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Consolidated Report on Activities Implemented under the Joint Programme “Strengthening National Capacities to Prevent Domestic Violence” in the FYR of Macedonia

Report of the Administrative Agent

Multi-Partner Trust Fund Office
Bureau of Management
United Nations Development Programme
<http://mptf.undp.org>

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PARTICIPATING ORGANIZATIONS



United Nations Development Programme (UNDP)



United Nations Population Fund (UNFPA)



United Nations Children's Fund (UNICEF)



United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN)



World Health Organization (WHO)

CONTRIBUTORS



The Netherlands

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Executive Summary

This Consolidated Final Report on activities implemented under the “Strengthening National Capacities to Prevent Domestic Violence” Joint Programme covers the period from 1 December 2008 to 30 June 2012. This report is in fulfillment of the reporting requirements set out in the Standard Administrative Arrangement (SAA) concluded between the Administrative Agent (UNDP MPTF Office) and the Contributor. In line with the Memorandum of Understanding (MOU), the Report is consolidated based on information, data and financial statements submitted by Participating Organizations.

Violence against women, including domestic violence, is one of the most serious forms of gender-based violations of human rights in Europe and is still shrouded in silence. Domestic violence – against other victims such as children, men and the elderly – is also a hidden phenomenon which affects too many families to be ignored.

FYR Macedonia has taken significant steps to tackle the problem of domestic violence in the past ten years, demonstrating its commitment to building a society with zero-tolerance for such crime.

Over the past four years, UN agencies in the country have worked closely with national institutions and civil society organizations to help implement the National Strategy on Domestic Violence for 2008 to 2012. Many important processes have been initiated to help strengthen the relevant institutions and to empower the victims of domestic violence. The country’s achievements in tackling domestic violence have been highlighted in a recent Progress Report prepared by the European Union (2011). These joint efforts have achieved many key results and now the country has strengthened the protection system, services and its capacities in order to provide adequate services for domestic violence victims. The country is one of first in Europe that signed the Council of Europe’s Convention on Preventing and Combating Violence against Women.

Through this programme a fully functional National Coordinative Body is in place. Its members are familiar with monitoring and evaluation skills, human rights, gender and European best practices in domestic violence policy making.

The first ever baseline Survey on Prevalence and Incidence of Domestic Violence was carried out and its results served to develop a Domestic Violence Strategy 2012-2015 which was endorsed by Government in August, 2012.

Programme key results 2008-2012:

- The first country Baseline survey on prevalence and incidence of domestic violence in the family
- The first Counseling center for families at risk and/or exposed to DV was established.
- 200 professionals from 8 municipalities trained to apply protocols in daily work
- 14 professionals passed specialized training on how to work on behavior change with perpetrators
- Capacities of 160 professionals in the area of law enforcement and judiciary strengthened
- 57 women victims of domestic violence are now employed.
- 3 Regional Shelter Centres for victims of domestic violence were fully refurbished as per national and international sheltering standards
- 235 victims of domestic violence received psycho-social therapy
- 253 victims of domestic violence passed career building trainings
- 37 business owners participated in awareness raising activities on social corporate responsibility towards domestic violence victims
- 562 Roma women have seen documentary film on existing economic opportunities for economic empowerment
- 40 professional trained on how to provide counselling services
- 222 clients received services through Concelling Center for children and family at risk
- 500 children received services through two child-friendly investigation rooms in Skopje and Kumanovo.
- 120 professionals from the Centre for Social Work were trained to work with victims of domestic violence.
- 617 survivors of domestic violence legally assisted – 192 cases taken to court, leading to 147 resolved cases and the issuing of 45 temporary protection measures. 70 University Professors and Academics were trained in domestic violence prevention
- 2,380 health professionals have been trained in early detection and primary prevention of domestic violence.
- Three Public Education Campaigns implemented. According to the National Survey on Domestic Violence in 2012, 73% of respondents know the campaign and 79% stated that they like the campaign.

A national common domestic violence knowledge-base software system is established in the Institute for Social Activities. It successfully collects information from the Ministries of Health, Justice, Labour and Social Policy and Interior and it is expected that consolidated qualitative and quantitative reports will be delivered bi-annually.

With 5 sectoral protocols and 1 umbrella protocol including referral mechanisms which were developed it is expected that coordination among service providers will be improved and adequate services will be offered to the domestic violence victims. More than 800 professionals—including personnel from the Ministry of Interior, social workers, judges and public prosecutors—have been trained in ways to tackle cases of domestic violence more appropriately and efficiently.

The Programme initiated number of activities for direct support to victims of violence. It launched the first institutional support mechanism for economic empowerment of victims of domestic violence in five pilot municipalities. During 2010 -2011, fifty seven (57) victims of domestic violence successfully completed business management training programme and are now running their own businesses or were employed through subsidized employment or have improved their professional skills through completion of vocational trainings for medical attendant, computers and foreign languages. In order to assure further growth and expansion of this mechanism over 2010-2011 several new activities were added, such as: psychosocial and career building trainings, a documentary movie for promotion of economic opportunities to Roma women and social-corporate responsibility actions for private sector representatives. With Programme's support, the three regional Shelter Centres for victims of domestic violence were opened in Sveti Nikole, Skopje and Bitola.

For the first time in the country, a counselling centre for psycho-social treatment of domestic violence perpetrators and a counselling Centre for families and children exposed or at risk of domestic violence were established.

In line with the above mentioned efforts aimed at establishing a standardized national protection system for victims of domestic violence, the programme supported the process of developing and piloting minimum standards for NGOs in provision of legal aid. In partnership with local NGOs, legal aid was provided to 617 victims of violence in 2010 and 2011, with 192 representations in civil or criminal court procedures.

On preventive level, three national Public Education Campaigns were implemented. According to the recently conducted National Survey on Domestic Violence in 2012, 73% of respondents know the campaigns.

Also community outreach and behaviour change programmes targeting communities most at risk were supported by 10 local community bodies. 150 debates organised across the country, 7 local SOS helplines were opened and 13 CSOs were supported to implement community outreach programmes.

With such a comprehensive knowledge gained throughout the implementation of this programme, national institutions can now offer more client tailored services through improved coordinative action among relevant institutions including NGOs.

The detailed explanation on the achieved results is presented in the next sections.

The Multi-Partner Trust Fund Office (MPTF Office) of the United Nations Development Programme (UNDP) serves as the Administrative Agent of the Joint Programme. The MPTF Office receives, administers and manages contributions from Contributor, and disburses these funds to the Participating Organizations in accordance with the decisions of the Steering Committee. The Administrative Agent receives and consolidates annual reports and submits to the Steering Committee.

This report is presented in two parts. Part I is the Narrative Final Report and Part II is the Financial Report which covers the period as of 31 December 2012. The Final Financial Report will be submitted in the following year according to the signed SAA and MOU.



Strengthening National Capacities to Prevent Domestic Violence

UNITED NATIONS JOINT PROGRAMME



Joint Programme on Domestic Violence

“Strengthening National Capacities to Prevent Domestic Violence”

FINAL NARRATIVE REPORT

01.12.2008 – 30.06.2012

1. General Project Information

Project title:	UN Joint Programme “Strengthening National Capacities to Prevent Domestic Violence”
Area/Theme	Social Inclusion
Name of participating organization:	UNDP; UNFPA; WHO; UNICEF and UN Women
Project number:	00061711
Programme Duration:	01.12.2008 – 30.06.2012
Implementing partners:	Ministry of Labour and Social Policy; Ministry of Interior; Ministry of Justice; Ministry of Education and Science; Ministry of Health; Centres for Social Work; Association of Local Self Government Units; Municipalities; Wide range of NGOs; Private sector – Advertising agency PUBLICIS and the media

2. Joint Programme Budget by Participating Organization (*pass-through funding*):

Government of Netherlands contribution (including AA fee): USD 2,457,956

Participating Organizations	Transferred
UNDP	US\$ 1,157,379
UNFPA	US\$ 659,289
UN WOMEN	US\$ 125,938
UNICEF	US\$ 176,817
WHO	US\$ 313,953

3. Abbreviations and acronyms:

AA - Administrative Agent

AAP – Annual Action Plan

AWP – Annual Working Plan

BCC - Behaviour Change Communication programmes

CSO-Civil Society Organization

CSW - Centers for Social Work

EEP-Economic empowerment programme

CTA - Chief Technical Advisor

ISA - Institute for Social Affairs

ITA - International Technical Adviser

JPSC – Joint Project Steering Committee

LCBs-Local Prevention Councils

MLSP - Ministry of Labour and Social Policy

MO - Monitoring Officer

MoES - Ministry of Education and Science

Mol- Ministry of Interior

MoJ – Ministry of Justice

MoH – Ministry of Health

NCB – National Coordination Body

PM - Project Manager

SSAs - Special Service Agreements

TEACH VIP (Training, Education Advancing Collaboration in Health, Violence and Injury Prevention)

UN WGDV - UN Working Group on Domestic Violence

VAW – Violence Against Woman

ZELS - Association of Local Self Government Units

1. Purpose

In 2008, the Government adopted the National Strategy for Protection Against Domestic Violence. It focuses on improving awareness, response and prevention. The key aim of the Strategy is improving cooperation between the different bodies mandated to respond, so that anyone who comes forward can expect an appropriate range of coordinated services—from medical to legal aid—no matter in which town or to which institution they report the crime.

It is expected that standardized and efficient responses, alongside better public understanding, will reduce domestic violence in the country. As the Government rolled out its plan to reduce domestic violence, five UN Agencies, through the Joint UN Programme “Strengthening National Capacities to Prevent Domestic Violence” provided support focused on improving national policy, victim support, and public understanding. This was done through providing training, developing standards and supporting national and local-level campaigns.

The expected outcomes of the Programme include:

1. Efficient policy-making and improved policy-implementation accountability of all relevant national stakeholders

2. Extensive and comprehensive protection and support to the victims of domestic violence

3. Enhanced public awareness and reduced incidence of domestic violence

The UN Joint Programme “Strengthening National Capacities to Prevent Domestic Violence” was also supported by activities funded by the UN Trust Fund in Support of Actions to Eliminate Violence against Women (UN Trust Fund, managed by UNIFEM). Both projects are complementary and mutually supported the following areas:

- Reinforcing inter and intra-sectoral cooperation;
- Enhancing capacities to engage in effective prevention efforts;
- Creating adequate victim support services; and
- Establishing mechanism for measurement of progress in reducing domestic violence prevalence.

2. Results

Overview

UN Joint Programme on domestic violence is perceived as successful by national counterparts, on the other side external evaluation concluded that project goals were met and that significant progress has been achieved towards strengthening the capacities of duty bearers and rights holders through the Joint Programme. Findings presented in the evaluation report have shown particularly

noteworthy the efforts to raise nation-wide awareness of domestic violence across various demographic strata, the improvement of knowledge and skills among frontline workers that tackle domestic violence, the promotion of innovative initiatives to empower victims of violence and the facilitation of multi-sectoral cooperation in protecting victims and survivors.

