like to come with me to the trainings so they can learn how to discuss and speak up." Also another one has expressed: "We started treating our kids in a different and a better way."</p>
<p>Conclusions</p>	<p>There is a consensus among project beneficiaries that knowledge is being valued as essential part of project and had a huge positive impact on their daily life. This attitude towards gaining knowledge is seen as a shift within the marginalized area, universities, from the wider community, 'Girls and women in general, preachers', students are seeing the importance of gaining knowledge about rights and service providers based on the results of FGD and the individual interviews. Of further significance is the number of women who received justice and</p>

	<p>protection services increased up to 9388 cases during the period of project as indicated in annual report 2017. Gaining knowledge motivated women to ask for protection from justice institutions.</p> <p>“The same as for service providers, whose views towards W&GVoV, including WWD, have changed as a result of capacity-building activities that have made them aware that they are now a critical link to the ensuring of the protection and justice for women victims”.</p>
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Evaluation Criteria	Knowledge Generation
Evaluation Question 1	What are the key lessons learned that can be shared with other practitioners on ending Violence against Women and Girls?
Response to the evaluation question with analysis of key findings by the evaluation team	<ol style="list-style-type: none"> 1. The importance of developing the knowledge and skills of the project's partners increased the capacity of the partners in leading the project such as the M&E training workshop that was held in Morocco at the beginning of the project that has contributed to open the discussion on the project document and review in details the outcomes and outputs and assigned activities in partnership with all the three partners of the project and with other specialized organizations working on combating VAW from the MENA. Based on this workshop some changes on the outputs and activities have been modified. For example, in the first document of the project, a study on the NRS to identify the gaps its efficiency was planned to take place. Based on the open discussion with the partners, it was addressed that a study is already conducted on the same issue with same goals. As a result a change on the activity was agreed on between the partners to work on reviewing the NRS from the disability lens in order to integrate it in the document. The flexibility in planning is very important for effective results of the interventions. 2. The importance of targeting mosques' preachers as an effective group in women and girls' lives lies in that they meet regularly with other women from rural areas. Women go to mosques on a daily basis to pray - once a day, this gathering create a space for women to exchange information and talk, this lead to disseminate knowledge about the women's rights and services provided. Women stated in the focus groups that " the main gathering for us is at mosques, we go and pray and at the same time we see

	<p>each other and talk about what is going in the village and any news happened in the village”</p> <ol style="list-style-type: none"> 3. The significance of the partnership with QADER and Al-Muntada (a large coalition with many women organizations) is that it has strengthened the relationship between the women organizations, has helped in the exchange of knowledge and experiences and has also unified the efforts to implement interventions of this project on the level of policies, capacity building for service providers and also on the level of raising the awareness of girls, women and CBOs in rural areas. 4. One of the crucial lessons learned throughout working on the project is that targeting the CBOs in the awareness raising trainings enables them to discuss issues that girls and women are concerned with will ultimately build bridges between the women organizations and the women who are in need for services. 5. The importance of targeting the general attorney after they've been unintentionally ignored is that they began dealing with the survivors through a comprehensive and wider lens and understanding their needs and concerns after focusing only on punishing the aggressor without understanding and listening to the survivors' opinions. In an interview with the gender unit in the Public Prosecution, it was noted that the change observed by the training of the staff working in the Public Prosecution is that they moved from the phase of application of the law without any consideration to the women and girls victims of violence to a phase where they start listening to the victims of violence and to see her position. It is a fundamental issue in dealing with cases of violence against women and respect their person. 6. The model court is one of the useful advocacy tools to change the community norms and beliefs regarding violence against girls and women. However, the limited number of model courts conducting in the universities requires conducting more model courts in universities and other gathering areas due to its effectiveness that has emerged during the project.
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	<p>7. Another crucial lesson learned is that the importance of developing the capacities of the project's partner's staff of using the social media tools contributes to implementing effective advocacy campaigns. Through Facebook, special events were announced and mobilized in the International campaign in combating VAW, in addition, using different media tools such as television spots and advertisements and board in public streets contributed to wider access to information about violence against women and girls.</p>
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	<ul style="list-style-type: none"> - 95.0% of police staff have agreed that the trainings they received had positively improved their skills and ability in dealing with Women and Girls survivors of Violence. - Al Mufti and the Sharia judge expressed through the interview that the training they received in the National referral system by the PSSCW facilitate the referral process, and they believe that activation of the referral system will limit using of the tribal solutions.
Conclusions	<p>It can be said that the diversity of the various means in the project in terms of training and how to build it based on the actual needs of trainees, in addition to the use of mock courts, which were considered a successful tool to activate the participation of young people and using various media were useful to achieve the results of the project. Ending violence requires regular and ongoing interventions as a social issue based on ideological and intellectual change of societies. The project has contributed to raising awareness, but there is still a need for continued work</p>

Evaluation Criteria	Knowledge Generation
Evaluation Question 2	Are there any promising practices? If yes, what are they and how could they be replicated in other projects and/or in other countries that have similar interventions?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>1. A promising practice is the targeting of students with a social service major to volunteer in conducting interviews and in filling the questionnaires regarding the baseline and end line under the supervision of PSSCW. It's considered promising because it has helped them gain an in-depth understanding of the reality of violence against girls and women in Palestine including those with disabilities and has also helped them in obtaining a practical experience in addition to the theoretical knowledge gained at</p>

	<p>universities which makes them more responsive to women and girl's needs.</p> <ol style="list-style-type: none"> 2. Targeting male and female Students in Universities in the interventions reviewed by evaluation team was considered highly impactful. This impact can be deepened at a time when both their gender identities and their attitudes towards and skills in gender relations are being formed through ongoing raising awareness sessions. 3. This evaluation shows that one of the most striking and promising practices is targeting the mosques' preachers in raising awareness workshops. A common perception is that mosques' preachers are assumed to preach conservative and submissive values. However, the success of the project to some extent is in changing attitudes and behaviors of mosques' preachers regarding GBV and VAWG which will help to reach a wider number of women who see those preachers as symbolic educators. So, the project was able to slightly change the preacher's beliefs regarding women's rights based on humans' rights principles so as to present religion to be a supportive tool in women's rights and not to be dominated by power which normalizes women's abuse. 4. Working with the whole person¹⁴ in the self-care training workshops that targeted service providers was a promising practice. Such trainings were more effective when it focused not only on the professional responsibilities of service providers within their institutions, but also on service providers' own experiences with gender socialization and harmful norms of masculinity. Working with whole person was important in motivating and sustaining service provider's commitment to changing attitudes towards G&WSOV including GWWD.
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	<p>- "We go to mosques often, we do have Quran sessions. However, the PSCCW started to visit us. Yes, we know our rights and transfer them to our daughters so that we can know their rights. We did not know our rights in inheritance and now we know that in the past we were forgiving and now we</p>

¹⁴ Whole person: empowerment to the staff through working on the psychology and the skills in order to protect the staff from job burnout and stress especially those working on social cases (VAW)

	<p>know that it was unjust and even our sister was wrong to give up “</p> <p>-“The participants in the Model courts recommended that the government should primarily support the law with human and financial resources. Participants stressed the importance of statistics on the phenomenon of violence. Current statistics are outdated. This leads to the importance of an observatory for cases of violence, in addition to the importance of balance between the interests of the family and the voice of the victim. The attendees called for the need to enact modern laws”</p>
Conclusions	<p>- The process of change in values and attitudes is fundamental to the anti-violence process, which is an important stage in which to work in childhood and youth. It is therefore necessary to continue working with the youth group to combat violence through using of appropriate means to motivate young people from the means of technology or any tool that contributes to opening discussions through the youth themselves and integrating them in the preparation and coordination of these meetings. It was also found that the public areas that are characterized in gatherings such as mosques, cafes, associations, clubs and others are necessary to work with them as a means of exchanging information and knowledge between different groups.</p>

8. CONCLUSIONS

Evaluation Criteria	Conclusions
Overall	<p>-Based on the finding analysis of related documents of the project and based on the data results that the project's intervention was wide and involved variant levels. The variant levels include 1] Raising the community's awareness regarding GBV and service providers in rural areas. 2] Developing the capabilities of service providers in the GOs to enhance their skills and knowledge when dealing with cases of girl & woman survivors, including those with disabilities. 3] Reviewing and developing the regulations and policies approved by the GOs that deal with women and girls' violence based on human rights principles (CEDAW), the international agreement with people with disabilities and the international convention of children. The previously mentioned levels work on achieving the goal which guarantees that girl & woman survivors, including those with disabilities, increasingly</p>

	<p>receive quality services that meet their needs and also guarantees that they are better protected through improved legislation.</p> <p>-The project's lifetime has seen changing attitudes, practices and behaviors of the services providers, in addition to an increase in their capacity to provide better services for W&GSOV including WWD. For example, post-test results showed that 88% of service providers said that self-care training and would help me develop self-care skills and strategies for better dealing with the abused women and girls.</p> <p>- Also, records of PSCCW and other NGOs & GOs's service providers have shown that the number of W&G who've sought to receive services increased, as a result of the advocacy and raising awareness activities which reached wide sectors mainly in the rural areas and refugee camps. For example, the years of 2016 and 2017 compared to 2015 witnessed the wider number of abused women and girls who seek assistance from service providers, (2015:3138, 2016: 5062, and 2017: 5008).</p> <p>- The findings indicate that the project has adopted a comprehensive vision that warrants change from rights and gender's perspectives and took a significant step in terms of introducing systematic interventions for achieving the goal and its outcomes. The collective effort of the different approaches undertaken by the different partners contributed towards increasing awareness amongst marginalized and underprivileged girls and women in rural areas, preachers, CBOs, students in Universities and more importantly motivated G&WVOV to seek help to receive protection and justice services as a result of such sessions.</p> <p>-The project was effective as a result of capacity building in changing the attitudes and behaviours of service providers regarding woman and girl survivors of violence including women and girls with disabilities. Thus, it has contributed to reduce the gap between woman and girl survivors of violence and the service providers' institutions especially the police and Ministry of social development and has encouraged women to choose law as an alternative instead of tribal solutions.</p> <p>-Furthermore, the project has also contributed to enhance the responsiveness to women and girls' needs as a result of reviewing and the amendment of the internal regulations and policies used by service providers. Moreover, the project has contributed to</p>
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	enhance the responsiveness to women and girls needs and to increase the accessibility to reach the service resources.
Effectiveness	<p>Based on the results of the evaluation, it can be generally concluded that the effectiveness of the program was successful in the first objective of the program in a concrete manner and in the second goal which is related to the legal amendments, the effectiveness was limited to the theoretical level regarding the development of amendments to protect women. The project was effective in achieving the first goal for three main reasons:</p> <ol style="list-style-type: none"> 1. The project has taken a step forward in mainstreaming a gender-based approach to GBV within GOs and ensuring a targeted focus on the GWWD from human and women rights perspective. The project has also succeeded in enhancing the institutionalization of women rights approach in dealing with GBV cases in GOs institutions, through two mechanisms, firstly developing guidelines for girls' care house from human rights' approach in order to organize and clarify the steps and procedures to follow inside the care house for reinforcing and providing the maximum security and protection for girls and GWD. Secondly; capacity building in changing the attitudes and behaviours' of service providers regarding woman and girl survivors of violence including women and girls with disabilities. Thus, it has contributed to reduce the gap between woman and girl survivors of violence and the service providers' institutions especially the police and Ministry of social development and has encouraged women to choose law as an alternative instead of tribal solutions. The comprehensive methodology used in the training which combines three main axis: theoretical, practical and legal awareness was effective and succeeded in achieving high level of staff capacity development. Over and above, this is considered the best method of training that suits the nature of the participants' jobs and experiences. 2. Awareness raising was an effective tool to adopt in line with other component of the project through the project activities. The coordinated effort of the project partners has worked to raise the community's awareness regarding GBV and service providers in rural areas. 92% of women participated in FGD expressed that their knowledge of their rights and the services provided to battered women and girls made them feeling safe. The increase number of women and girls who seek protection and support from PSCCW in the three years of project is an indicator of the success of the awareness campaigns.