To achieve the foreseen outcomes, the programme helped institutions and civil servants (such as police, doctors and judges) to recognize, understand and respond appropriately to the problem of domestic violence. The Programme also **provided training, developed response protocols, and provided practical implementation tools, such as guidelines and manuals**. It also worked on developing, testing, and launching models for improving victim support, such as employment and training schemes. At the same time, the UN worked to reduce the stigma surrounding domestic violence. In the past three years, **the Programme ran three high profile public campaigns, which raised the awareness on the issue of domestic violence** and influenced public discussion about this issue.

The Programme provided **ongoing monitoring and analysis** of the situation, as a precondition for argument decision-making. Therefore, the UN supported for establishing a domestic violence data collection and analysis system.

The Programme **developed partnership with the nongovernmental organizations in the country**, as they are able to extend services like legal aid and counselling, and efforts such as improving public awareness.

The UN Joint Programme “Strengthening National Capacities to Prevent Domestic Violence achieved very satisfactory delivery rates. **The Annual Work Plans**, each year, were revised according to the available budget. Specifically, in 2011 the Dutch funds were decreased by 44%, out of total USD 1.133.825,00. All UN Agencies have received USD 638.000,00 which means 56% of the initially expected budget. Due to this reason in mid-June UN Agencies submitted to the Joint Project Steering Committee a revised Annual Work Plan and a justification note for the reallocation of funds. Also in May 2011, a project no-cost extension was received from the contributor.

During the reporting period (2008-2012), the goals of the **Annual Work Plan have been met and planned activities under Outcomes 1, 2 and 3 have been completed**. Outputs are considered innovative and groundbreaking. They have reached extensively over most relevant areas with regards to prevention and victims’ protection. Under this joint programme, **new models for the provision of services and support schemes, like Free Legal Aid, Economic Empowerment of victims, Counseling services for women and children exposed at risk of domestic violence and Treatment for perpetrators**, have been tested. **Coordination mechanisms have been strengthened** and capacity rose among policy-makers, practitioners, community advocates, and diverse professional organizations in different fields such as prevention, protection and early detection of domestic violence.

For 2012, a fundamental consideration was the incorporation of the **handover strategies to ensure the sustainability of the programme and the interventions**. The programme staff managed to successfully transfer the know-how and lessons learned to national partners thus ensuring that **sustainable services remain in the country beyond the current programme**.

FYR Macedonia is now becoming a regional reference on domestic violence services, and can benefit from a position of leadership in the Western Balkans on innovative, efficient and effective policies to end violence against women. **The holistic approach and multi-stakeholder participation is seen as effective in tackling domestic violence.** To properly step forward into this new role, the government needs first, further strengthening of the social policy to show progress and commitment towards respect of human rights and a more inclusive, egalitarian and fair society; and, second, to take over the existing services and tools developed to date within the joint programme to ensure the continuity of present achievements. (Continuity plan attached as annex C)

In the sections below, more specific details are presented for the three outcomes and the related outputs. Table 1 below is presenting progress against targets of the joint programme, based on the revised monitoring framework, 2011.

INDICATORS	Baseline		End of project	
	Year	Value	Target	Achievement
OUTCOME 1: Efficient policy – making and improved policy implementation accountability of all relevant national stakeholders				
Number of assessments of national legislation and required changes through the CAHVIO ¹ Convention presented by the Ministry of Justice to the Parliament	2008	0	2	2
Percentage (%) of 33 National Coordination Body (NCB) members that made at least one Domestic Violence (DV) related intervention per half year based on the DV data of the Institute of Social Affairs	2008	n/a ²	10%	10%
Progress towards the implementation of National Strategies on DV ³	2009	0 points	6 points	6 points
Number of data sources ⁴ feeding into the data collection ⁵ centre of the Institute of Social Affairs and made available online to NCB members	2009	0	4	4
National baseline survey on DV using standardized indicators of the United Nations Economic Commission for Europe published	2008	no	yes	yes
INDICATORS	Baseline		End of project	
	Year	Value	Target	Achievement
OUTCOME 2: Extensive and comprehensive protection and support to the victims of domestic violence				
% of reported DV cases from Ministry of Labour and Social Policy that fully followed protocols per year	/			<i>(baseline and target to be established by 12/2012)⁶</i>
First mechanism for economic empowerment of women victims of domestic violence established	2009	no	yes	y e s

¹ Ad Hoc Committee on Preventing Violence against Women

² Data collection centre of the Institute of Social Affairs not functional

³ Scale from 0 to 6: a) rules of procedure for National Coordination Body (NCB) defined: 1 point, b) NCB members trained in Monitoring and Evaluation and Human Rights for at least 6 days: 1 point, c) 5 relevant Ministry has nominated 2 NCB members: 1 point, d) 5 Ministries have established Annual Work Plans to implement the National Strategy, e) 5 Ministries have framework to monitor the implementation of the National Strategy, f) new National Strategy on DV drafted: 1 point

⁴ Ministry of Interior, Ministry of Health, Ministry of Labour and Social Policies, Courts

⁵ data disaggregated by sex, age, ethnicity and place of residence

⁶ The DV cases are reported by the Ministry of Interior, while Ministry of Labour and Social Policy is still not able to process data.

All Civil Society Organizations that provide legal aid to victims of DV operate on mandatory standards set by the NCB	2009	no	yes	yes
% of victims of DV involved in the economic empowerment programme that are employed	2009	n/a	50%	53% (57 out of 107 who applied)
Progress towards scaling up DV Counselling Centre for Children and Families ⁷	2009	0 points	1 point	1 point
Umbrella and five sectoral protocols with referral mechanism endorsed by the DV NCB	2009	no	yes	yes
Number of police officers, health care workers, education sector workers, social protection workers and NGO representatives equipped with knowledge to apply protocols related to DV	2009	0	350 (planned 10 municipalities)	200 (implemented only in 8 municipalities)
Progress towards piloting a Counselling Centre for Perpetrators of DV in University Clinics of Psychiatry ⁸	2009	0	3 points	3 points
Progress towards standardization of legal aid service ⁹	2009	0	3 points	3 points
Number of UN-supported legal aid service centres that are operational ¹⁰	2009	0	7	11
Number of DV victims provided with free of charge legal aid by UN-supported Legal Service Centres	2009	0	500	387
Number of resolved cases through UN supported Legal Aid Services	2009	0	0	96
Number of clients of the Counselling Centre for Children and Families per year	2009	0	50	84
Number of pilot ¹¹ child-friendly interrogation rooms based on nationally harmonized standards established within the Centres for Social Work	2009	0	2	2
Number of private sector representatives equipped with knowledge ¹² as potential employers in the Economic empowerment programme	2009	0	150	237
Number of actual and potential ¹³ women victims of DV supported ¹⁴ through the Economic empowerment programme	2009	0	171	253
Progress towards standardized police response in DV cases ¹⁵	2009	0	16 points	16 points
INDICATORS	Baseline		End of project	
	Year	Value	Target	Achievement
OUTCOME 3: Increased public awareness				
Number of municipalities that a) are involved in DV community outreach programmes, b) have established a Local Community Body for DV, and c) have annual work plans approved by local councils	a) 2009 b) 2009 c) 2009	a) 0 b) 0 c) 0		a) 31 b) 28 c) 10
Number of behavior change activities conducted by NGOs ¹⁶	2008	0	2.500	3.000

⁷ Scale from 0 to 4: a) staff of DV Centre for Children and Families fully funded by government: 2 point; b) Government has operationalized at least one additional centre in another city: 1 point; c) ratio of total of referred people to people that that finish programme >70%: 1 point

⁸ Scale for 0 to 3: a) Guidelines, standard and norms on functioning of Counselling Centre adopted: 1 point, b) 14 professionals are specialized to work with perpetrators through a 4 months training: 1 point, c) evaluation of pilot model conducted: 1 point

⁹ Scale from 0 to 3: a) Standards and licencing criteria developed and piloted by seven NGO-managed legal aid service centres in 21 municipalities, b) NGO handbook on provision of legal aid services to victims of DV, c) Bar Association handbook on provision of legal aid services to victims of DV

¹⁰ 'operational' is defined as providing legal aid to victims

¹¹ with highest incidences of juvenile justice cases

¹² DV and corporate – social responsibility training

¹³ 'Potential victims' refers to at-risk women who are not registered as victims in the centres for social work in order to inform and motivate them to get registered and be able to enter the programme (e.g. Roma women)

¹⁴ Psychosocial trainings, career building trainings, Roma DV trainings, from Idea to business trainings, and other.

¹⁵ Scale from 0 to 16: a) No. of 8 planned round-table meetings held: 1 point each, b) Standard Operation Procedure for police, judges and prosecutors for dealing with DV cases drafted: 8 points

¹⁶ public debates held, training courses of SOS lines volunteers, production of leaflets, open theatre pieces, work with children from kindergarten, high school clubs

% of TV viewers in the country that have seen a DV TV spot per year ¹⁷	2009	97%	88%	90%
Number of posters ¹⁸ , brochures and leaflets on DV disseminated	2008	0	370.000	370.000
% of 60 university professors that include at least a 1-hour DV module in their regular lessons per year	2009	0	20%	20%
% of teachers who recognize positive practices ¹⁹ as the most suitable response to violence in 8 targeted schools	2009	none	76%	76%
Number of primary teachers that have basic knowledge and a tool ²⁰ to implement non-violence practices	2009	5	700	700
Number of schools that have a system in place to track violence in their schools	2010	0	40	40

OUTCOME 1: Efficient policy-making and improved policy-implementation accountability of all relevant national stakeholders

OUTPUT 1: NCB effectively coordinates policy making and implementation of the national strategy for protection against domestic violence and other relevant national strategies

In order to improve governance structure and accountability for policy-making on domestic violence, in April, 2008 the Government endorsed the first strategic document to strengthen and improve the national system in adequate respond on domestic violence occurrence. The overall goal of this document was to reduce the domestic violence phenomena, to improve the quality of protection trough coordinated approach among institutions and systematically to strengthen active measures in the area of prevention, therefore to secure equal access to services for the victims.

In October 2008, for the first time in the country, a National Coordination Body was established and in April, 2010 due to the political changes within the Chair Ministry, the new composition of this Body was endorsed by the Government. Main tasks of NCB were monitoring and evaluation of implementation of the Domestic Violence Strategy and its action plans. It consisted of 31 members from all relevant ministries including 13 representatives from civil society sector. During entire existence of this ad-hoc body MLSP was Chair Ministry.

With regard to the NCB functionality, the programme provided support with technical expertise; rules of procedures were clearly established and mechanisms for its functioning were applied by the NCB Chair and members.

The Programme strengthened the capacities of the members of the NCB, through several trainings and two study visits: in Netherland and Slovenia. Majority of the NCB members received knowledge on human rights and gender based violence and learned how to conduct monitoring and evaluation of the Domestic Violence Strategy 2008-2011. Based on the gained knowledge, representatives from relevant ministries and the members of NCB each year prepared the Annual Work Plans²¹ with set

¹⁷ seen TV spots at least once a year; TV spots in five languages; annual topics: a) 'A real man never hits a women' (2009), b) 'Say no to domestic violence' (2010)

¹⁸ displayed in hospitals, banks, municipality buildings, schools

¹⁹ 'positive practices' implies that teachers are aware of the existence of positive preventive measures and tend to use them instead of using the more "traditional" repressive measures

²⁰ 'Manual for violence reduction in schools – How to make a difference?'

²¹ Total 7 reviews were conducted during the project implementation: 1 in 2009; 2 in 2010; 2 in 2011 and 2 in 2012

Monitoring and Evaluation Framework. In order to improve existing legislation during 2009 several public debates countrywide and key findings were to strengthen the current legislation specifically the protective measures for the victims and to improve the coordination system among institutions. Regarding the legislation the key findings were that at that moment the system needed to be strengthened within the current legislation.

Special attention was given to support the Government's efforts to ratify the Council of Europe (CoE) Convention on preventing and combating violence against women and domestic violence. With Programme's support, the NCB endorsed two comprehensive Assessments of the need for alignment of the national domestic violence legislation vis-a-vis CoE Convention requirements.

As a result of the comprehensive work in domestic violence area and further improvement of the system, in 2012 the Programme supported the Government's efforts to develop new 2012-2015 Domestic violence strategy. Relevant institutions and civil society organizations nominated their members in the special Working Group set up to work, together with UN Agencies, on development of the new 2012-2015 Domestic Violence Strategy. On 28th of June 2012 the document was presented by the National Assembly Commission for equal opportunities and on 7th of August the Government endorsed the Strategy 2012-2105. The new Domestic Violence Strategy expects to upscale government's efforts in combating domestic violence phenomenon across the country and even more to initiate the decentralization of the prevention process in the domestic violence area.

OUTPUT 2: National unified data collection system for monitoring incidence and trends of domestic violence established

The establishment of a unified model for data collection, recording and its compilation into a central database is one of the key challenges that were addressed in order to guide future policy actions. The programme supported development of unified system for data collection and in mid 2009 assessment of the situation regarding data collection in all relevant national institutions was carried out. The key recommendation of the final assessment report was establishment of a system whereby each relevant institution would share data, creating a common domestic violence knowledge-base system to be hosted by the Institute for Social Activities rather than establishing a central, domestic violence - specific system based on a 'case management' model. This shared system would collect, analyze and report on domestic violence trends and incidence from all involved institutions. The proposed modality/system for data collection was presented, discussed and agreed upon with the representatives of the National Coordination Body.

Four training workshops were held with the national partners and institutions in order to reach a consensus and familiarize relevant actors to the newly proposed collection forms, a set of common domestic violence indicators, glossary of terms and the draft protocols for data collection and recording. Although not planned originally in the project document, the representatives from the Judiciary were also involved in the process.

The process was suspended in 2010 due to budget cuts, but the total planned budget for this specific activity was transferred in 2011. Despite that, several activities were undertaken, the Ministry of Health, as the weakest link as per the assessment report in 2009, requested a software application for data collection in health sector. During the summer 2011 and summer 2012, more than 300 doctors from all regions of the country were trained to use the new software. The training was

certified by the Association of Doctors as a continuous medical education in order to attract the primary care doctors and gynecologists to be part of the national system of data collection. A direct link on Ministry web site was set where medical professionals can input domestic violence data on the web application (<http://nasilstvo.mz.gov.mk>). Also technical support for the health professionals was secured through engaging the software company with open line for the eventual questions on open issues in the process of data entry. The usage of the newly established data collection system in the health sector will be especially increased after 2013 when new Law on data entry in the health sector will enter in force and electronic data entering will be mandatory.

In 2012 a web platform-portal was established within the Institute for Social Affairs as a base of the data collection system and as an upgrade of the existing social care system in the Institute. The portal has in and out content, loaded with all produced documents from the Joint DV programme.

This web portal is the first ever established system in the country to collect domestic violence related data and it has sustainability to further grow and link the national indicators with the State Statistical Office. This data will support the new policies and practices in the institutions and will help to create better service and preventive care for the victims.

UNDP together with UNFPA and UNWOMEN led the process of implementation of the first country Baseline survey on prevalence and incidence of domestic violence in the family. It is expected that the survey will help the country to overcome the existing gap with domestic violence data and give directions for appropriate policy development and implementation. UN Agencies have agreed²² UNDP to take the lead role in managing and administering the overall DV Survey process, since this specific activity was not originally planned. The methodology of the survey was developed based on the Manual victimization surveys (developed by UNECE and UNODC, endorsed by the Conference of European Statisticians).

The survey was carried out during March and April 2012. A total of 2,100 persons were interviewed. Upon the completion of the field work, data base was created with gathered inputs and their analysis was conducted by the team of international and two national consultants. As a result of the analysis a Study on Domestic violence Survey was prepared and published in the framework of the “Strengthening national Capacities to prevent Domestic Violence” programme. The study report being unique in the field of the DV, expects to increase government’s efforts in combating and preventing the phenomenon of domestic violence across the country, as well as in addressing the issues of domestic violence in current legislation aiming improvement of the preventive measures on DV.

OUTCOME 2: Extensive and comprehensive protection and support to the victims of domestic violence

OUTPUT 3. Standardized national protection system for the victims of domestic violence established

²² Note to the file on the implementation and financial contribution for the national survey on domestic violence, between UNDP, UNWOMEN and UNFPA in the frame of the UN Joint Programme “Strengthening national capacities to prevent domestic violence”; date of the final signatory party (UNWOMEN) 08 February 2011 (e-mail correspondence)

In order to standardize procedures and ensure harmonized, victim-friendly protection services across all service providers, governmental and non-governmental, line Ministries agreed that the existing protocols have to be revised and a missing one developed.

In 2010 through this programme the process of development of five sectoral protocols (social, police, health, education and civil society) and one umbrella protocol with referral mechanism for domestic violence cases was supported. Members of NCB endorsed these five sectoral protocols with referral mechanism. 4500 copies (3000 in Macedonian and 1500 in Albanian language) of the umbrella protocols as well as 2000 CDs in Macedonian, Albanian and English language were printed and distributed. These materials were distributed country wide among direct service providers. Based on the needs of the institutions, the Programme supported development of a more simplified "User friendly" version of the Umbrella Protocol. The Programme printed 3000 copies (2000 in Macedonian and 1000 in Albanian language) of this version of the protocol and distributed it country wide among direct service providers.

In order to establish the already developed mechanisms in each line sector, the Programme completed the development of training packages for police, health care and social protection, education sectors and NGOs, by the local experts. In 2011 / 2012 capacity building 2 day workshops were organized for mixed professional teams from different sectors in 8 municipalities: Skopje, Bitola, Stip, Gostivar, Kavadarci, Strumica, Ohrid, Kumanovo. The selected NGO "Sojuz za rodova ravnopravnost - nacionalen sojuz na zeni na RM" trained 200 professionals for the health, police, education, social and NGO sector on the protocols/ referral mechanisms dealing with domestic violence cases. They gained the knowledge to use protocols/referral mechanisms to offer to the victims standardized and equal access to services. As a result, for the first time in the country standardized quality of service provision is being recognized.

The Academy of Judges and public prosecutors was contracted to further support capacity building and cooperation between the Ministry of Interior, the Centers for social work and the judiciary in the area of criminal and civil domestic violence procedures. 160 professionals from the Ministry of Interior's (Moi)-sectors for Internal Affairs, social sector, judges and prosecutors representing 8 target municipalities through round table discussions have put their efforts to improve the cooperation at local-level in criminal and civil procedure of domestic violence cases. As result of implementation of this activity "Practicum for dealing with domestic violence cases" was developed. It is expected that this publication will help law enforcement officers, social workers and the judiciary professionals to improve coordination in their institutional response towards the domestic violence cases.

In addition to support the victims of domestic violence, a process of standardization and licensing of legal aid service providers, initiated in 2009, was successfully completed in 2011. Standards for legally authorized NGOs to provide legal aid to victims of DV were developed and piloted throughout the project lifespan and capacities of the legal aid providers (NGOs and Bar Association members) strengthened through tailored trainings and specific Guides (Handbooks) for provision of legal aid to victims of DV. Standards for NGO legal aid providers covering issues such as intake procedures, data collection, evidence gathering, enabling gender sensitive environment, safety planning, referrals, were drafted, based on an assessment of their capacities and needs and through consultations with NGOs, the Institute for Social Affairs and the NCB. The training module for NGOs legal aid providers

was developed and tailored based on the standards and criteria for licensing of NGOs and capacities of seventeen NGOs, identified as service providers through the assessment, were strengthened through two-days training. As an outcome of these trainings, the representatives from these NGOs are able to apply the standards for provision of legal aid to victims of domestic violence in line with the national legal framework and the existing instruments for protection and assistance in cases of domestic violence.

In close cooperation with the Bar Association, capacities of 34 members of the Bar were strengthened through specifically tailored training module for lawyers. The training focused on national civil and criminal legal framework and existing practical issues from the legal practice related to proceedings in cases of domestic violence, as well as introducing the international legal instruments for cases of domestic violence. The training dealt with the gender aspects of domestic violence, the application of interviewing techniques, determination of the history of the cases, evidence gathering, etc. One training session was also dedicated to the new Law on Free Legal Aid, the eligibility of victims of domestic violence for free legal assistance and the role of Bar members in providing free legal services. As result of these activities, 34 members of the Bar Association were sensitised on representing domestic violence cases in the court procedures. In order to ensure sustainability of this activity, the Programme developed and printed practical handbooks/guidelines for provision of legal aid to victims of domestic violence.

Based on the Standards for legal aid to victims of domestic violence a comprehensive Guide for NGOs was developed, to lead its users in identification and referral of victims of domestic violence, in providing key civil legal remedies, in better following the acceptance procedures, and in improving the cooperation with the police, centres for social care, courts and the prosecutors' office, the bar and other relevant stakeholders in the process of providing legal aid. The Guide, available in English, Macedonian and Albanian Language, was printed in 500 copies and distributed to NGOs throughout the country. Another Guide for lawyers as a practical tool kit was developed in close cooperation with the Bar Association to serve as a reference literature to lawyers working with victims of domestic violence covering important aspects, including gender aspects of the phenomenon of domestic violence, existing legal mechanisms in the country, as well as to provide practical guidance and examples on specific features of legal aid provision (acceptance procedures, conducting interviews, legal classification of cases, referrals, safety planning etc.). The Guide, printed in 1,000 copies is available in English, Macedonian and Albanian language. The Guide was distributed to the lawyers that attended the training, to the Bar Association and to the lawyers from Centres for Social Work (CSW), the latter with support from the Institute for Social Activities.

For the Centres of Social Work, which are also providers of legal aid to victims of domestic violence, extended support was provided to the Institute for Social Activities (ISA) in translating and printing the Standards and Guide for professionals in dealing with domestic violence cases. The publication was printed in 650 copies in Macedonian and Albanian language, and disseminated by the ISA to all CSW in the country.

These Centres are managed by seven specialized NGOs covering the period June 2010-November 2011.²³ During the two year period, the seven NGOs piloted and practically tested the standards for

²³ The financial support to the Legal Aid Centres was secured through the funds from both projects (funded by the Government of Netherlands and the UNTF EVAW) in the following way: in 2010, three NGOs were supported from Dutch

provision of legal aid services, operating in Skopje, Tetovo, Kumanovo, Stip, Sveti Nikole, Veles, Kavadarci and Krivogashtani. Besides providing legal aid to victims (primary and legal representation in court), local NGOs worked on raising the awareness of local population on the phenomenon of domestic violence, on the need to report and to rely on the locally available services, on advocating with local institutions for improving the coordination and referrals as well as with local stakeholders on possible solutions to render these services more sustainable.