	<p>Despite the effectiveness of the program, there are issues where the effectiveness has not been fully achieved but that needs further work and structured. These are two issues:</p> <p>1.Despite the importance of the axis of goal 2 which is laws, the effectiveness was partially achieved and limited as stated before on the theoretical level and not the implementation one. This is because of two reasons: 1. the absence of the legislative council has contributed to obstructing the implementation of the activities and the achievement of outcome 2 and 2. The process of change in the rights of women in the legislation system in the Palestinian society is facing a number of cultural problems and patterns that govern the community's mentality that based on a patriarchal mindset and is prevailing among the decision-makers.</p> <p>- Monitoring and follow up: the process of expansion of the target groups and lack of commitment in the planned number of the problems mentioned by the partners caused a dispersion in the interventions in light of the limited human and financial resources allocated to the program. Although the project has reached a large segment of women in general through awareness and women with disabilities, but when the evaluation was conducted and tried to measure the impact of the program, it was clear that the expansion to cover a large number of targeted groups has affected the depth of intervention and its impact because of dispersion and lack of focus on a particular community or a small group and lack of focus on working with it.</p> <p>The results indicate also the absence of systematic monitoring mechanisms to measure the impact of educational programs and materials that designed and disseminated through the media during the three years of the project.</p>
Relevance	<p>In general, the project's strategy and activities were designed to respond to the needs of women and girls within the intervention area using holistic approaches: prevention, quality services delivery and protection through improved legislation. The results indicate that more progress is still needed in the provision of quality and accessible services.</p> <p>The strengths and weaknesses of the project can be gleaned through the implementation of the project in the three years. In terms of strengths, success in capacity-building and outreach</p>

	<p>programs has highlighted important categories of continued need to work with them to combat violence against women and girls. The targeting of the clergy and their awareness in combating violence against women and girls was considered an important component of the program because of the importance of the role of clergy in Palestinian societies. Also, the results of the program show that the success of reaching the university students contributed to the resort to the female students to the seek support from PSCCW as a result of exposure to some form of violence. The results revealed that focusing the work to women in marginalized areas also revealed women's passion for knowledge through their active participation and through their discussions on many of the rights issues that emerged in the training.</p> <p>As for weaknesses or gaps of the project, is limiting awareness campaign to women is considered one of the gaps in the project, which can be developed later in the community awareness programs to include all groups.</p> <p>Another gap that has been clarified is that through the implementation of the program, documentation of cases of violence and communication between governmental and non-governmental institutions in the monitoring of cases. The absence of a clear mechanism to document cases and monitor them during the process of transition between the different institutions is a weak point in the work of the institutions, which was necessary for the partners in the project to work to improve during the implementation period.</p>
Efficiency	<p>The evaluation has found that the project was cost efficient and managed to implement most project activities and utilized resources in an appropriate manner. Moreover, it has implemented most activities in accordance with the plan and it has achieved its outcomes.</p> <p>The success of the programme is due to the implementation of a long term strategic planning. The long-term planning process in the three years is considered effective and is important to adopt and repeat in the process of planning the next phase of the project. Long term planning should be adopted in other organizations' approach.</p> <p>The project cycle time frame - three years- allows to conduct an effective advocacy campaigns on women and girls rights and specially with disability, but the gap as mentioned by the partners</p>

	<p>and based on the results of the evaluation resulted from widening their scope of work through raising and working on many issues rather than selecting priorities for the campaigns.</p>
Sustainability	<p>Overall, the results reflect that the project has a great potential opportunity for sustainability and continuity of more activities undertaken by the project's partners in coordination with the formal and informal stakeholders. The project has established a deep sense of ownership by service providers, responsibility and commitment to woman and girl survivors of violence.</p> <p>Moreover, the presence of project partners with expertise in multiple areas shows positive signs that it will continue to operate beyond the project's period. However, there are several limiting political factors as mentioned previously and more interventions to be undertaken to ensure the sustainability of the project's goal.</p> <p>Sustainability of the program was in the following main axes:</p> <ul style="list-style-type: none"> - At the institutional level: Work has been on the legal procedures, amendments and the referral system that contributed to the establishment of the foundations of the three components to combat VAWGD: prevention, protection and empowerment of women. - At the level of staff: Institutionalization and sustainability of intervention requires building skills and capabilities of workers in institutions that provide services, whether protection, prevention or empowerment. Training courses thus contribute to the sustainability of the program by providing a supportive institutional culture.
Impact	<p>The project has been especially impactful in gradually changing attitudes, practices, and behaviors of the services providers, in addition to increasing their capacity to provide better services for W&GSOV including WWD.</p> <p>The evaluation team has concluded that the Impact is identified in the following:</p> <ol style="list-style-type: none"> 1. Discussions and negotiations within the family: Women who participated in the awareness raising campaigns mentioned that they are empowered and gained more skills for negotiations and open discussion within their families. 2. Changing the attitude and thinking of some of the preachers who were beneficiaries of the programme have begun to transfer the knowledge and awareness of girls and women who attend the

	<p>mosque with their rights. Changing the stereotype of mosques as being places for discussing women's concerns and issues and educating them on GBV issues and not only places for worship is considered as a positive impact by the partners. preachers' moved from resistance to supporters to women rights.</p> <p>3. Based on the results of the analysis of the different data resources, the evaluation team concluded that the project has stimulated discussion, disclosure of silence and denial culture through targeting women and girls in rural areas, mosques' preachers, CSo, and male and female students in universities in awareness raising sessions and were considered highly impactful. These impacts make GBV public issues and highlight the fact that it's a public concern that affects all segments of the community.</p> <p>4. The project has made an impact on the opinion of women organizations and GOs about the recognition for W&GWD rights to protection which was extremely difficult at the beginning but became a fact particularly after producing the CEDAW shadow by the NGOs coalition which resulted from the activities of the project despite the fact that it was not a direct intervention or activity in the project</p>
Knowledge Generation	<p>The project generated knowledge and key lessons learned in important areas for future programming. The program identified the importance of the preparatory phase before starting the implementation of the project. The training that took place at the beginning of the project on the strategic plan and a discussion with the executive plan, in addition to training on monitoring, was considered a necessary stage to develop unified concepts among the partners to facilitate communication between them.</p> <p>On the other hand, the diversity in the use of training mechanisms based on the target group contributed to its success, especially in access to university students. The use of Mock court was considered useful in advocacy tools to change the community norms and beliefs regarding GBV. Targeting the general attorney stood out as an important actor, since they began dealing with the survivors through a comprehensive and wider lens and understanding their needs and concerns. Furthermore, the engagement of NRS actors in building capacities was essential to the success of the project.</p> <p>Partnership and coordination was considered an important core element in the achievement and success of the programme. Partnership with QADER and Al-Muntada (a large coalition with</p>

	many women organizations) facilitated and strengthened the relationship between the women organizations, and lead to exchange the knowledge and experiences among the partners.
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9. KEY RECOMMENDATIONS

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)	Suggested timeline (if relevant)
Overall?	Develop a database on the organization who work on W&GVOV including GWWD. The database should include the services provided, address, phone number and studies. This is a very important issue to tackle in order to exchange information and data which require the use of standard indicators and forms.	MOWA in partnership with Women organizations	Start from 2019 – ongoing update
	- Advocate for the adaptation of the family protection law and to integrate the rights of women with disability in the family protection law and social security law. As indicated in the evaluation it is important to adopt one issue and focus all the campaigns on it rather than expanding it and tackle different issues without any organized plan.	MOSA and QADER	2019-2022

	Engaging decision makers through different meeting and conferences or through media in the planning and implementation of capacity building activities targeted service providers to ensure their commitment in implementing policies and procedures within the framework of the NRS which will reflect on governmental service providers to be more responsive & efficient in providing quality services to G&W (including GWWD).	Project Partners	2019,2020,2021
	<p>-To continue the work with policymakers and women organizations to enhance understanding, respect and commitment towards W&GWD to protection and start adopting and executing change in application and attitudes towards it.</p> <p>- To continue the work with the PCBS the Central Bureau of Statistics on integrating W&GWD indicators and statistics</p>	Project Partners	2019-2023
Effectiveness	-Targeting preachers in specialized trainings in Gender and Gender-based Violence, women's rights including social, economic and legal rights and the services provided to women in the justice system for the sole aim of deepening the knowledge of preachers about the issues previously mentioned which will consequently spread the knowledge gained among the women that meet regularly with the	Project Partners	2019-2023

	preachers in mosques. Thence, raising women's awareness of their rights and the multiple services provided by official and non-official institutions to protect them from violence will push them to seek help and advice from those institutions within the NRS.		
	Develop advocacy skills among campaign organizers through trainings on advocacy and campaigns, writing the messages and slogans, mobilizing communities, interviews in the different media channels,...	Almuntada	2019-2023
	Empower students in Universities through raising awareness on women rights and women with disability by using different tools such as the Modal courts, using social media, STS (student to student) and mentoring them through integrating them in practical training in organizations providing legal and social services to become agents of change and advocates of gender relations that are free of violence and are based on equality.	PSCCW, QADER, Women Centre for Legal Aid and to chose one in Gaza Strip	2019-2023

	<p>Work on the enhancement of knowledge, attitudes, and practice (KAP) assessments to determine the level, scope and type of sensitization and training that will need to be conducted in the future for service providers within NRS System. The KAP service providers assessment should cover:</p> <ul style="list-style-type: none"> • Personal perceptions, attitudes and beliefs related to violence against women and girls • Deepening Knowledge of gender issues, power relations and human rights. • Deepening the understanding of the legal framework, national policies and protocols. • Special technical skills related to the specific roles and responsibilities of service providers in each sector within NRS. <p>- When providing service providers sensitization and training, it's important to bear in mind that some staff are likely to have experienced violence themselves and/or perpetrated violence. Facilitators must be trained to anticipate and address personal issues that may come up during trainings. At minimum, as expressed by one of the participants in the discussion group, the emotional support should be available to training participants who request it during or after the training.</p>	MOWA, MOSA in Partnership with PSCCW	2018-2019
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Relevance	Conduct a TOT for preachers on GBV issues, the factors and the main services provided to combat GBV.	Project partners, MOSD, FJPUs, MOWA	2019-2023
	To develop a systematic programme to work with students in the universities by using suitable methods like mock courts.	Project partners,	2018
Efficiency	Expand the project's duration: All participants in discussion groups including project partners asserted that they would have benefited from expanding the duration of the project.	UNWOMEN	2019-2023
Sustainability	Engaging the students at Universities in collective action to play a role in making a change at the community level to sustain and broaden the impact of a project.	Project partners	2019-2023
	Arranging for ongoing training and support from individuals or organizations with specific expertise in areas based on the needs of service providers.	Project partners	2019-2023
	Based on recommendation one related to database, it is recommended to Distribute written educational information on violence against women and any material related to women rights in inheritance and political empowerment, personal status law .	PSCCW, QADER and Almontada	2019-2023
	Forming women protection network from GOs and women rights organizations working on combating VAWGD to improve the coordination between the GOs and NGOs service	PSCCW, QADER , MOSD, MOWA	2019-2023

	<p>providers and to activate the implementation of the NRS.</p> <p>Develop a comprehensive economic empowerment intervention plan for W&GWD survivors from violence who finished their period in the shelters</p>	PSCCW,QADER ,MOSD,MOWA	
Impact	<p>Providing on-going supervision and support to specialized staff is considered a key strategy for ensuring that service providers are working optimally and are using self-reflection and communication to manage the personal and professional challenges of their work. It also grants them the opportunity to discuss their interaction with survivors to ensure the quality of services to clients and to ensure that service providers are maintaining professional distance and are not becoming emotionally overwhelmed.</p>	PSCWW,QADER and AIMUNTADA	2019-2023
Knowledge Generation	<p>Mobilize new actors who are supporter to women rights of local communities and universities and involve them in the advocacy campaigns especially that the university students have shown high abilities in generating new ideas to end violence against women. The results of the evaluation show the need to expand the supporter to women rights in the community and organizations working on VAW.</p>	PSCWW,QADER and AIMUNTADA	2019-2023
	<p>Investment of service providers in meetings aimed at raising the awareness of women and girls in rural areas to talk about the services</p>	PSCCW,QADER	2019-2023

	provided by them. This is one of the promising practices expressed by the service providers in the discussion group, as they are more able to talk about practical experiences in protecting women and girls.		
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ANNEXES

Annex 1: Terms of Reference (TOR) of the evaluation

Terms of Reference for a Final External Evaluation

BACKGROUND AND CONTEXT

Name of the project: “Combating Gender Based Violence”

Name of the lead organization : Psycho Social Counseling Center for Women “PSCCW”

Project duration: 36 months

Project start date and end date: From January 1st, 2015 to December 31st, 2017

Forms of violence addressed by the project:

- Violence in Family
- Violence in the community
- Violence perpetrated or condoned by the State

Main objective: Girls & Women survivors, including those with disabilities, increasingly receive quality services that meet their needs and are better protected through improved legislation.

Target groups:

Primary beneficiaries:

- Women and girls in general : 5,000
- Women/girls with disabilities: 1,000
- Women/girls survivors of violence :1,500

Secondary beneficiaries:

- Educational professionals (i.e. teachers, educators) :50
- General public/community at large : 20,000
- Government officials (i.e. decision makers, policy implementers) : 50
- Parliamentarians : 30
- Social/welfare workers :30
- Civil society organizations (including NGOs) : 5
- 110 of the staff work in the family protection & Juvenile units (police).

- 30 of staff work in Ministry of Social Development (Counsellors in the women department
- 20 of the staff working in the Shelter employees (Girls Care Home and Mehwar)
- 700 students and CBOs member

Strategy and Theory of Change

Project Goal	Girls & Women survivors, including those with disabilities, increasingly receive quality services that meet their needs and are better protected through improved legislation.		
Outcome 1	Governmental service providers are more responsive & efficient in providing quality services and G& W (including GWWD) know how to access services.	Output 1.1	G&W (including GWWD) awareness of their rights is increased and have better knowledge about service provider
		Output 1.2	Service providers have increased their service provision capacity to respond to the needs of GW & GWWD survivors.
		Output 1.3	Standard operating procedures of service providers improved.
Outcome 2	National policies protect and promote rights of women & Girls.	Output 2.1	Drafts of relevant legislations (Penal code, Personal Status Code, draft of family protection Code & National referral system) reviewed and developed based on needs of women & girls, including GWWD
		Output 2.2	Government is more responsive through advocacy campaigns to approve and implement the relevant legislations.

Project outputs and activities:

Output 1.1 : G&W (including GWWD) awareness of their rights is increased and have better knowledge about service provider

Key Project Activity 1.1.1: Working on baseline data collection with MOSA, Police, MOWA and two Shelters and analyzing the data in order to make the required interventions

Key Project Activity 1.1.2: Conducting awareness raising activities about service providers in rural areas.

Key Project Activity 1.1.3: Conducting the awareness raising sessions for 700 university students from 7 major universities and relevant CBO's.

Key Project Activity 1.1.4: conducting awareness sessions about the referral system and the GBVpoints in the governorates

Output 1.2: Service providers have increased their service provision capacity to respond to the needs of GW & GWWD survivors.

Key Project Activity 1.2.1: Conducting training workshops for 110 family protection & Juvenile units (police).

Key Project Activity 1.2.2: Conducting training workshops for (30) Ministry of Social Affairs (MOSA) relevant staff and directorates' level in both women and women with disabilities.

Key Project Activity 1.2.3: Conducting training workshops for 20 shelters' employee. (Mehwar& GCH)

Key Project Activity 1.2.4: Finalizing a mapping study on what service providers offer, target & Geographical area

Output 1.3: Standard operating procedures of service providers improved.

Key Project Activity 1.3.1: Reviewing the mechanisms of action in shelters (Procedures, guidelines, policies & protocols) in order to make it more effective and responsive to GWVOV and GWWD needs.

Key Project Activity 1.3.2: Developing standard procedures while dealing with VAW with disabilities.

Output 2.1: Drafts of relevant legislations (Penal code, Personal Status Code, draft of family protection Code & National referral system) reviewed and developed based on needs of women & girls, including GWWD

Key Project Activity 2.1.1: Reviewing of penal, personal & draft of family protection status laws from disability lens.

Key Project Activity 2.1.2: Reviewing the referral system to incorporate the rights of women with disabilities

Key Project Activity 2.1.3: Reviewing the impact of social welfare policies on women in general and on women with disability in specific

Key Project Activity 2.1.4: Reviewing, amending and putting into practice the referral system components for MOSA and police

Output 2.1: Government is more responsive through advocacy campaigns to approve and implement the relevant legislations

Key Project Activity 2.2.1: Carry out Media activities such as (Press conferences, Radio & TV spots & Printings) to promote G&W rights and support them.

Key Project Activity 2.2.2:Conducting workshops with decisionmakers about G&W including GWWD rights and relative policies and legislations

Key Project Activity 2.2.3:Conducting a popular court training for university students of law, to influence decision makers to support G&W rights including GWWD.

Key Project Activity 2.2.4:Working on end line data and the final project results to prepare it for final evaluation.

Geographical coverage of the project: West Bank

Total Budget for the evaluation cost :USD 356,667

Key partners :

- The Palestinian Organization Against Combating Domestic Violence Against Women “ Al Muntada”
- Qader for Community Development

Key stakeholders :

- Ministry of Women Affaires
- Universities
- CBOs

Decision maker

Purpose of the Evaluation:

Why the Evaluation needs to be done ?

- The final evaluation required by UN Trust Fund to End Violence Against women.
- We are planning to build on the findings of the evaluation for next interventions to end violence against women.

How The evaluation results will be used by whom and when?

- PSCCW is very interested to do the evaluation because we believe that we put a lot of effort to achieve the results of this project . We will use the findings of the evaluation to discuss additional interventions with the service providers in Palestine , because we believe that this project cover part of the needs by there are many needs to be covered through other interventions.
- Our two partners : Al Muntada and Qader , they will use the findings in their future interventions with women.
- Part of the beneficiaries (police , Ministry of Social Development , women and girls shelters) , we think it will be very useful for them to study the evaluation findings. Because this will be helpful to decide their needs.
- The international organizations , especially the representative office of UN Women in Palestine , it will be helpful for their future planning to study the achievements and the gaps.

What decisions will be taken after the evaluation is completed?