As a result, based on the data available at the Centres for Legal Aid, a trend of increased reporting and delivery of direct assistance to victims of domestic violence has been recorded during 2010-2011. Statistical data from the centres for legal aid show that in 2010, there were 230 cases that received free legal aid from which 63 court representations and 16 temporary protection measures. The caseload significantly increased in 2011, when a total of 387 domestic violence cases were provided free legal aid services, out of these 129 representations in court procedures and 28 temporary protection measures. All cases have been provided either primary legal aid (advise, referrals or assistance in legal documentation) or court representation. Over 95% of assisted cases were women.

At the conclusion of the programme, UN Women commissioned a comprehensive evaluation of the results of NGOs' work in provision of legal aid to victims of domestic violence.²⁴ The evaluation consolidates best practices in provision of free legal aid to victims of domestic violence and gives important recommendations for further strengthening of the use of standards in legal aid provision and areas for capacity strengthening of NGOs who are providing services in response to domestic violence.

Another important activity that was conducted under this Output was development and piloting of a Counseling centre for families at risk and/or exposed to DV. The first counselling centre in the country for families and children exposed to or at risk of domestic violence was established in 2011 and has so far provided services to over two hundred women and children. The Ministry of Labour and Social Policy has found the center a successful model and intends to replicate it in other areas of the country. This is also reflected in the Government Strategy for Prevention and Protection of Domestic Violence (2012 – 2015). Establishment of the center was the result of a one and a half year long process, starting from a thorough review of the national laws, strategies, and research reports in order to assess the current situation, existing capacities and mechanisms, and based on the evidence, make recommendations for the most appropriate services. For this purpose, a Canadian based Child Development Institute was engaged, who with support from the ministry officials, front-line social work professionals and relevant stakeholders, conducted the review and concluded that despite the recent advances in services for abused women in the country, there was still a noticeable lack of accessible services for children victims of violence and abuse. Therefore, establishment of a counselling centre for families and children exposed to or at risk of domestic violence was recommended. In addition, the international expert developed the guidelines and concept for the establishment of the centre, as well as the standards and norms for the functioning of the centre for use by the Ministry of Labour and Social Policy.

funded project and four from the Trust Fund component; and in 2011, all seven NGOs were supported within the Dutch funded project.

²⁴ Comprehensive independent evaluation of the work of the Legal Aid centers had been commissioned by UN Women, funded within the complementary project funded by the UNTF on EVAW.

The expert from the Child Development Institute also supported the development of a counseling programme for the center. Appropriate technical assistance was provided throughout 2010 to governmental counterparts from the Ministry of Labour and Social Policy, Centre for Social Work and the Institute for Social Activities. As a result, all the necessary instruments for the implementation of the counselling programme (work programme, manuals, assessment tools, reporting formats, etc.) were developed and adopted.

After establishment of the counseling centre a number of activities were undertaken to further develop its capacities. The Child Development Institute was engaged to: (i) assess the overall work of the Counselling Centre; (ii) develop and deliver training for Centre for Social Work (staff on the management of counselling services and their impact on women and children); and (iii) develop and deliver training for a multi-disciplinary team of professionals on the provision of comprehensive services to child victims of domestic violence and abuse. 40 representatives from the Centre for Social Work Skopje, the Counselling Centre, the police, the Ministry of Labour and Social Policy and health institutions were trained on managing counselling services. Additional on-the-job training was delivered to the Counselling Centre staff.

With support from the international expert, the appropriate information materials for potential Counselling Centre users were developed in cooperation with the Ministry of Labour and Social Policy. The materials were translated in Macedonian and Albanian languages and disseminated to relevant institutions and points of referral.

The Counselling Centre, comprised of a psychiatrist, psychologist and pedagogue, continued to provide services to beneficiaries throughout 2011 and 2012, supporting a total of 222 clients (85 women, 40 men, 59 girls and 38 boys) with counselling services. Out of the total number of 222 clients, only 11 clients referred to the center decided not to continue with the counselling centre programme.

With support from the project, two child-friendly investigation rooms were established in Skopje and Kumanovo and are now operational. The specific objectives of these rooms are: to provide professional services to children who survived violence or crimes, witnessed violence or crimes, or are accused of having committed an offence; to provide multiple services in one place, including psycho-social support, social work services, legal aid and forensic investigation; to employ staff that are specially trained to deal with cases involving children and women; to provide services in a non-threatening environment; to secure proper investigation of cases involving children as victims; and to protect the child in the legal proceedings. Based on the objectives, the beneficiaries of these rooms are: children at risk and children in conflict with the law; children victims or witnesses of violence; children victims of crime; children witnesses of crime; and children receiving services from the CSW professionals (in the cases of divorce, etc). In cooperation with the MLSP, UNICEF developed the standards for establishment of the child friendly investigation rooms, and investigated the potential for establishment of such rooms in several municipalities. Based on several criteria (among which priority was given to the number of cases registered in each of the municipalities), Centres for Social Work in Skopje and Kumanovo were identified as the top priority ones. The refurbishment and adaptation of the premises was done by UNICEF in 2010. To date, around 500 children received services in these rooms.

The Institute of Social Activities in the country is mandated by law to provide training to all centers for social work staff and ensure that centers for social work provide standardised services to children victims of violence. Based on the evaluation conducted in 2010, it was revealed that the trainings provided by the Institute of Social Activities to the staff of the centers for social work had very little impact on how services are provided to children. One of the key reasons was the absence of standardized training curriculum, and of tools to monitor the learning achievements once training is completed. In 2011, using its other resources UNICEF supported the Institute in development of an in-service curriculum targeting the staff of the centers for social work. This included the following modules: Promote Equality and Valuing the Diversity of People, Communicating with People, Understanding the Needs of and Working with At-Risk Children, Engaging and Working with Families, Engaging with Communities, Therapeutic Activity Planning and Implementation, Social Group work, Assessing the Needs of Beneficiaries. The process continued in 2012 with the Dutch funds, and resulted in finalisation of the curriculum and its roll-out on national level. A series of trainings were provided to the 120 professional staff of the centers for social work, including the managers, at the beginning of the 2012. Final beneficiaries of the training are all victims, including children and their families, who receive services from the centers for social work staff.

As a key challenge and lack of systematic response to domestic violence phenomena in the country was identified that special treatment and work with perpetrators was missing. Throughout this project, international and national expertise was used to establish the first counseling center for the perpetrators. The implementation mechanism was clearly established between MLSP and MoH. Based on the signed MoU between the two institutions counseling center was established within MoH premises - Pchiatric Clinic-Skopje. Association for Psychological Assistance –Centre Modus from Zagreb has been selected to support relevant ministries in developing the following tools for work:

- Programme and guidelines for the treatment services;
- Standards and norms of the treatment center;
- Protocols for referring the perpetrators to treatment;
- Instruments for daily work of the center;
- Manual for delivery of treatment programme.

In December 2010, experts from MODUS CENTER Zagreb conducted set of 3 introduction trainings for 3 different groups; specifically 105 professionals in total have been trained on the perpetrators treatment approach. In 2011, four-months training (February-May) for psychosocial treatment was conducted and 14 selected professionals were trained to work with perpetrators of domestic violence. They received certificate for psychosocial treatment of DV perpetrators. The team of experts developed and adopted the national programme for the counselling centre for perpetrators treatment. In order to promote and increase awareness for the recently established Counseling Center for perpetrators, several meetings were held with Judges, professionals from CSW Skopje and police officers working on domestic violence cases. The overall objective was to present the working methods of the Counseling Centre with the aim to encourage the selected professionals to activate one of the temporary measures for protection of DV victims - attendance of Counseling Centre. A

first group of the perpetrators was selected as per court decision and they passed a first cycle of the treatment in the country. In 2012, supervision mission was conducted with the international experts from the Society for psychological Assistance Zagreb. They supervised the professionals working in the Counseling Centre and their work with the first group of perpetrators who have passed the psychosocial treatment.

In order to obtain the necessary qualifications to provide such services, in December 2011, a study visit-on the job training was organized for 5 professionals from health and social sector in the counseling center for psychosocial treatment in Zagreb. Structured programme including visiting of different services in Zagreb was organized from the Association for Psychological Assistance – Centre MODUS, centre for psychosocial treatment of perpetrators of Domestic Violence of the Croatian colleagues for capacity building. The purpose of the on job training was to visit the Centre MODUS and the relevant institutions working with perpetrators in all stages of the treatment process. The procedures and recommendation, and experience gained from the Croatian model of work with perpetrators were additionally incorporated in the norms, standards, and instruments of daily work of the Counseling Centre in Skopje.

An evaluation mission was also conducted with the international experts of the Society for psychological Assistance Zagreb and a one day workshop with all relevant stakeholders. A national programme for the Counselling Centre for Domestic Violence perpetrators treatment was prepared together with adopted norms and standards for the work of the Counselling Centre, in support to the system for prevention of the victims of Domestic Violence (Official Gazette of RM n. 69 from 6 June 2012).

In order to overcome the existing problems in the country related to safe accommodation (Shelter Centres) and to secure sustainability of those safety houses for victims of domestic violence, the programme based on the request of MLSP put extra efforts in realization of this activity. The recommendations of the Final Activity Report of the Council of Europe Task Force to Combat Violence against Women, including Domestic Violence (EG-TFV (2008)6) were that safe accommodation in a form of a specialised women's shelters had to be available in every region- with one family place per 10 000 head of population, based on the needs related with population and regions. However, the number of shelter places should depend on the actual need.

UNDP and MLSP promoted the regional model for the Shelter Centres establishment in the country. For the first time in country, Ministry of Labor and Social Policy and local authorities from Sveti Nikole applied joint polices throughout MoU to establishe a regional shelter that covers Vardar Region. The municipality supported the action with premises provision and MLSP with the team of professionals from the Centre for Social Work from Sveti Nikole who would be responsible for Shelter management and provision of relevant services to victims of domestic violence.

The need for further standardization of local response practices for dealing with domestic violence victims in the country, made the MLSP and UNDP agree on the need for establishment of 2 additional Regional Shelter Centres for victims of domestic violence in Bitola and Skopje. UNDP

supported the process of Shelter construction²⁵, reconstruction²⁶ and refurbishing²⁷ by following up the national²⁸ and international²⁹ Sheltering standards.

The three regional Shelter Centres can accommodate up to 20 victims of domestic violence and their children at the same period. The Shelters are covering country's Vardar, Skopje and Pelagonia development regions composed of 35 municipalities with more than 900.000 inhabitants.

With this action the institutional capacities to manage the caseload of victims in need for sheltering and combat domestic violence will be further strengthen with appropriate technical support of the premises and building of the capacities of its human resources to prevent and protect victims of domestic violence and to secure safe and dignified reintegration in the society

OUTPUT 4: Programmes for economic empowerment and reintegration of victims of domestic violence established

The programme supported the establishment of the first institutional response for economic empowerment of victims of domestic violence. National and international experts conducted deep situation analyzes in order to develop client tailored services for reintegration trough economic empowerment of the victims of domestic violence. Due to the lack of existing systems for such services, EEP were piloted in 2010 in five pilot municipalities: Skopje, Tetovo, Kumanovo, Bitola and Kavadarci. The programme has been part of the Government's Operational Labour Plan during the entire period of joint programme implementation and has included 3 active labour market measures: self-employment, subsidized employment and vocational trainings.