PSCCW and the partners will publish the findings and the final report of the evaluation and put it on the website. We will discuss the findings with some of the stakeholders (Ministry of women to cooperate with them for other interventions)

SCOPE OF EVALUATION :

- **Timeframe:** this evaluation needs to cover the entire project duration, which is 36 months, from 1 January 2015 to 31 December 2017
- **Geographical Coverage:** West Bank

Target groups to be covered:

1. Primary beneficiaries:

- Women and girls in general : 5,000
- Women/girls with disabilities : 1,000
- Women/girls survivors of violence :1500

2. Secondary beneficiaries:

- Educational professionals (i.e. teachers, educators) :50
- General public/community at large : 20,000
- Social/welfare workers :30
- Civil society organizations (includingNGOs) : 5
- Parliamentarians : 30
- Uniformed personnel (i.e. police military, peace-keeping officers) :50
- 110 of the staff work in the family protection & Juvenile units (police).
- 30 of staff work in Ministry of Social Development (Counsellors in the women department
- 20 of the staff working in the Shelter employees (Girls Care Home and Mehwar)
- 700 students and CBOs members
-

3. Stakeholders

- Ministry of Women Affairs
- Universities
- CBOs
- Decision makers

Objectives of the evaluation :

- To evaluate the entire project in terms of effectiveness , relevance , efficiency , sustainability and impact , with a strong focus on assessing the results at the outcome and project goals.
- To generate key lessons and identify promising practices for learning

Evaluation questions :

Evaluation Criteria	Mandatory Evaluation Questions
Effectiveness	<p>1) To what extent were the intended project goal, outcomes and outputs achieved and how?</p> <p>2) To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached?</p> <p>3) To what extent has this project generated positive changes in the lives of targeted (and untargeted) women and girls in relation to the specific forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes.</p> <p>4) What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?</p> <p>5) To what extent was the project successful in advocating for legal or policy change? If it was not successful, explain why.</p> <p>6) In case the project was successful in setting up new policies and/or laws, is the legal or policy change likely to be institutionalized and sustained?</p>
Relevance	<p>1) To what extent was the project strategy and activities implemented relevant in responding to the needs of women and girls?</p>
	<p>2) To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?</p>
Efficiency	<p>1) How efficiently and timely has this project been implemented and managed in accordance with the Project Document?</p>

Sustainability	1) How are the achieved results, especially the positive changes generated by the project in the lives of women and girls at the project goal level, going to be sustained after this project ends?
Impact	1) What are the unintended consequences (positive and negative) resulted from the project?
Knowledge Generation	1) What are the key lessons learned that can be shared with other practitioners on Ending Violence against Women and Girls? 2) Are there any promising practices? If yes, what are they and how can these promising practices be replicated in other projects and/or in other countries that have similar interventions?

EVALUATION METHODOLOGY

1. evaluation design

The evaluation will use a combination of quantitative and qualitative methods. The following are proposed but details may change upon a more thorough design discussion with the evaluation consultant.

- The evaluator will work in consist with the TOR.

2. Data sources :

- The records of :
 - Women organizations.
 - Records of governmental services providers.
 - The project reports
- Beneficiaries feedback.
- Findings of focus groups and questionnaires\surveys.
- Findings of key informant's interviews.
- Program monitoring documents and progress reports

3. Data collection methods :

- Questionnaires\Surveys
- Focus groups

- Key informants interviews
- Desk review
- 4. **Proposed sampling methods:** The evaluator have to present a clear methodology for the selecting samples.
- 5. **Field visits:** PSCCW team will provide all required information regarding targeted groups and the evaluator will arrange field visits upon need.

EVALUATION ETHICS :

The evaluation must be conducted in accordance with the principles outlined in the UN Evaluation Group (UNEG) 'Ethical Guidelines for Evaluation' <http://www.unevaluation.org/ethicalguidelines>.

It is imperative for the evaluator(s) to:

- Guarantee the safety of respondents and the research team.
- Apply protocols to ensure anonymity and confidentiality of respondents.
- Select and train the research team on ethical issues.
- Provide referrals to local services and sources of support for women that might ask for them.
- Ensure compliance with legal codes governing areas such as provisions to collect and report data, particularly permissions needed to interview or obtain information about children and youth.
- Store securely the collected information.

The evaluator(s) must consult with the relevant documents as relevant prior to development and finalization of data collection methods and instruments. The key documents include (but not limited to) the following:

- World Health Organization (2003). *Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence Against Women*. www.who.int/gender/documents/violence/who_fch_gwh_01.1/en/index.html
- Jewkes, R., E. Dartnall and Y. Sikweyiya (2012). *Ethical and Safety Recommendations for Research on the Perpetration of Sexual Violence*. Sexual Violence Research Initiative. Pretoria, South Africa, Medical Research Council. Available from www.svri.org/EthicalRecommendations.pdf
- Researching violence against women: A practical guide for researchers and activists November 2005
http://www.path.org/publications/files/GBV_rvaw_complete.pdf
- World Health Organization (WHO), 'Ethical and safety recommendations for researching documenting and monitoring sexual violence in emergencies' 2007, http://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf

KEY DELIVERABLE OF EVALUATOR:

	Deliverable	Description of expected deliverables	Time line
1.	Evaluation inception report , in English	inception report should be prepared by after completing initial desk review and consultations .	30/11/2017
2.	Draft evaluation , in English	The draft should include Analysis and interpretation of findings	31/01/2018
3.	Final evaluation report , In English	Revised and final evaluation report	15/02/2018

Evaluation team composition and required competences

Name of Group	Role and responsibilities	Actual name of staff responsible
Evaluation Team	External evaluator to conduct an external evaluation based on the contractual agreement and the Terms of Reference, and under the day-to-day supervision of the Evaluation Task Manager.	External evaluators

Evaluation Task Manager	<p>PSCCW projects manager to manage the entire evaluation process under the overall guidance of the senior management, to:</p> <ul style="list-style-type: none"> - lead the development and finalization of the evaluation TOR in consultation with key stakeholders and the senior management; -manage the recruitment of the external evaluators; - lead the collection of the key documents and data to be share with the evaluators at the beginning of the inception stage; -liaise and coordinate with the evaluation team, the reference group, the commissioning organization and the advisory group throughout the process to ensure effective communication and collaboration; - provide administrative and substantive technical support to the evaluation team and work closely with the evaluation team throughout the evaluation; -lead the dissemination of the report and follow-up activities after finalization of the report 	<p>Project Manager : Hamada Rabee'e</p> <p>Project coordinator : Nawal Al Zeer</p>
Commissioning Organization	Director of PSCCW who commissions the evaluation	KhawlaQaraq'e
Reference Group	The advisory group will review and comment on the draft TOR and the draft report for quality assurance and provide technical support if needed	<p>Lorna Mesina-Husain- Programme Specialist, UNTF</p> <p>Allaa Ayesh- UN Women UNTF Focal Point</p>

		Khawla Qaraq'e , PSSCW director
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REQUIRED COMPETENCES

- Evaluation experience at least 5years in conducting external evaluations, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods
- Expertise in gender and human-rights based approaches to evaluation and issues of violence against women and girls
- Specific evaluation experiences in the areas of ending violence against women and girls
- Experience in collecting and analyzing quantitative and qualitative data
- In-depth knowledge of gender equality and women's empowerment
- A strong commitment to delivering timely and high-quality results, i.e. credible evaluation and its report that can be used
- A strong team leadership and management track record, as well as interpersonal and communication skills to help ensure that the evaluation is understood and used.
- Good communication skills and ability to communicate with various stakeholders and to express concisely and clearly ideas and concepts
- Regional/Country experience and knowledge: in-depth knowledge of country of Palestine is required.
- Language proficiency: fluency in English and Arabic is mandatory

TIMELINE OF THE ENTIRE EVALUATION PROCESS

Stage of Evaluation	Key Task	Responsible	Number of working days required	Timeframe (dd/mm/yyyy - dd/mm/yyyy)
Preparation stage	Prepare and finalize the TOR with key stakeholders	Commissioning organization and evaluation task manager	10 day	Oct 2017
	Compiling key documents and existing data		5 days	Oct 2017

	Recruitment of external evaluator(s)		10 days	Oct 2017
Inception stage	Briefings of evaluators to orient the evaluators	evaluation task manager	1 day	Nov 2017
	Desk review of key documents	Evaluation Team	3 days	Nov 2017
	Finalizing the evaluation design and methods	Evaluation Team	5 days	Nov 2017
	Preparing an inception report	Evaluation Team	10 days	Nov 2017
	Review Inception Report and provide feedback	Evaluation Task Manager, Reference Group and Advisory Group	5 days	Nov 2017
	Submitting final version of inception report	Evaluation Team	5 days	Nov 2017
Data collection and analysis stage	Desk research	Evaluation Team	7 days	Dec 2017
	In-country technical mission for data collection (visits to the field, interviews, questionnaires, etc.)	Evaluation Team	7 days	Dec 2017
Synthesis and reporting stage	Analysis and interpretation of findings	Evaluation Team	7 days	Dec 2017
	Preparing a draft report	Evaluation Team	10 days	Jan 2018

	Review of the draft report with key stakeholders for quality assurance	Evaluation Task Manager, Reference Group, Commissioning Organization Senior Management, and Advisory Group	5 days	Jan 2018
	Consolidate comments from all the groups and submit the consolidated comments to evaluation team	Evaluation Task Manger	5 days	Jan 2018
	Incorporating comments and revising the evaluation report	Evaluation Team	5 days	Jan 2018
	Submission of the final report	Evaluation Team	1 day	Jan 2018
	Final review and approval of report	Evaluation Task Manager, Reference Group, Commissioning Organization Senior Management, and Advisory Group	5 days	Jan 2018
Dissemination and follow-up	Publishing and distributing the final report	commissioning organization led by evaluation manager	10 days	Feb 2018
	Prepare management	Senior Management of	10 days	Feb 2018

	responses to the key recommendations of the report	commissioning organization		
	Organize learning events (to	commissioning organization	2days	Jan 2018

BUDGET

The total budget for this evaluation is USD : 11,000

ANNEXES

1) Key stakeholders and partners to be consulted

- CBOS
- Sharia'a court
- Attorney of Family
- Ministry of Women Affaires
- Parliaments

List of suggested visits :

- CBOs that participated in the legal aid awareness workshops
- The women shelters

2) Documents to be consulted

- National plan for combating GBV.
- Project work plan
- Baseline data of the project (i.e. Results Monitoring Plan and Baseline Report)
- Monitoring plans, indicators and summary of monitoring data
- Progress and annual reports of the project
- Previous evaluation reports.

3) Structure of the inception report

- 1) Background and Context of Project
- 2) Description of Project
- 3) Purpose of Evaluation
- 4) Evaluation Objectives and Scope
- 5) Final version of Evaluation Questions with evaluation criteria**

- 6) **Description of evaluation team**, including the brief description of role and responsibilities of each team member
- 7) **Evaluation Design and Methodology**
- a. Description of overall evaluation design *[please specify the evaluation is designed from: pre-test and post-test with comparison group]*
 - b. Data sources (accesses to information and to documents)
 - c. Description of data collection methods and analysis (including level of precision required for quantitative methods, value scales or coding used for qualitative analysis; level of participation of stakeholders through evaluation process)
 - d. Description of sampling (area and population to be represented, rationale for selection, mechanics of selection, limitations to sample); reference indicators and benchmarks, where relevant (previous indicators, national statistics, human rights treaties, gender statistics, etc.)
 - e. Limitations of the evaluation methodology proposed
- 8) **Ethical considerations**: a) Safety and security (of participants and evaluation team); and b) Contention strategy and follow up
- 9) **Work plan with the specific timeline and deliverables by evaluation team** (up to the submission of finalized report)
- 10) Annexes
- a. **Evaluation Matrix** [see Annex 4A for the template]
 - b. **Data collection Instruments** (e.g.: survey questionnaires, interview and focus group guides, observation checklists, etc.)
 - c. List of documents consulted so far and those that will be consulted
 - d. List of stakeholders/partners to be consulted (interview, focus group, etc.)
 - e. **Draft outline of final report** (in accordance with the requirements of UN Trust Fund [see Section 4.4 of this guideline document])

4) **Structure of evaluation report**

1. **Title and cover page**

- Name of the project
- Locations of the evaluation conducted (country, region)
- Period of the project covered by the evaluation (month/year – month/year)
- Date of the final evaluation report (month/year)
- Name and organization of the evaluators
- Name of the organization(s) that commissioned the evaluation
- Logo of the grantee and of the UN Trust Fund

2. **Table of Content**

3. **List of acronyms and abbreviations**

4. **Executive summary**

- Brief description of the context and the project being evaluated;
- Purpose and objectives of evaluation;
- Intended audience;
- Short description of methodology, including rationale for choice of methodology, data sources used, data collection & analysis methods used, and major limitations;
- Most important findings with concrete evidence and conclusions; and
- Key recommendations.

5. Context of the project

- Description of critical social, economic, political, geographic and demographic factors within which the project operated.
- An explanation of how social, political, demographic and/or institutional context contributes to the utility and accuracy of the evaluation.

6. Description of the project

- Project duration, project start date and end date
- Description of the specific forms of violence addressed by the project
- Main objectives of the project
- Importance, scope and scale of the project, including geographic coverage
- Strategy and theory of change (or results chain) of the project with the brief description of project goal, outcomes, outputs and key project activities
- Key assumptions of the project
- Description of targeted primary and secondary beneficiaries as well as key implementing partners and stakeholders
- Budget and expenditure of the project

7. Purpose of the evaluation

- Why the evaluation is being done
- How the results of the evaluation will be used
- What decisions will be taken after the evaluation is completed
- The context of the evaluation is described to provide an understanding of the setting in which the evaluation took place

8. Evaluation objectives and scope

- A clear explanation of the objectives and scope of the evaluation.
- Key challenges and limits of the evaluation are acknowledged and described.

9. Evaluation Team

- Brief description of evaluation team

- Brief description of each member's roles and responsibilities in the evaluation
- Brief description of work plan of evaluation team with the specific timeline and deliverables

10. Evaluation Questions

- The original evaluation questions from the evaluation TOR are listed and explained, as well as those that were added during the evaluation (if any).
- A brief explanation of the evaluation criteria used (e.g. relevance, efficiency, effectiveness, sustainability and impact) is provided.

11. Evaluation Methodology

Sub-sections	Inputs by the evaluator(s)
Description of evaluation design	<i>Pre-test and post-test with comparison group; or 4) randomized control trial.]</i>
Data sources	
Description of data collection methods and analysis (including level of precision required for quantitative methods, value scales or coding used for qualitative analysis; level of participation of stakeholders through evaluation process, etc.)	[Please refer to the evaluation matrix (template Annex 4A)]
Description of sampling <ul style="list-style-type: none"> • Area and population to be represented • Rationale for selection • Mechanics of selection • Limitations to sample • Reference indicators and benchmarks/baseline, 	

where relevant (previous indicators, national statistics, human rights treaties, gender statistics, etc.)	
Description of ethical considerations in the evaluation <ul style="list-style-type: none"> • Action taken to ensure the safety of respondents and research team • Referral to local services or sources of support • Confidentiality and anonymity protocols • Protocols for research on children, if required. 	
Limitations of the evaluation methodology used	

12. Findings and Analysis per Evaluation Question

Evaluation Criteria	Effectiveness
Evaluation Question 1	To what extent were the intended project goal, outcomes and outputs achieved and how?
Response to the evaluation question with analysis of key findings by the evaluation team	
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	

Conclusions	
Others	

Evaluation Criteria	Effectiveness
Evaluation Question 2	<ul style="list-style-type: none"> To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached?
Response to the evaluation question with analysis of key findings by the evaluation team	
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	
Conclusions	
Other	*For this specific question on beneficiaries, please complete the Beneficiary Data Sheet in Annex 4C.

*****Please repeat the same template per evaluation question.***

Instruction for Findings and Analysis

- Findings cover all of the evaluation objectives and the key evaluation questions agreed in the evaluation TOR and during the inception stage (inception report).
- Outputs, outcomes and goal of the project are evaluated to the extent possible (or an appropriate rationale given as to why not).
- Outcomes and goal include any unintended effects, whether beneficial or harmful.
- The report makes a logical distinction in the findings, showing the progression from implementation of the activities to the results (outputs, outcomes and project goal) with an appropriate measurement and analysis of the results chain, or a rationale as to why an analysis of results was not provided.

- Findings regarding inputs for the completion of activities or process achievements are distinguished clearly from the results of the projects (i.e. outputs, outcomes and project goal).
- Results attributed to the success/failure of the project are related back to the contributions of different stakeholders.
- Reasons for accomplishments and difficulties of the project, especially constraining and enabling factors, are identified and analyzed to the extent possible.
- Based on the findings, the evaluation report includes an analysis of the underlying causes, constraints, strengths on which to build on, and opportunities.
- An understanding of which external factors contributed to the success or failure of the project helps determine how such factors will affect the future initiatives, or whether it could be replicated elsewhere.

For evaluation questions related to lessons learned and promising practices

- Lessons and promising practices that contributes to general knowledge in the context of Ending Violence against Women, including innovative and catalytic methodologies/approaches.
- The analysis presents how lessons and promising practices can be applied to different contexts and/or different actors, and takes into account evidential limitations such as generalizing from single point observations.
- They are well supported by the findings and conclusions of the evaluation and are not a repetition of common knowledge.

13. Conclusions

Evaluation Criteria	Conclusions
Overall	
Effectiveness	
Relevance	
Efficiency	
Sustainability	

Impact	
Knowledge Generation	
Others (if any)	

Instruction

- The logic behind the conclusions and the correlation to actual findings are clear.
- Simple conclusions that are already well known are avoided.
- Substantiated by findings consistent with the methodology and the data collected.
- Represent insights into identification and/or solutions of important problems or issues.
- Focus on issues of significance to the project being evaluated, determined by the evaluation objectives and the key evaluation questions.

14. Key recommendations

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)	Suggested timeline (if relevant)
Overall			
Effectiveness			

Relevance			
Efficiency			
Sustainability			
Impact			
Knowledge Generation			
Others (if any)			

Instruction

- Realistic and action-oriented, with clear responsibilities and timeframe for implementation if possible.
- Firmly based on analysis and conclusions.
- Relevant to the purpose and the objectives of the evaluation.
- Formulated in a clear and concise manner.

15. Annexes (mandatory)

The following annexes must be submitted to the UN Trust Fund with the final report.

- 9) **Final Version of Terms of Reference (TOR) of the evaluation**
- 10) **Evaluation Matrix**[see Annex 4A for the template]please provide indicators, data source and data collection methods per evaluation question.
- 11) **Final version of Results Monitoring Plan**[see Annex 4B for the template]please provide actual baseline data and endline data per indicator of project goal, outcome and output
- 12) **Beneficiary Data Sheet** [see Annex 4C for the template]please provide the total number of beneficiaries reached at the project goal and outcome levels.
- 13) **Additional methodology-related documentation**, such as data collection instruments including questionnaires, interview guide(s), observation protocols, etc.
- 14) **Lists of persons and institutions interviewed or consulted and sites visited**
[As appropriate, specification of the names of individuals interviewed should be limited to ensure confidentiality in the report but rather providing the names of institutions or organizations that they represent.]
- 15) **List of supporting documents reviewed**
- 16) **CVs of evaluator(s) who conducted the evaluation**

Annex 2A: Template for Evaluation Matrix

Evaluation Criteria	Evaluation Questions	Indicators	Data Source and Data Collection Methods

Annex 2C: Template for Beneficiary Data Sheet

Beneficiary group	The number of beneficiaries reached	
	At the project goal level	At the outcome level
Female domestic workers		
Female migrant workers		
Female political activists/human rights defenders		
Female sex workers		
Female refugees/internally displaced/asylum seekers		
Indigenous women/from ethnic groups		
Lesbian, bisexual, transgender		
Women and girls in general		
Women/girls with disabilities		
Women/girls living with HIV and AIDS		
Women/girls survivors of violence		
Women prisoners		
Others (specify)		
Primary Beneficiary Total		

Civil society organizations (including NGOs)	Number of institutions reached	NA	
	Number of individuals reached	NA	
Community-based groups/members	Number of groups reached	NA	
	Number of individuals reached	NA	
Educational professionals (i.e. teachers, educators)		NA	
Faith-based organizations	Number of institutions reached	NA	
	Number of individuals reached	NA	
General public/community at large		NA	
Government officials (i.e. decision makers, policy implementers)		NA	
Health professionals		NA	
Journalists/Media		NA	
Legal officers (i.e. lawyers, prosecutors, judges)		NA	
Men and/or boys		NA	
Parliamentarians		NA	
Private sector employers		NA	
Social/welfare workers		NA	

Uniformed personnel (i.e. police, military, peace-keeping officers)	NA	
Others (specify)	NA	
Secondary Beneficiary Total	NA	