Results from implementation of the EEP pilot in five municipalities, show that the numbers of victims of domestic violence who apply for the programme is lower than originally anticipated. The most attractive measure has been subsidized employment, however the attrition rate of those enrolled in this measure has been high.

Based on our assessment of this situation, it emerged that most of the applying victims of domestic violence were not psychologically ready to enter employment, the support received from the Center for social work and employment centres staff is not sufficient, coordination between these two institutions is weak, and municipal and private sector representatives are not sufficiently sensitized to DV issues to facilitate a smooth identification and intake process for women who may be interested in participating.

In order to address the above, with the expert advice of the international and national expert who conducted EEP pilot evaluation and the CTA, fine-tuning of the activities under the EEP programme was conducted. Emerging actions were developed in order to improve the preparedness of victims on the one side for successful entry and retention in the EEP programme; and on the other side to improve the knowledge and sensitization of service providers and prospective employers to the psychosocial impact of domestic violence on these prospective employees. These activities were

²⁵ Skopje Shelter Centre construction of a montage house

²⁶ Bitola Shelter Centre complete reconstruction of premises

²⁷ Bitola and Sv.Nikole Shelter Centres complete refurbishing

²⁸ Institute for Social Affairs Guidebook for provision of social services

²⁹ CoE CHAVIO Convention

additional to those already planned and reflected in the project document and its annual work plans i.e. support to the smaller number of victims entering mainly self and subsidized employments remains as other support activities.

During 2010 - 2011, 57³⁰ victims of domestic violence successfully completed business management training programme and are now running their own businesses or are employed through subsidized employment or have improved their professional skills through completion of vocational trainings for medical attendant, computers and foreign languages. The victims of domestic violence continue to be part of the Government employment programmes in 2012 together with other vulnerable groups.

In order to ensure successful implementation of the economic empowerment programmes, the UN strengthened the national capacities through trainings for psycho-social support and assistance. Specifically, 59 professionals from the Centres for Social Work and Employment Service Agencies country wide successfully completed training modules for psycho-social support and assistance and received knowledge for the process of reintegration of domestic violence victims' through economic independence.

In 2011 the economic empowerment programme for women victims of domestic violence was successfully applied country wide. It was identified that national capacities need to be further strengthened to ensure successful implementation of the economic empowerment programme and thus 100 professionals: 70 from the Centres for Social Work and 30 from the Employment Service Agencies continuously were trained. They completed special workshops whereas they agreed on the goals, activities and roles of all the relevant institutions in implementation of EEP for women victims of domestic violence.

In the frame of the 2011 Economic Empowerment Programme numbers of actions were undertaken aimed to further enhance victims' position on the labour market and to increase awareness for the opportunities. Based on the experience from implementation of earlier cycles of the economic empowerment programme that showed high level of drops out and programme attrition due to candidates' psychological and professional unpreparedness to enter and complete the employment program, the following set of actions has contributed to the empowerment of women victims of domestic violence in their efforts to integrate better at the labour market

-Career building training;

-Psychosocial training (*continuation*);

-Roma inclusion in the economic empowerment measure through awareness raising activities; and

-Sensitization of potential employers on domestic violence crime and their social and corporate responsibility towards the society and vulnerable groups.

³⁰ 33 opened their own businesses; 21 got subsidized employment and 3 improved professional skills through vocational trainings

Some of proposed activities were new, aimed to mobilize the most vulnerable groups such as from Roma communities, while some entail a scaling up of those activities that proved successful in 2010³¹.

A total 235 victims of domestic violence from 23 municipalities have completed the 3 day specialized Career building training³² enhancing their professional skills and employability on the labour market.

The country wide psychosocial training programme for victims of domestic violence has been implemented from 2010 until 2012 with engagement of two local psychologists-psychotherapist and civil society organizations. The action aimed to continue to improve victims' psychological self-confidence and preparedness to enter and complete the economic empowerment program. 253 victims of domestic violence and other especially vulnerable³³ groups from 30 municipalities attended psychosocial sessions in 2010 and 2011 working on improvement of their self-confidence, psychological stability and safety. Roma women (victims of domestic violence and potential victims) were given the opportunity to present their life stories and fight against the violence in the family through participation in a Documentary movie "The Future Today" that promotes economic opportunities for Romani women and informs on available social protection services in the country with follow up movie presentations and discussions in 13 target municipalities³⁴.

562 Roma women (victims of domestic violence and potential victims) and family members, as well as 73 professionals from relevant institutions and civil society organizations, actively participated in round table discussions on "Domestic violence and economic opportunities" in 13 municipalities with highest percentage of Roma inhabitants.

The program had also impact to the business sector through collaboration with the Economic Chamber of Commerce and Business Confederation. A wide range of activities took place aiming awareness increase of the potential employers to include victims of domestic violence in their businesses. The concept of social and corporate responsibility was introduced and series of round table discussions have occurred on this topic.

237 representatives from the private sector companies from more than 20 municipalities were given the opportunity to discuss the issue of social corporate responsibility towards the victims of domestic violence and other vulnerable groups and to identify potential improvements in that area. A Publication that covers the issue of the Social Corporate Responsibility in the country was produced and distributed among the Economic Chamber members.

OUTCOME 3: Enhanced public awareness and reduced incidence of domestic violence

³¹ Heads of Agencies Minutes dated 24 May 2010 include the approval of the new activities within the EEP

³² Gained knowledge on development of Individual development plan; on active job search and employment possibilities in the country; and on development of each beneficiary professional portfolio, interview skills, and other

³³ Single mothers, women in divorce proceedings with elements of violence and other vulnerable groups

³⁴ Initially only one cycle of presentation of the documentary was planned in 10 municipalities with highest percentage of Roma inhabitants. Due to the positive feedback from the field, some savings from the Audit/Evaluation budget line were used to conduct second round of presentations in 10 municipalities (7 from the first round and 3 new) - Agencies Proposal for usage of residual funds under Audit and Evaluation/HoA virtual approval 16.03.2012 on proposed usage of savings under Audit/Evaluation lines.

OUTPUT 5: Community outreach behavior change programmes targeting most at risk communities and public education campaigns implemented

Awareness raising campaigns and community initiatives has been recognized as a most powerful tool in primary prevention field worldwide. The joint programme in 2009 piloted community outreach and behaviour change programmes to prevent domestic violence with 9 NGOs selected to develop and piloted a test methodology for community outreach and Behaviour Change Communication (BCC) programmes in 27 municipalities. In early 2010 experiences and good practices during the piloting BCC were presented during a two-day national conference with representatives from 26 municipalities from 9 NGOs and the lessons learned from 2009 were applied in 2010. The key findings have shown that in order to ensure sustainable and effective prevention efforts, it is crucial to: a) create a local coordinative bodies involving representatives of the local-self-government, social services, religious and community leaders and NGOs; b) establish protocols for multi-sectoral collaboration at local level; c) ensure that clear guidance and procedures for collaboration with relevant institutions at national levels are provided; d) train and sensitize local religious leaders to involve them in prevention activities as they have capacity to reach the widest possible audience and hard-to-reach groups, particularly women from some ethnic communities.

Starting from May 2010 until September 2011, thirteen NGOs were selected to implement the community outreach interventions for prevention of domestic violence targeting following most at risk communities: Ohrid, Struga, Vevcani, Sveti Nikole, Shtip, Probishtip, Kocani, Vrapciste, Bogovinje, Brvenica, Zajas, Strumica, Kavadarci, Rosoman; Centar; Krivogastani; Dolneni; Tetovo; Tearce; Jegunovce; Zelino; Gostivar; Karpos; Kicevo, Oslomej; Debar, Zupa; Kumanovo; Staro Nagoricani; Lipkovo; Rankovce; Kriva Palanka and Kratovo. The organizations implemented a programme for an integrated community response system to domestic violence that not only prevents domestic violence occurrence through change of attitudes and behaviour conducive to domestic violence, but also establishes a model of cooperation among relevant local institutions (police, health care, social protection, judiciary), civil society sector, religious communities, media and local business sector with the aim of improving the efficiency of the response to domestic violence cases. By the end of this programme, 28 Local Community Bodies (LCB) supported by selected NGO were formed on local level involving representatives from the local government, police, health care, social protection, prosecution, court, private sector, NGOs and religious leaders. 5 LCBs are inter-municipal covering two municipalities out of which 10 LCBs have been formalized and their action plans have been approved by municipal councils. The implemented models were positively accepted by the local communities and adapted to their needs. The function of these LCBs is to integrate local key stakeholders in order to create local mechanisms for prevention of domestic violence in their municipalities, by preparing annual work plan and budget, which are to be approved by the municipality Council.

Based on the final report received from the NGOs, they achieved the following results through the 18 months programming BCC:

-Around 450 members from these LCB have received trainings for domestic violence awareness and prevention on 60 training sessions;

-10 municipalities formalized the LCB through the approved annual action plan and budget for 2011 for the Local Preventive Body (Probishtip, Strumica, Centar, Tetovo, Tearce, Jegunovce, Zelino, Karpos and Debar and Centar Zupa);

-More than 200 meetings of the LCBs were organised across the country, where local stakeholders discussed the local preventive mechanism for domestic violence;

-Two initiatives for regional merging on LCBs in Tetovo/Gostivar and Breglanica/Polog regions;

-More than 150 debates were organized to discuss the issue of domestic violence and raise the awareness among population to report domestic violence;

-More than 4.800 visitors attended more than 150 debates and took informative brochures;

-115 media appearances on local media by the NGOs and members of the LCBs;

-2 local studies on domestic violence prevalence and trends were conducted and the findings shared with relevant local authorities in Tetovo and the surrounding rural municipalities of Stuga, Ohrid and Vevcani. The main findings show that the phenomenon of domestic violence is still a taboo. However, the increased number of reported cases is an indicator for the impact to women perception of domestic violence.

-25 public debates were held to raise awareness and discuss the situation of domestic violence in the local communities. These involved more than 250 representatives of local communities, institutions and school children;

-32 meetings were organized with the religious communities, where religious leaders were asked to talk with their followers about domestic violence;

-7 local SOS domestic violence lines were opened in Centar, Krivogastani, Dolneni, Karpos, Kicevo/Oslomej, Debar/Zupa and Kumanovo;

-2 theatre plays were developed and played on 12 occasions to alert on the consequences from domestic violence;

-One blog on domestic violence was opened.

The creation of the LCBs has made a significant difference in the local communities and raised general awareness of the domestic violence as a criminal act and problem of the society and municipality, not only as a private family issue, among the local stakeholders, students, media and inhabitants. The sustainability of the activities on local level is proven by the 28 formed Local Community Bodies and the adopted 12 Action Plans. Their work will continue after the end of the joint programme, but some of them, especially the 16th where the adoption of the Action Plans is in progress, will need continued support of the NGOs and funding.