Annex 2: Evaluation Matrix

Evaluation Criteria	Evaluation Questions	Indicators	Data Source and Data Collection Methods
Effectiveness	1) To what extent were the intended project goal, outcomes and outputs achieved and how?	<p>-Main results achieved by the intervention to fulfill the rights of the different groups.</p> <p>- Number of WGWDVAW victim of violence.</p> <p>- change of attitudes and behaviors towards the rights of different groups like women, children and the disabled</p>	Reports, Focus groups and Indepth Interviews
	2) To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached?	-Number of beneficiaries reached by the project based on gender and age.	Reports, Focus groups and Indepth Interviews
	3) To what extent has this project generated positive changes in the lives of targeted (and untargeted) women and girls in relation to the specific forms of violence addressed by this project? Why? What are the key	- Number of entitled women and girls and WGWD to demand their rights and, similarly, help the officials to fulfill their commitments from legal perspective	Reports, Focus groups and Indepth Interviews

	changes in the lives of those women and/or girls? Please describe those changes.		
	4) What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?	<ul style="list-style-type: none"> - factors that contributed to the achievement of the prgrME e identified - factors that hindered the implementation of the programme are identified 	Reports, Focus groups and Indepth Interviews
	5) To what extent was the project successful in advocating for legal or policy change? If it was not successful, explain why.	<ul style="list-style-type: none"> - Number of amendments and measures have been adopted by the Palestinian Ministries Cabinet to protect WGWD 	Reports, Focus groups and Indepth Interviews
	6) In case the project was successful in setting up new policies and/or laws, is the legal or policy change likely to be institutionalized and sustained?	<ul style="list-style-type: none"> - The goals and interventions that have been implemented have increased efforts to build the capacity of WGWD and of duty bearers and service providers - Proper policies and legal ammendments to combat VAWD are adopted and implemented. 	Reports, Focus groups and Indepth Interviews
Relevance	1. To what extent was the project strategy and activities implemented	Conducted interventions meet the different	

	relevant in responding to the needs of women and girls?	stakeholders needs, including WGWDVAW	
	2. To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?	- WGWD are satisfied with the services provided and its quality.	Reports, Focus groups and Indepth Interviews
Efficiency	1) How efficiently and timely has this project been implemented and managed in accordance with the Project Document?	<ul style="list-style-type: none"> - Sufficient resources used to address human rights and gender in line with the results achieved - long term panning of the project enhanced the success of the achievement 	Reports, Focus groups and Indepth Interviews
Sustainability	1) How are the achieved results, especially the positive changes generated by the project in the lives of women and girls at the project goal level, going to be sustained after this project ends?	<ul style="list-style-type: none"> - Number of students trained and engaged in the project implementation - Existence of an exit strategy for the project - The extent to which participating organizations have responded by changing their policies or practices to improve the performance of individuals' rights and gender (eg, new services, increased responsiveness, 	

		redistribution of resources, quality improvement, etc.)?	
Impact	1) What are the unintended consequences (positive and negative) resulted from the project?	<p>-The extent to which advanced intervention monitoring systems achieve long-term results on WGWD rights</p> <p>-unintended consequences of the intervention, positive or negative affected various stakeholders?</p> <p>- The impact of intervention activities and their results on women's and gender rights in local communities and on the work of others and organizations</p>	Reports, Focus groups and Indepth Interviews
Knowledge Generation	1) What are the key lessons learned that can be shared with other practitioners on Ending Violence against Women and Girls?	<p>- Number documented success case studies</p> <p>-Networks and coordination between the organizations working on VAW are strengthened</p>	Reports, Focus groups and Indepth Interviews
	2) Are there any promising practices? If yes, what are they and how can these promising practices be replicated in other projects and/or in other countries that have similar interventions?		

Annex 3 : Results Monitoring Plan

A. Statement of Project Goal, Outcomes and Outputs	B. Indicators for measuring progress towards achieving the project goal, outcomes and outputs	C. Data collection methods	D. Baseline Data Please provide actual baseline data per indicator	E. Timeline for baseline data collection For each indicator listed in column B, when was baseline data collected? Please specify month/year.	F. End line data Please provide actual end line data per indicator
/Project Goal: Girls & Women survivors, including those with disabilities, increasingly receive quality services that meet their needs and are better protected	1: perspectives of women and girls about justice process they experienced.	Questionnaires focus groups	<p>Mehawr: 45% dissatisfied with protection services. 50% of Mehawr beneficiaries stated that they are dissatisfied of security services. 60.5% stated that they were not satisfied with psycho social services they received % lack of access to legal information is 50%.</p> <p>Girls care home % of dissatisfaction with security services is 42%</p>	March –June 2015	<p>Mehawr % of dissatisfaction with protection services 9.1%. 27.3 % are dissatisfied of security services 9.1% still not psycho social services they received % lack of access to legal information is 9.1%.</p> <p>Girls care home % of dissatisfaction with security services is 0%. % of dissatisfaction with psycho social counseling services dropped is 0%. 12.5 % stated that they have no access to legal information. 0% of the beneficiaries stated that staff are inefficient,</p>

through improved Legislation.			<p>% of dissatisfaction with psycho social counseling is 57.2%.</p> <p>71.25% stated that they have no access to legal information</p> <p>42.9% of the beneficiaries stated that staff are inefficient</p>	<p>January- April 2015</p>	<p>Main causes of GBV</p> <p>Mehawr:</p> <p>80.74% (Patriarchal culture)</p> <p>100% Absence of law enforcement</p> <p>100 % Ineffective protection services</p> <p>91.7% disability</p> <p>100% Poverty</p> <p>100 % Israeli occupation</p> <p>100% family</p> <p>Girls care home</p> <p>85.7 100% (Patriarchal culture)</p> <p>7.1 % Lack of victims knowledge to their rights</p> <p>50% Absence of law enforcement</p> <p>21.4 % Ineffective protection services</p> <p>21.4% disability</p> <p>35.7% Poverty</p> <p>50 % Israeli occupation</p> <p>100% family</p> <p>7.1% absence of social equality</p> <p>Family protection unit at the Palestinian police:</p> <p>80 (Patriarchal culture)</p>
2: Perspective of service providers regarding GWVOV in particular GWWD		Interviews /focus groups of service providers' representatives.	<p>Main causes of GBV</p> <p>Mehawr:</p> <p>100% (Patriarchal culture)</p> <p>100% Absence of law enforcement</p> <p>66.7% Ineffective protection services</p> <p>44.45 % Disability</p> <p>55.6 % Poverty</p> <p>77.8 % Israeli occupation</p> <p>Girls care home</p> <p>100% (Patriarchal culture)</p> <p>37.5 % Lack of victims knowledge to their rights</p> <p>62.5% lack of access to appropriate services</p> <p>85% staff inefficiency</p> <p>70% lack of involvement in decision making.</p>	<p>January- April 2015</p>	<p>Main causes of GBV</p> <p>Mehawr:</p> <p>80.74% (Patriarchal culture)</p> <p>100% Absence of law enforcement</p> <p>100 % Ineffective protection services</p> <p>91.7% disability</p> <p>100% Poverty</p> <p>100 % Israeli occupation</p> <p>100% family</p> <p>Girls care home</p> <p>85.7 100% (Patriarchal culture)</p> <p>7.1 % Lack of victims knowledge to their rights</p> <p>50% Absence of law enforcement</p> <p>21.4 % Ineffective protection services</p> <p>21.4% disability</p> <p>35.7% Poverty</p> <p>50 % Israeli occupation</p> <p>100% family</p> <p>7.1% absence of social equality</p> <p>Family protection unit at the Palestinian police:</p> <p>80 (Patriarchal culture)</p>

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			the results will be added in the final result. Base line: Drafts of the family protection law, penal personal status law, penal code.	of legislations and polices will be conducted later in the project timeline, and the results will be added in the final result.	The juvenile law is amended to be in consisting with children rights and needs. The working with National Social Security Law is stooped. The National referral system is amended to be consisting with women and girls with disability rights, and its affectivity implemented by the main protection services providers.
Outcome 1: Governmental service providers are more responsive and efficient in providing quality services and girls and women (including GWWD) know how to access services.	1: Percentage of Girls and women survivors of violence received services that meet their needs.	Questionnaires	Mehawr: 40% received psycho social counseling 60% received health services, 60% received legal aid, (N/A) education services 47.5% rehabilitation (N/A) individual services and support for women and girls with disability Girls Care home: 45 % received psycho social counseling (N/A) health services, 71.4 % legal aid, 42.9% education services. 40.9 % rehabilitation (n/a)% individual services and support for women and girls with disability (N/A) Communicating with family	March –June 2016	Mehawr: 90.9 % received psycho social counseling 90.9 % received health services, 82.8% received legal aid, 72.7 % education services 82.8% rehabilitation 9.1% individual services and support for women and girls with disability Girls Care home: 100% received psycho social counseling 100 % health services, 75% legal aid 87.5 % education services. 50 % rehabilitation 50 % individual services and support for women and girls with disability 12.5% Communicating with family Women and girls in general (women participated in the legal awareness workshop was assessed on the end line only. 82.1 % received psycho social counseling 93.6% health services, 78 % legal aid 92.2% education services. 78 % rehabilitation

2: Attitudes of service providers regarding GWVOV.	Intertwines Focus groups Questionnaires	Most of the service providers expressed at the base line level that they need trainings that will contribute in improving their skills and attitudes regarding GWVOV.	January- 2015 April	<p>End line findings (Mehwar) At the end line,83.3% of the workers agreed that their ability improved After joining the trainings and their attitudes regarding women and girls survivors of violence including women and girls with disability is positively changed.</p> <p>End line findings (Girls Care House (GCH)): 85.7% of the staff who participated in the trainings stated that trainings were contributed in changing their negative concepts against women and girls survivors of violence, this reflected positively in their interventions with women and girls..</p> <p>End line findings (Women Counselors in the West Bank): The women counselors staff at MOSD, expressed that the training they received contributed in raising their capacity in dealing with W&GSOV including W&GWD</p> <p>The Family Protection Unit at Police: 95.0% of police staff has agreed that the trainings they received Had positively improved their skills and ability in dealing with Women and Girls survivors of Violence.</p> <p>Justice system (Sharia court) Al Mufti and the Sharia judge expressed through the interview that the training they received in the National referral system by the PSCCW facilitate</p>	

				the referral process, and they believe that activation of the referral system will in
				<p>Family protection attorney:</p> <p>The prosecutor of the family protection attorney said that the training they received about the national referral system by the PSCW was really very important, this is the first time that they learned about the National referral system, we learned how to reflect this knowledge in our daily work.</p> <p>Ministry of Health:</p> <p>Mrs Muna Ateek: "The responsible about the referral system file in Ministry of Health /Bethlehem expressed that the training they received in the national referral system was reflected positively on their work.</p>
3: Percentage of GWVOV who reflected satisfaction from the services they received.	Questionnaires	<p>Mehwar: % of dissatisfaction of clients</p> <p>40 %psycho social counseling</p> <p>40% health services,</p> <p>60 % legal aid</p> <p>47.5 % rehabilitation</p> <p>N/Aeducational services.</p> <p>N/A protection procedures,</p> <p>N/A services provided to women and girls with disability.</p> <p>N/A relation with the working staff.</p> <p>N/A protection measures</p>	<p>March 2016</p> <p>–June</p>	<p>Mehwar: % of dissatisfaction of clients</p> <p>9.1 %psycho social counseling</p> <p>18.2% health services,</p> <p>9.1 % legal aid</p> <p>36.4 % rehabilitation</p> <p>36.4% educational services.</p> <p>9.1% protection procedures,</p> <p>20% of them stated that they are not satisfied with services provided to women and girls with disability.</p> <p>0% are not satisfied with their relation with the working staff.</p> <p>0% are not satisfied with the protection measures</p> <p>Girls Care Home:</p> <p>0 %psycho social counseling</p> <p>40% health services,</p> <p>12.5 % legal aid</p> <p>0 % rehabilitation</p> <p>N/A Lack of access to legal information</p> <p>12.5 % educational services.</p> <p>0% protection procedures,</p> <p>25%services provided to women and girls with disability.</p>

	2No. of amended /added articles in the penal code.	Penal code.	N/A	n/a	Are the number of articles that we had edited: 4.A, 4.B,4.C, 5.D/1,6,1,7,20, 20.3, 23,24.B,24.C,26,27.2,28,29.3,34.5,35.3,36.
	3: #No. Of amended /added articles in the national referral system.	NRS	N/A	n/a	Based on the reviewing of the penal code, it does not contain articles that target the WWD needs, therefore one article regarding the rights of GWWD will added. Penal code: Articles number: 142,163,420,440.1,441,448,458,463.5,466.2,478,48
	Output 1.1. G&W (including GWWD) awareness of their rights is increased and have better knowledge about service providers.	Records reviewing	-Mehwar provides protection services for 30-40 cases of women annually. -GCH provides protection services for 50 case of girls annually. -Social workers Staff at MOSA offices in the West Bank districts provides services for 300 case in each district. (the total number of beneficiaries is 3600 from the 12 districts in the West Bank)		Articles, which were amended and added in the national referral system from the perspectives of GWWD.
					No. of women seek help 2015-217 Police: 6,265 women MOSD: 1845 Women organizations including PSCCW: 5,256
Output 1.2. Service providers have increased their service	Extent of new knowledge and skills reflection in daily work operation	Pre-post surveys among service providers	The capacity building needs of MEHWAR staff as follows: 55.6% Advance intervention skills with sexual abuse survivors,		MEHWAR: - Mehwar counselor receive 3 levels training Advance intervention skills - Stress management and self care - National referral system - Intervention skills in W&GWD. GCH:

provision to capacity to respond to the needs of GW & GWWD survivors.			<p>assessment skills, and anger management. 44.4% stated the need for advance skills regarding intervention with PTSD survivors. 44.4% need skills in documenting and writing reports. 33.3% stated skills of direct intervention with GWSOV 88.9% need advance intervention skills with WWD 77.8% lack of knowledge regarding disabilities 77.8% lack of knowledge regarding tools of protection for WWD 44.4% lack of knowledge regarding the rights of the people with disabilities in the National Palestinian legislations and international conventions. Baseline finding (GCH): 100% of staff members stated the need for advanced training regarding psychological therapy. 100% stated the need for training regarding building intervention plan and follow-up mechanisms.</p>	<ul style="list-style-type: none"> - receive 3 levels training Advance intervention skills with sexual abuse, P - Stress management and self care - National referral system - Intervention skills in W&GWD - Training in using the standard operating procedure <p>MOSD:</p> <ul style="list-style-type: none"> - receive 3 levels training Advance intervention skills with sexual abuse, P - Stress management and self care - National referral system - Intervention skills in W&GWD - Training in using the standard operating procedure <p>Police and General attorney:</p> <ul style="list-style-type: none"> - receive 3 levels training Advance intervention skills with sexual abuse, P - Stress management and self care - National referral system - Intervention skills in W&GWD <p>Ministry of Health: National referral system</p> <p>Justice system (Sharia'a court): National referral system</p>
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			<p>100% stated the need to reactive administrative skills (Documenting, report writing)..</p> <p>Baseline finding (Staff in MOSA offices in West Bank districts):The main training needs:</p> <p>33.3% lack of skills regarding providing protection services GWSOV.</p> <p>66.7% lack of skills of direct intervention with GWSOV including GWWD.</p> <p>66.7% lack skills regarding providing protection services for GWSOV including GWWD.</p> <p>55.6% stated the need to raise their knowledge regarding Human rights international treaties and convections, including the rights of GWWD.</p> <p>44.4% stated the need to raise their knowledge regarding the National Referral System</p>		<p>End line findings (Mehwar)</p> <p>At the end line,83.3% of the workers agreed that their ability improved after joining the girls survivors of violence including women and girls with disability is positively changed</p> <p>End line findings (Girls Care House (GCH)):</p>
	Percentage of participants acquiring New knowledge and skills.	Pre-post surveys among service providers	The MOU signed with GOs service providers reflect their commitment to attend all the training and other capacity building activities.		

				<p>85.7% of the staff who participated in the trainings stated that trainings werecom women and girls survivors of violence, this reflected positively in their intervention</p> <p>End line findings (Women Counselors in the West Bank):</p> <p>The women counselors staff at MOSD, expressed that the training they received W&GSOV including W&GWD</p> <p>The Family Protection Unit at Police:</p> <p>95.0% of police staff has agreed that the trainings they received had positively improved their skills and ability in dealing with Women and Girls survivors of Violence.</p> <p>Justice system (Sharia court)</p> <p>Al Mufti and the Sharia judge expressed through the interview that the training they received in the National referral system by the PSCCW facilitate the referral process, and they believe that activation of the referral system will limit using of the tribal solutions.</p> <p>Family protection attorney:</p> <p>The prosecutor of the family protection attorney said that the training they received about the national referral system by the PSCCW was really very important, this is the first time that they learned about the National referral system, we learned how to reflect this knowledge in our daily work.</p> <p>Ministry of Health:</p> <p>Mrs Muna Ateek "The responsible of the referral system file in Ministry of Health /Bethlehem expressed that the training they received in the national referral system was reflected positively on their work.</p>
Output 1.3. Standard operating procedures of service providers improved.	Percentage of service providers using amended operating procedures.	Focus groups	<p>Baseline findings (Mehwar):</p> <p>62.2% stated dissatisfaction with the internal standard operating procedures</p> <p>60% stated dissatisfaction with the National Referral System.</p> <p>Baseline findings (GCH):</p>	<p>100% of Mehwar, police, MOSD stated they based on their interventions on internal producers and regulations.</p> <p>GCH:</p> <p>During project PSCCW developed standard operation procedures for the GCH, 100% of the staff using the standard operating procedures.</p>

			<p>The GCH does not have an standard operating procedures guideline, developing a standard operating procedures will be part of the project in the upcoming stages.</p> <p>Baseline findings (Staff at MOSA offices in West Bank districts):</p> <p>57.7% stated dissatisfaction with the standard operating procedures.</p> <p>57.7% stated dissatisfaction with the national referral system.</p>		
	<p>Perspectives of women organizations and activists on the amended operating procedures.</p>	Focus groups	<p>Through the baseline stage a meeting was held in MOSA, this meeting led by the deputy of the ministry in attendance of the representatives of the international partners working with MOSA: UNDP, UNODC, UNW representative office in Palestine.</p> <p>In addition to a group of a Palestinian women organizations (PSCCW, QADER, the women Center For Legal Aid And Juzor for Health and Social Development in Palestine</p> <p>The main findings:</p>		

			<ul style="list-style-type: none"> -Amending and unifying the documents in the NRS. -Activating the national comity of implementing the NRS. -Add an article regarding the needs of WWD. 			
Output 2.1. Drafts of relevant legislations (Penal code, Personal Status Code, draft of family protection Code & National referral system) reviewed and developed based on needs of women & girls, including GWWD	No. of amended /added articles in the personal status code & draft of family protection code.	Documents review	<p>Based on the reviewing of the personal status code and draft of family protection code it does contains articles targets the needs of GWWD, therefore one article will be added to each of the mentioned codes to integrate the needs of GWWD.</p>		32 article amended/added in the personal status code and draft of family protection code	
	No. of amended /added articles in the penal code.	Documents review	<p>Based on the reviewing of the penal code, it does not contain articles that target the WWD needs, therefore one article regarding the rights of GWWD will added.</p>		19 article amended/added in the penal code	

	No. of amended /added articles in the national referral system .	Documents review	<p>-The need to enforce an accountability system for the institutions implementing the National Referral System.</p> <p>-Gaps are found in the coordination process between the three concerned institutions (MOH, Police, MOSA). The coordination between MOSA and the police present with a satisfactory level, while its inactive with the MOH.</p> <p>-The reporting documents used by the MOH to deal with the GWSOV, differ from the documents applied through the National Referral System</p> <p>-Lack of knowledge and information regarding the National referral system by GWSOV including WWVD.</p>	<p>-The need to enforce an accountability system for the institutions implementing the National Referral System.</p> <p>-Gaps are found in the coordination process between the three concerned institutions (MOH, Police, MOSA). The coordination between MOSA and the police present with a satisfactory level, while its inactive with the MOH.</p> <p>-The reporting documents used by the MOH to deal with the GWSOV, differ from the documents applied through the National Referral System</p> <p>-Lack of knowledge and information regarding the National referral system by GWSOV including WWVD.</p>		40 article amended/added in the referral system
Output 2.2. Government is more responsive through advocacy campaigns to approve and	Proportion of decision makers at Mosa and Police who approved the implementation of the amended legislations.	GEM scale	N/A	N/A		<ul style="list-style-type: none"> - Electronic crimes law is developed and approved as a response of the advocacy campaign which organized by PSCCW and Al Muntada. - National social security law: The government stop working with this law as a response to the pressure of local organizations included - (Qader which was a member in the steering committee of the campaign, PSCCW and Al Muntada also participated in the implemented activities).

implement the relevant legislations.					- The family protection law: this law will be approved soon by the Palestinian government as a result of advocacy campaign which implemented by Almutada and PSCCW.
	percentage of implementation the amended national policies and legislations	N/A		N/A	100 % of police, MOSD, Mehwar, General attorney stated they are using the National of violence.