Matching to these activities was implementation of a three years integral concept of national public awareness campaign. A global leader marketing agency Publicis with the branch office in the country on a pro-bono basis was involved in designing and implementing a three-year public awareness raising campaign. The integral concept for the campaign to prevent domestic violence was divided

on three phases – the concept of the 2009 campaign was to emphasize the role of men in preventing domestic violence using physically active men who do not use violence in their family; the second year's campaign was targeting women victims with focus on their inner strength and powers and her ability to make change in her life; and the 2011 campaign was to close the three year circle and to send a positive message that all people together and now can contribute in prevention of domestic violence.

In mid June 2012 the final event was organized as an Open day “One hit affects all of us! Stop domestic violence, report!” to mark the efforts against domestic violence and to present the key achievements of the programme implemented in the past 3 and half years. The event took place involving the national partners, NGOs and UN agencies with the following activities - Market place as an Expo room for presenting and sharing achieved programme results in the past years, Presentation room showing two documentary movies related to domestic violence and panel discussion with civil society organizations entitled “Domestic violence - The Way Forward” promoting the new draft national strategy for prevention of domestic violence. The concluding event was a DOMINO Facebook application that started one week earlier with an outdoor event as a culmination of the application in order to generate wide public support. Real 150 dominos fell down in a line with an exception of the last one symbolizing how we are all affected by the “domino effect” of the domestic violence. The event was attended by more than 1000 representatives from NGOs, media, civil servants from the involved national institutions and many interested citizens. It marked the significant progress made by the institutions and state in the past years in the area of domestic violence and it showed the commitment of the Government to invest further in this area by presenting the new Strategy on DV prevention.

The whole concept of public awareness activities has impacted on increasing awareness among population. According to the latest Study Report on the National Survey on Domestic Violence 2012, the population is very well informed about the domestic violence, in past three and a half years there have been yearly campaigns addressing the issues of VAW in the media. The survey included a number of questions asking respondents about their awareness and knowledge of the message of the current campaign. In general, there was great acceptance of the campaign with 79, 2% of respondents by any specific group of the population that confirmed knowledge about the campaign about of which 79,6% urban area and 79 % rural areas. This gives us great feedback about the well selected outreach activities in rural area and media in the urban area because the message has reached population.

OUTPUT 6: Domestic violence awareness and prevention integrated in the school/university curriculum

In order to improve the secondary prevention: identifying risk factors and at-risk groups, providing help e.g., sensitization programs in various institutions, establishing a helpline for women, health screening and outreach programmes by health professionals, the Programme provided a series of workshops.

In terms of sensitization programmes and trainings, an ongoing activity was implemented during the whole reporting period for providing training to health care professionals country wide. The TEACH VIP (Training, Education Advancing Collaboration in Health, Violence and Injury Prevention) curriculums basic and advance were translated into the Macedonian language, more specifically the

modules on violence prevention. The TEACH VIP curriculum has been piloted for the students on several relevant Faculties (Medical Faculty, Pedagogy, Psychology Social work and social policy, Faculty of Law, Gender Studies, Police Academy and the Institute of political, social and law research).

In 2010, 2011, 2012 in collaboration with the Medical Associations of Psychiatrist, General Practitioners, Gynecologists, Emergency Doctors, Pediatricians capacity building trainings were organized in 2011 with the Medical Pediatric Association and in 2012 with the Medical Association of Nurses and Midwives the workshops were organized and around 2380 medical staff learnt how to apply the guidelines for working with victims of domestic violence. The medical staff was trained for the identification and prevention of the domestic violence in the health sector, for support of the victims, based on the guidelines and modules: Training Education, Advancing Collaboration in Health, Violence and Injury Prevention. Also, the cathedra for family medicine – general doctors initiates collaboration in order to include modules in to the syllabuses. Some of the training were organized in collaboration with the Centre for Continuous Medical Education at the Medical Faculty. All the trainings provided accredited certificates by the Doctors Chamber for re-licensing.

Approximately sixty university professors were trained on the domestic violence module, TEACH VIP (Training Education, Advancing Collaboration in Health, Violence and Injury Prevention) programme. They came from the following faculties: Faculty of Medicine, Psychology, Social Work, Gender Studies, Pedagogy and Pedagogical Faculty, Law, Police Academy and High School on Nursing and Midwifery. As a result of this activity, guidelines for integration on domestic violence at university level was translated, adopted and prepared.

The Bureau for Education Development (BED) has been assigned as the main body responsible for coordinating and organizing activities in schools. Using the Dutch fund, UNICEF supported a baseline study on violence in schools. The purpose of this study was to provide a theoretical basis for developing a national policy, guidelines, protocol and materials related to violence, based on the review of existing studies and research (Child Friendly Schools Baseline Study, UN Secretary-General's Study "Violence against Children" and the WHO Study "Health Behavior among School-aged Children"). The Study also included an in-depth research of a sample of 1,240 seventh-grade students on the situation in schools which focused on the identification of various forms of violence, frequency and the time and place of occurrence. The study found that children are aware of violent behavior and their role and involvement; however, they demonstrated a high level of tolerance and acceptance to violence. All forms of violent behavior are observed in schools. Severe discipline and punishment are the most traditional ways of coping with violence. The reasons for violent behavior that the children point to are ignorance, prejudice and stereotypes related to gender, ethnicity, people with disabilities, culture, appearance, religion, etc. The Dutch funds were also used to engage the NGO "Algoritam" to provide technical assistance for conducting training and development of related guidelines and materials for the prevention of and response to violence in schools.

With core resources, UNICEF followed up on the recommendations of the study that included establishing a national definition of violence; ensuring the responsibility and participation of all school community members in the creation and implementation of preventive measures and measures for coping with violence; developing national policies, procedures and mechanisms for preventing and coping with violence in schools; development of a school policy, procedures and

protocols on prevention and coping with violent behavior; opening the topic on gender-based violence, sexual harassment and abuse (still a taboo topic); promotion of knowledge and skills on non-violence; carrying out activities and programmes on learning about and respecting differences; cooperation and joint activities among students of different groups and cooperation between schools and the local community, other institutions and organizations, in order to facilitate full protection of the rights of the children. The study is available in Macedonian and Albanian with a working translation in English.

Based on the findings of the baseline study and based on the recommendations of the latest Stopping Violence in the Schools: Teacher's Guide, UNESCO, local guidelines for schools were developed in Macedonian and Albanian. The findings of the study and the guidelines were used in the adaptation and implementation of a national training programme on prevention of violence in schools.

Using its other resources, UNICEF supported training of all primary schools in the country based on the national training programme and materials which were adapted and developed based on the Council of Europe Training Programme "Reduction of School Violence" the Handbook "Reducing violence in schools - how to change the things". Initially in-depth Training of Trainers for 29 national trainers and advisors from the Bureau for Education Development (BED) was conducted by international consultants. The training programme was then rolled out in all primary schools in the country and covered in total 1,530 school leaders. The process was closely monitored and supported by international experts who provided tools for monitoring the dissemination of the programme by national trainers as well as its implementation in primary schools. According to their reports, one third of visited schools are implementing a whole school development approach to creating a climate of positive behaviour in all aspects of school life (school management, curricular and extracurricular activities and parental involvement).

As a follow-up to the initial training in schools, the BED incorporated monitoring and support of the school violence programme in their annual work plan, which highly contributes to the sustainability of the programme. BED supports schools in developing school policy for reducing school violence- over 50% of the schools now have included specific action in their school annual work program for the school year 2011/12. Many good examples and practices from implementation of a whole school development approach have been documented.

To ensure commitment at the highest level, the programme also focused on the development of policy, strategy and guidance on prevention of school violence. A national working group was established by the Minister of Education and Science with representatives from schools and local governments engaged in the process of policy development. The national policy has been finalized and will be adopted and disseminated to all schools in the second half of 2012.

One of the main pillars of the training programme is the school-self-evaluation. Cooperation with the BED led to including indicators related to the reduction of school violence in the existing framework for school self-evaluation. This will ensure the life of the programme beyond the duration of this project. In addition, resources for teachers, such as the handbook "Reducing violence in schools - how to change the things" has been translated, printed and distributed to all schools.

3. Implementation and Monitoring Arrangements

Implementation mechanisms:

A number of implementation mechanisms were at place to ensure both effective coordination among participating UN Agencies and implementation of the programme outputs and activities with national partners. Implementation mechanisms were regulated by the Project Document and the specific MOUs signed between the UN Agencies and the implementing partners.

UN coordination/implementation mechanisms:

1. UN Group on DV had mandate to ensure that implementation of the activities as defined in the Joint programme document are fulfilled in timely and efficient manner. Members of the UNCT Group on DV also act as members of the Joint Programme Steering Committee entrusted to approve/revise Annual Work Plans.

2. UN Technical Working Group on Domestic Violence (UN TWG on DV) chaired by the CTA, met once per month during project implementation and was entrusted to:

a) Analyze, discuss relevant implementation issues and ensure follow up on agreed actions;

b) Develop a work plan and budget, which clearly identifies specific deliverables and timelines;

c) Discuss monthly progress updates, and bi-annual reports on implementation of project activities consisted on the other UN agencies inputs before they are further shared with UNCT Group on Domestic Violence

d) Raise issues that should be addressed by the UNCT Group on Domestic Violence through the CTA/PM.

3. As participating UN Organizations have agreed, UNDP, through its Multi-Partner Trust Fund Office served as **Administrative Agent (AA)** for the Joint Programme. In accordance with the MOU and the SAA, the AA is responsible for a range of fund management services, including: (a) receipt, administration and management of contributor contributions; (b) transfer of funds approved by this Joint Programme to Participating Organizations; (c) consolidation of statements and reports, based on submissions provided to the AA by each Participating UN Organization; (d) synthesis and consolidation of the individual annual narrative and financial progress reports submitted by each Participating Organization for submission to contributors through the Steering Committee. Transparency and accountability of this Joint Programme operation is made available through the Joint Programme website of the MPTF Office GATEWAY at <http://mptf.undp.org/factsheet/fund/JMK00>.

4. Joint Programme Steering Committee was entrusted with overall coordination and oversight of programme implementation and provided a link between the work of the National Coordination Body, representatives of UNDP, UNFPA, UNICEF, UN Women and WHO and representatives of the Embassy of the Kingdom of the Netherlands in Skopje.

Procurement procedures utilized:

As per the MOU signed between the UN Agencies and the AA, implementation of the JP activities was responsibility of each Participating UN Organization. They carried out procurements procedures in accordance with their applicable regulations, rules, directives and procedures.

Specifically, per Agency the following procurement procedures were utilized:

UNDP: The management of the programme outputs/activities led by UNDP (part of the joint programme) was performed in accordance with its applicable regulations, rules, directives and procedures. The UNDP also assured that national counterparts acted as key implementing partners for each specific output/activity.

During the reporting period UNDP used Institutional Contracts (ICs) and Special Service Agreements (SSAs) for the engagement of 23 national consultants (2 for reconstruction of the Bitola Shelter Centre; 1 for presentation of the corporate-social responsibility (CSR) concept; 1 for development of the CSR Publication; 1 for development of the new 2012-2015 Domestic Violence Strategy; 2 for the Economic Empowerment Programme – psychosocial training programme; 1 for development of the “User friendly” version of the Joint Protocol; 2 for implementation of the Baseline survey; 1 for development of Assessments of the national domestic violence legislation vis-a-vis Council of Europe Convention on preventing and combating violence against women and domestic violence; 1 for revision of 2010 EEP revision and development of improved 2011 Economic Empowerment Programme; 1 EEP establishment assessment of institutions’ needs and capacities; 1 to develop protocols with referral mechanism; 1 to develop project for Sveti Nikole Shelter; 1 to develop common platform for ME of direct service providers; 2 for development of coordination and referral mechanisms and Monitoring and Evaluation platform for direct service providers; 1 for final project evaluation; 1 to assess needs and capacities for cooperation and coordination of local institutions in the area of prevention of domestic violence; 1 to develop training for multi-agency cooperation); 1 to coordinate activities with the municipalities and the private sector within the EEP; 1 to support Gender and Human Rights trainers in development of ME and gender based domestic violence trainings for NCB) and 9 international consultants (1 for development of the new Monitoring and Evaluation frame of the UN JP; 1 for revision of 2010 EEP revision and development of improved 2011 Economic Empowerment Programme; 1 for writing of the baseline survey report and 1 to prepare final project evaluation report; 1 to conduct gender training for NCB; 1 to conduct ME training for NCB; 1 to develop model for multi-agency cooperation; 1 to assess the needs of the CSWs; 1 to conduct analysis of the country capacities to implement economic empowerment programme).

Continuing technical support was provided by UNDP Domestic Violence team needed for the implementation of all activities, following the standard rules and procedures for transparent selection together with MLSP representatives and all UN agencies involved in the JP.

During the reporting period UNDP has used Institutional Contracts for the engagement of 17³⁵ local civil society organizations/consultancy company/production Company/service providers/publishing agencies/hotels for implementation of various project activities including newly added activities

³⁵ NGO “For happy childhood”; NGO “Perfect circle”; NGO “Women of Sveti Nikole, NGO “HERA”, CS Global; Skopje Film Studio, Arcuss, Artistica, Euromedia, EvroMebel Todor, hotels: Arka, Holiday Inn, Best Western, Karpos, Stone Bridge, Radika, and Gosi DOOEL.

under the Economic Empowerment Programme (Roma Documentary; its promotion and career building trainings).

During the reporting period UNDP has used Letter of Agreement to engage 3 local institutions (Academy of judges and prosecutors; Economic Chamber; and Municipality of Gazi Baba) for development of “Practicum for dealing with domestic violence cases” and its promotion for the Ministry of Interior professionals and members of the judiciary; for implementation of Social and Corporate Responsibility actions for private sector representatives; and for establishment of the Shelter Centre for victims of domestic violence in the municipality of Gazi Baba.

UNFPA: During the reporting period UNFPA has used a number of procurement mechanisms and practices following UNFPA procurement procedures and regulations as follows:

Memoranda of Understanding (MoUs) have been signed with 13 NGOs for implementation of the community outreach programmes using UNFPA procedures. The Call for Proposals for selection of NGOs for implementation of scale-up community outreach and behaviour change programmes to prevent domestic violence was posted on UNDP website on 5th March 2010 at www.undp.org.mk and was published in the daily newspapers Dnevnik and Koha on 5th March. The Evaluation Panel consisted from representatives from UNFPA, UNIFEM, UN DV CTA and Ministry of Labour and Social Policy, has reviewed 39 applications from NGOs in total. Based on the evaluation matrixes filled out and signed by each of the evaluation panel members, 13 NGO were granted with MoUs following UNFPA procedures and policies.

During programme implementation pro-bono support from private sector was secured and organization of a public awareness campaign. Specifically starting from 2009 UNFPA has established a working partnership with a leading marketing agency Publicis that provides pro-bono services for the design, development and implementation of a yearly public awareness campaign for the period of three-years. UNFPA rules and procedures for engagement of a private sector for pro-bono services were followed and an MOU was signed after clearance by UNFPA Resource Mobilization Branch.

UN WOMEN: Standard Service Agreements (SSA) were used for the contracts with national and international consultants hired for the provision of technical assistance and expert services within the programme. 2 Consultants (one National and one International) were engaged to support the development of standards for NGOs legal aid providers and to support the process of capacity assessment and strengthening of legal aid providers.

Standard Project Cooperation Agreements were signed between UN Women and Seven Non-governmental organisations that were selected through an open call in 2010; Cost-extension Contract amendments have been signed in 2011 for implementation of follow-up projects for provision of legal aid services to victims of domestic violence.

Institutional Contracts were used for procurement of all project-related goods and services from companies.

All procurement procedures applied by UN Women were approved by the UN Women Local Acquisition Management Review Committee (LAMRC) based in Bratislava, Slovakia.

UNICEF: A Memorandum of Understanding was signed with the Center for Social Work (CSW) in Skopje, outlining the roles and responsibilities of the Center in the functioning of the Counseling Center for Children and Families at risk of domestic violence. More specifically, the Memorandum outlined the commitment of the CSW to continue providing financial support and cover the salaries of counseling center staff after the end of this project.

An Institutional Contract was used to engage the services of an international institute to develop the counseling program for children and families at risk of domestic violence.

Standard UNICEF procedures and rules were applied.

WHO: Standard WHO procedures and rules were applied for the management and implementation of the of the programme outputs/activities led by WHO as part of the joint programme.

Standard Service Agreement (SSA) was used for the engagement of national experts, engaged for the provision of counselling services for domestic violence. The contracts of the national experts originally signed in 2010, was extended in 2011 and 2012 due to continuous activities in the counselling centre for perpetrator treatment.

Agreement for performance of work (APW) was used for: 1) contracting NGO for delivering capacity building for protocols/referral mechanisms in the social, health, educational, police and NGO sector by open call, request for proposal (RFP) in line with WHO rules and procedures; 2) contracting Medical Associations for delivering trainings for health professionals in the domestic violence prevention and treatment; contracting national experts for delivering specific tasks as per joint programme activities 3) contracting international and national experts for different ToRs.

Purchase Order (PO) was used for procurement of all project-related goods and services from companies, as per WHO rules and standard procedures.

Procurement procedures applied by WHO are approved by the Head of WHO CO and Regional Office respected units.

Monitoring system:

Throughout the programme's implementation the following monitoring and evaluation techniques were applied:

-Programmatic and financial project reports were required from implementing partners. Review and clearance of these reports was provided by each respective Agency.

-The monitoring framework of the joint programme was revised.

-Regular site visits were conducted by MOs, PM and CTA, as well as by the Social Inclusion Programme Officer and Programme Associate;

-Regular monthly UN Working Group on Domestic Violence (UN WGDV) meetings were chaired by CTA;

-Regular JPSC meetings, as well as various periodic coordination and thematic meetings among international agencies, government and NGOs engaged in the implementation of the programme were held to provide another forum for monitoring and evaluating the activities implemented;

-Monitoring of progress of work of NGOs was conducted using mainly instruments such as periodical (initial, progress and final) reports submitted by NGOs and field monitoring missions.

-Each Agency monitored closely the progress and quality of the work of engaged consultants. Monitoring was conducted via constant email communication and face-to face meetings and included the provision of detailed comments to the substantive documents and reports produced by the consultants. The CTA was included as well in monitoring of the engaged consultants

-One final external evaluation of the joint programme was conducted. -UNDP activities were audited in 2010 and 2011 by contracted external audit company according to UNDP standard rules and procedures of the programme implementation.

Key partnerships and inter-agency collaboration:

Regular monthly meetings were held among all involved UN Agencies within the frame of the technical group on DV in order to share and exchange information, discuss current activities and common issues. Regular meetings with the CTA, Chair of NCB and focal points from MLSP for each UN Agency have been held assisting in information sharing and monitoring of project implementation.

Several thematic NCB meetings were held throughout the reporting period. The main topics of the meetings' agenda were: Annual Working Plans reviews; Process of alignment of the national domestic violence legislation with the Council of Europe Convention to prevent violence against women and domestic violence; Development of the new Domestic Violence Strategy 2012-2015 and other.

UNDP has established partnership with the Economic Chamber of Macedonia in the area of social and corporate responsibility of the private sector regarding victims of domestic violence and other vulnerable categories. The cooperation with the Economic Chamber was exceptionally valuable for the conception and realization of the round table discussions for the private sector representatives - members of the 15 Regional offices of the Chamber, with a high percentage of attendance and very positive evaluation.

UNDP has established partnership with the Academy of judges and public prosecutors in the area of building of judiciary capacities and cooperation with the law enforcement in criminal and civil domestic violence procedure. The partnership resulted on 160 professionals trained and first country Practicum for dealing with domestic violence cases developed.

UNDP has established partnership with the municipality of Gazi Baba for establishment of the regional Shelter Centre for victims of domestic violence in Skopje. As per the signed Letter of Agreement the municipality of Gazi Baba was responsible to provide location where a montage house that served as a Shelter Centre was placed. The activity was done with Ministry of Labour and Social Policy supervision and endorsement.

Besides the last year partnership with the private sector UNFPA has established partnership with the Institute for Public Health and WHO in the area of DV data. Despite the deadlock with MoU not signed yet among line ministries and lack of funds from the contributor, the start of the data collection system in the health sector has been established.

UN Women established close cooperation with key civil society organizations, specifically those specialized in provision of services in response to domestic violence and jointly worked toward improving the quality of services and better protection of victims, with focus on legal assistance. All through the project duration, UN Women continued strengthening and developing these relations in view of sustaining efforts for improving the legal aid service provision to victims of domestic violence and ensuring effective application of standards for legal aid.

Throughout the implementation of the project, UN Women maintained close cooperation with the Ministry of Labor and Social Policy and Institute for Social Affairs through regular communication, sharing of updates and consultations on specific project-related issues. MLSP and ISA involvement and contribution was particularly pertinent in the design and realization of specific capacity building activities, as well as in the provision of expert support in development of respective knowledge products (Guides for legal aid service providers).

UN Women established cooperation with the Bar Association which was exceptionally valuable for the conception and realization of the training module for lawyers – members of the Bar Association, with 100 % attendance by the nominated participants and very positive evaluation by the trainees.

WHO has maintained close collaboration with relevant national stakeholders and civil society throughout the implementation of the project activities, through regular communication, sharing of updates and consultations on specific project-related issues.

The main counterparts in the implementation of the WHO specific activities are: Ministry of Labor and Social Policy, Ministry of Health, University clinic of psychiatry Skopje, University of St Kiril I Metodij" University of St Kliment Ohridski (Medical Faculty, Pedagogy, Psychology Social work and social policy, Faculty of Law, Gender Studies, Police Academy Institute of political, social and law research, Medical Association of general practitioners, Medical Association of psychiatrists, Medical Association of gynaecologists, Medical Association of paediatric doctors, Medical Association of emergency medical doctors, Doctors Chamber, Primary court Skopje II Skopje, and Centers of Social work.

Other highlights and cross cutting issues pertinent to the results being reported on

Positive:

- ✓ There is a wide consensus amongst all project counterparts that this kind of project interventions is welcomed and significant for the successful development and functioning of the country DV system.
- ✓ The process of partnership building and empowerment of stakeholders requires ongoing interaction and activities geared towards creating and strengthening those linkages.
- ✓ Transparency and trust among involved project's partners is essential for successful project implementation.
- ✓ Initiatives and requests from the Centre for Continuous Medical Education and local municipalities to organize I workshops aiming further increase of its capacities regards to

domestic violence.