Annex 4: Beneficiary Data Sheet

		The number of beneficiaries reached	
Beneficiary group		At the project goal level	At the outcome level
Female domestic workers			
Female migrant workers			
Female political activists/human rights defenders			
Female sex workers			
Female refugees/internally displaced/asylum seekers			
Indigenous women/from ethnic groups			
Lesbian, bisexual, transgender			
Women and girls in general		68,574	68,574
Women/girls with disabilities		36,360	36,360
Women/girls living with HIV and AIDS			
Women/girls survivors of violence		12,898	12,898
Women prisoners			
Others (specify)			
Primary Beneficiary Total		117,832	117,832
Civil society organizations (including NGOs)	Number of institutions reached	NA	15
	Number of individuals reached	NA	30

Community-based groups/members	Number of groups reached	NA	23
	Number of individuals reached	NA	420
Educational professionals (i.e. teachers, educators)		NA	
Faith-based organizations	Number of institutions reached	NA	
	Number of individuals reached	NA	
General public/community at large		NA	
Government officials (i.e. decision makers, policy implementers)		NA	
Health professionals		NA	14
Journalists/Media		NA	
Legal officers (i.e. lawyers, prosecutors, judges)		NA	12
Men and/or boys		NA	
Parliamentarians		NA	60
Private sector employers		NA	67
Social/welfare workers		NA	105
Uniformed personnel (i.e. police, military, peace-keeping officers)		NA	122
Others (specify) university and schools students		NA	1904
Secondary Beneficiary Total		NA	2,772

Annex 5: Additional methodology-related documentation

Interview guide No.(1) Projectpartner institutions	
Place and date of meeting: -----	
Name of interviewee: -----	
Job description: -----	
introduction	<ol style="list-style-type: none"> 1. How did the project idea emerge? What is your role in the project? 2. Can you explain your role in the project? How do you assess the project implementation? Did it achieve all the results and outcomes expected from it? 3. Have the project activities contributed to the achievement of the general goal of the center or the institution? How?(harmony of goals, intervention strategies, provided services) if not,What are the recommendations for What should be changed? 4. How did the project facilitate the processes of coordination, cooperationand experience exchange, at the interior level of the institution and at the external level with stakeholders? 5. Did the project produced valuable information, new learning mechanisms, innovation and creation acquired during observation and evaluation phaseswhich can be used in the implementation of project activities and interventions and in developing policies and strategies?
Relevance	<ol style="list-style-type: none"> 1. To what extent was the project in relevant to the international human rights and gender treaties and criteria (such as CEDAW (Convention on the Elimination of All Forms of Discrimination Against women, the Universal Declaration of Human Rights, Convention on the Rights of Persons with Disabilities, and the national & local strategies for reinforcing human rights and gender? How and why? 2. To what extent is the project was relevant in responding tothe needs and priorities of the beneficiaries and stakeholders from the governmental and nongovernmental institutions?

	<ol style="list-style-type: none"> 3. Were the need and capacity analysis, which were made at the design stage, conducted from human rights and gender perspectives? 4. To what extent were the implemented activities in relevance satisfying the needs and priorities of the beneficiaries and stakeholders from the governmental and nongovernmental institutions? How and why? 5. To What extent werethe achieved results(goal of project, results and outcomes) suitable forsatisfying the needsand priorities of the beneficiaries and stakeholders from the governmental and nongovernmental institutions? Please explain?
Effectiveness	<ol style="list-style-type: none"> 1. To What extent the general and sub-goals, outcomes, and results were achieved?How? 2. What are the internal and external factors which contributed to achieving, or failure to achievethe project goals, activities, outcomes and results?Why? 3. To What extent have the project reached the female beneficiaries, including disabled women and girls at the levels of project goal and results level? How many beneficiaries were reached? 4. To What extent did the project make positive changes in the lives of the targeted (and the non -targeted) women and girls with regard to the forms of violence addressed by this project? Why?What are major changes that occurred in the lives of those women and girls? Please describe these changes. 5. To What extent did the project reach to the service providers who provide services forfemale survivors of violence at the levels of project goal and results level? How many service providers have been reached? <p><u>The legal side</u></p> <ol style="list-style-type: none"> 1. What is the project achievement at the legislative,policies, and procedures levels to protect females,including disabled women and girls formgender based violence? 2. Was there any change or amendment made, as result of the project, to any of the law clauses, policies and related measures? 3. What are the challenges you faced in this side? 4. What aboutfuture plans? <p><u>As for the interventions intended to enhance service providers’ability to prevent and combat gender based violence:</u></p> <ol style="list-style-type: none"> 1. Was there a multi - sector network built to improve the chance of providing services for female survivors of gender based violence, including disabled women and girls?

	<ol style="list-style-type: none"> 2. Do girls and women, including disabled women and girls obtain high quality services and use them more efficiently? How? Please explain. 3. Have the capacity building activities on gender based violence helped to understand the links between violence against women and building the capacity of service provider so that they can address such links? Were the disabled females included? 4. Did the project take into consideration to maintain or develop the social entity, particularly for the disabled women? Please explain? 5. Did the project take into consideration the safety of the disabled females who were reintegrated into their environments? What was the basis adopted of heir reintegration? 6. Are there any success stories in this context that reveal positive results of reintegration? <p><u>As for the interventions intended to raise the awareness level and change the prevailing social culture about the gender based violence:</u></p> <ol style="list-style-type: none"> 1. Have the educational and media strategies contributed to knowledge increase about violence against females, including the disabled women and girls? 2. Have the mobilization activities led to a change in the attitudes and beliefs of individuals in the local community towards violence against females and the disabled women and girls? 3. Have the capacity building activities and awareness led to continuous increase in men participation in the reduction of gender based violence? How?
Efficiency	<ol style="list-style-type: none"> 1. How efficient was the relation between the inputs and outputs regarding the allocation of enough resources to integrate rights within the design, observation and evaluation of the intervention results at the (financial resources, time, and human resources) levels? Please explain? 2. Were the intervention resources used efficiently to address the rights and needs of the targeted groups (e.g. participation of the targeted stakeholders, collecting disaggregated data, etc.) if yes, why? if no, why?. If no, what do you think were the challenges, how did you overcome them? 3. Was the use of the intervention resources to protect the rights of the beneficiaries in accordance with the achieved results? Please explain? If no, what do you think were the challenges and how were they overcome?

impact	<ol style="list-style-type: none"> 1. In your opinion,did the progress in the project implementation achieve the desired results? To What extent is this in accordance with the project original documents? 2. As a result of this project, did the government service providers become more responsive and effective in providing high quality services to the females, including disabled women and girls? Please explain. 3. As a result of the project implementation, do you think that girls and women including disabled women and girls have the required knowledge for accessing services? How? Please explain with examples? 4. Were there any unintended, positive or negative, impacts that resulted from the project interventions and activities? Please explain. If the unintended impacts were negative, How were they overcome?
Sustainability	<ol style="list-style-type: none"> 1. In case project financing stops, will you continue with the same project? What are the programming recommendations you might suggest to push the project forward? 2. What are the corrections, reformation and recommendations that can be accomplished by the project, if another stage of it is financed, in order to guarantee mid and long term sustainability? 3. From your own point of view, do you think that the project is run with high efficiency and effectiveness? 4. do you have any recommendations about the implementation methodology and/or the administrative implementation strategies? What are some suggestions and recommendations for moving on? 5. How do you classify or evaluate the relation between the center and the partners of the project implementation in the West Bank governorates? What do you think is the nature of this relation? can you give examples about successful participation?What could be made to reinforce this role? Are you optimistic about the future of such relation? Why?
Challenges, lessons learned and best practices	<ol style="list-style-type: none"> 1. What are some of the challenges that you face? Give examples of How to overcome such challenges? 2. In general, what are some of the obstacles that hinder women and girls survivors, including the disabled women and girls, from receiving high quality services that meet their needs and provide them with better protection through the amendment and the development of the current legislations, policies and procedures?

	3. What are some of the lessons learned from the project? Weaknesses and strengths? Please explain?
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Annex 6: Lists of persons and institutions interviewed or consulted and sites visited

.In-depth Interviews: 17 individual interviews were conducted with the secondary beneficiaries. The interviews were as follows:

Beneficiaries	Number	Area
CBOs	3	north
Sharia'a court	1	South
General Attorney	1	South
Ministry of Women Affairs	1	Centre
Social workers in the shelters	2	South
Family protection unit	1	Centre
Psycho Social Counseling Center for Women "PSCCW"	2	South
Qader	2	South
The Palestinian Organization Against Combating Domestic Violence Against Women "Al Muntada"	1	Center
Educational professionals	2	South
Total No.	17	

Focus Groups: 6 focus groups took place in the north, south and centre of West Bank. The focus groups distributed as follows:

Category	Number
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4 focus groups with women and girls who benefited from the project.	46
One focus group with woman/girl survivors of violence	9
One focus group with Almutada members	13
Total Number	68

Annex 7: List of supporting documents reviewed

1. Documents shared by Psycho Social Counseling Center for Women “PSCCW” and the partner such as the Project work plan, Baseline data of the project (i.e. Results Monitoring Plan and Baseline Report), Monitoring plans, indicators and summary of monitoring data ,progress and annual reports of the project, previous evaluation reports.
2. National Strategy to Combat VAW 2011 - 2019,
3. Tthe National Gender Multi-Sectoral Strategy 2011 – 2018,
4. the Palestinian Authority’s National Policy Agenda 2017 – 2022,
5. the 2017 Humanitarian Response Plan and the UNDAF,
6. the amendments policies and regulations used by governmental service providers, among others.
7. World Health Organization (2003). *Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence Against Women*. www.who.int/gender/documents/violence/who_fch_gwh_01.1/en/index.html
8. Jewkes, R., E. Dartnall and Y. Sikweyiya (2012). *Ethical and Safety Recommendations for Research on the Perpetration of Sexual Violence*. Sexual Violence Research Initiative. Pretoria, South Africa, Medical Research Council. Available from www.svri.org/EthicalRecommendations.pdf
9. Researching violence against women: A practical guide for researchers and activists November 2005
http://www.path.org/publications/files/GBV_rvaw_complete.pdf

Annex 8: CVs of evaluator(s) who conducted the evaluation

Fidaa Bargouthi C.V

Gender, law and development Expert and Consultant..., researcher and trainer

PERSONAL DETAILS