- ✓ There is interest from the stakeholders in the gender component to be further presented and developed.

Negative:

- ✓ There are stereotypes on the position of the woman DV victim and its vulnerability.

Implementation constraints and lessons learned

The following lessons learned and good practices were generated for this period of implementation:

- The composition of the National Coordinative Body included both policy and technical/operational personnel with different level of authority for decision making, which caused problems in the regular and thematic sessions, when reaching an agreement about relevant policies development and their monitoring and supervision. Therefore, for the next Strategy implementation, a restructuring of the National Coordinative Body into two levels was proposed in order to achieve its more efficient and effective functioning: policy level – Council of Ministries and technical (operational) level – State Counselors, High Counselors, and activists from civil society organizations and other professionals active in combating domestic violence crime;
- The victims of domestic violence in the country are entitled to adequate and synchronize police and judiciary protection, health, legal and social services, and prosecution of perpetrators. The UN Joint Project had foreseen various capacity building trainings for different key actors. However, the process of implementation of those trainings, as well as the field reports, have shown the need for development and organization of joint trainings for professionals coming from abovementioned target service providers in order to jointly identify, discuss and overcome challenges in the current provision of support to victims of domestic violence and exchange of best practices;
- Lack of readiness among number of victims to enter in and maintain the economic empowerment programme required the development of specially tailored actions. In order to address this issue, new services were introduced that would further support the victims in their economic empowerment: continuing psychosocial support to victims; trainings for improvement of professional skills, shooting of Roma Documentary and implementation of social and corporate responsibility activities with private sector representatives;
- A new model of cooperation between the UN agencies has been established. In spite of initial difficulties owing to the complexity of the program, the domestic violence project became fully operational. For successful project implementation, good cooperation and timely coordination of activities was to all UN agencies. Moreover, a proactive approach on the part of the UN agencies was vital for overcoming difficulties and improving the efficiency of the work;
- Enhanced coordination on the part of the MLSP with other institutions working on domestic violence ensured avoiding areas of overlap, and led to a more efficient use of resources;
- Engagement of the private sector in socially responsible activities was a viable way to cut costs of advertising and public awareness raising activities. Campaign costs through the pro-bono engagement of a marketing agency as well as their partners in production of media tools with discount prices, cut the costs of the campaign by more than a half;
- Use of new media tools such as social community networks such as Facebook proved very successful to reach out to a wider audience and especially the younger population and to engage them in constructive discussion at almost no cost;

- Prevention efforts directed at local communities required the involvement from the very beginning (assessment phase) of the local structures, leaders and NGOs so to create ownership and the sustainability of initiatives;
- Broad and participatory consultation process with relevant stakeholders and active participation of CSOs in the development of standards for the provision of legal aid contributed to create ownership of the initiative and will ensure more efficient application of the standards developed;
- Continued support provided to NGO partners to provide free legal aid services contributed to building their existing capacities, their further specialization and recognition in the local communities as exceptionally responsive and reliable service providers. This in turn, resulted with a trend of significant increase in number of clients assisted in the legal aid service centers throughout the project term;
- The development of standards for NGOs in provision of legal aid services proved to be the key for improving the overall quality of services and better legal protection of the victims. In addition, the two-year long piloting phase contributed to strengthen the cooperation among legal aid providers and the referrals at local level.

Beneficiaries of the programme

The intended beneficiaries of these JP activities are threefold: the primary beneficiaries are the victims of domestic violence seeking protection, legal assistance and reintegration to a life without violence. At institutional level the beneficiaries are policy-makers and service providers, MLSP and the government as a whole, because of the support they will receive in the fulfilment of their legal and policy obligations. Other beneficiaries are CSOs that are involved in service delivery, and the general population.

Specifically as per outputs these are the following beneficiaries of the implemented activities during this reporting period:

Output 1 direct beneficiary:

- Average 20 members of the NCB actively participated in regular and thematic meetings with their inputs in review of Annual Working Plans of relevant Ministries, review and endorsements of relevant Assessments/Publications/Documents/Reports prepared by local and/or international consultants and CSOs and development of the new 2012-2015 Domestic Violence Strategy;
- Up to 20 persons – victims of domestic violence and their children can be accommodated at the same period in 3 regional Shelter Centres' premises;
- 16 members of the NCB increased knowledge on Human Rights and Gender Based approaches in policy making, as well as on Monitoring and Evaluation of the implementation of the National Strategy for protection against domestic violence 2008-2011 and relevant Ministries Annual Work Plans;
- 20 NCB members actively participated with their inputs in revision of existing protocols from social, police and health sector and newly developed protocol from educational sector, as well as newly developed unified protocol with referral mechanism for appropriate institutional action in DV cases;
- 22 members of the NCB increased knowledge on the possible changes and amendments that may occur in the national DV legislation upon the 2011 ratification of the new CoE Convention on preventing and combating violence against women and domestic violence;

Output 2 direct beneficiaries:

- 2100 persons provided relevant as interviewed within the first country baseline survey;
- The office of the Institute for Public Health receiving full office IT equipment and server to serve as a base for system of data collection in the health sector;

Output 3 direct beneficiaries:

- 3000 direct service providers received the **Umbrella Protocol with referral mechanism** with 3000 CDs;
- 3000 direct service providers received the **“User friendly” version of the Umbrella Protocol**;
- MoES, Bureau for Development of Education, MoLSP, CSW staff, clients in the counseling services, all staff from the counseling center for children and families at risk of domestic violence, primary school teachers and students and CSOs;
- 7 NGOs to provide legal aid to victims of domestic violence, 21 municipalities covered with the legal aid programme;
- 617 victims provided with free legal aid services, primary legal advice and support and/or court representation (230 assisted cases in 2010 and 387 cases assisted in 2011);
- 17 NGOs providers of services in response to domestic violence, 2-day training module on legal aid provision to DV victims;
- 34 lawyers, members of the Bar Association;
- 40 representatives from the Skopje CSW, the Counselling Centre for families and children exposed to or at risk of domestic violence, the police, the Ministry of Labour and Social Policy and health institutions were trained on the counselling centre services. Additional on-the-job training was delivered to Counselling Centre staff;
- 222 clients received services of the Counselling Centre for families and children exposed to or at risk of domestic violence;
- 500 children received services in the child friendly investigating rooms;
- 120 centers for social work staff trained in applying newly gained knowledge on work with victims of violence

Output 4 direct beneficiaries:

- 57 victims of domestic violence got employed or improved their status on the local labour market through the economic empowerment programme managed by UNDP;
- 70 officers from the Centres for Social Work and 30 from the Employment Service Agencies successfully completed special workshops agreeing on the goals, activities and roles of all the relevant institutions in implementation of EEP for women victims of domestic violence;
- 235 victims of domestic violence from 23 municipalities have completed the 3 day Career building training¹ enhancing their professional skills and employability on the labour market;
- A Documentary movie *“The future today”* that promotes economic opportunities for Romani women and informs on available social protection services in the country was finalized;
- 562 Romani women (victims of domestic violence and potential victims) and family members, as well as 73 professionals from relevant institutions and civil society organizations, actively participated round table discussions on “Domestic violence and economic opportunities” in 13 municipalities with highest percentage of Romani inhabitants;
- 237 representatives from the private sector companies from more than 20 municipalities and 79 municipal authorities were given the opportunity to discuss the issue of social corporate responsibility towards the victims of domestic violence and other vulnerable groups and to identify potential improvements in that area. A Publication that covers the issue of the Social Corporate Responsibility in the country was produced and distributed among the Economic Chamber members;

- 1500 representatives from the private sector companies received Publication on Corporate Social Responsibility and increased their knowledge in the CSR area;
- 253 victims of domestic violence and other especially vulnerable¹ groups from 30 municipalities attended psychosocial sessions in 2010-2011 working on improvement of their self-confidence, psychological stability and safety;
- More than 300 people as registered and/or unregistered victims of domestic violence country wide got acquainted with the economic empowerment opportunities offered by the Government, through UN JP Campaign against Domestic Violence;

Output 5 direct beneficiaries:

Local level:

- 13 civil society organizations directly implementing community outreach programme through small grants scheme and more than 20 other organizations involved in the implementation of the programme components in certain municipalities;
- 34 Municipalities directly involved in local outreach programmes, including representatives of the local self-government, Police, Centers for social work, Health-care institutions, Public prosecutors and Courts, local business, religious communities;
- More than 320 trained members of the Local Coordinative bodies on more than 20 training sessions across the country;
- More than 2500 citizens in the selected Municipalities that attended more than 85 local public events, debates and round tables in their communities;
- General public in the selected municipalities that viewed local TV and radio programmes and accessed information materials prepared by the NGOs;

National level:

- 88% of the citizens of the country have seen the TV and radio spots of the national campaign at least once;
- 8,500 young people members of the Facebook group;
- 1000 people attending the public event;
- 100.000 people that received directly the information materials;
- All involved media and partner organizations.

Output 6 direct beneficiaries:

- All primary school teachers and responsible staff from the Bureau for Development of Education;
- Approximately 20,000 students are considered as indirect beneficiaries of the project;
- The students from the respected university can be considered as indirect beneficiaries;
- 50-60 representatives from relevant universities received training of trainees.
- 1,560 health professionals: general practitioners, psychiatrists, gynaecologists, emergency medical doctors through the Medical Associations.

4. Resources

Financial Resources:

The Joint Programme was funded by the Government of the Netherlands and was complementary to the joint programme on domestic violence funded by UNTF to end VAW. The two complementary projects were designed to ensure comprehensive, multi-faceted and multi-leveled interventions in support of the efforts of the Government and the civil society to improve the national response to DV. The total approved funds for programming for the reporting period 2008-2012 were US \$ 957,713 UNTF funds and US\$2,433,376 Embassy of Kingdom of Netherland funds. The pass-through funding modality was used to channel those funds to the UN Agencies.

During the reporting period budget revisions were done based on the revised Joint Annual Work Plan 2010 and 2012. These revisions were approved by UN Group on Domestic Violence and Joint Project Steering Committee on 22 September, 2010 and 23 May, 2011.

Human Resources:

From the very beginning of the joint programme in 2009, UNDP Domestic Violence Project Office was established within UNDP premises. It consisted of Chief Technical Advisor (CTA)/Project Manager (PM) and Project Assistant. The Chief Technical Advisor/Project Manager was responsible for the overall management of entrusted UNDP activities from the programme and at the same time had a coordination and advisory role, specifically to coordinate and support UN participating Agencies and give technical expertise to the national partners and NCB. Since 2010, the position of Chief Technical Advisor/Project Manager was segregated into two separate positions: The CTA/PM³⁶ as one of the lessons learned from 2009. The CTA became responsible for overall coordination between UN Agencies, NCB and supervision of overall JP implementation, directly reported to UN Resident Representative.

Starting from October 2009 the UNDP DV Project Office was composed of three employees, a Project Manager responsible for managing only UNDP activities, a Project Assistant responsible for the UNDP requirements and a Monitoring Officer (MO) responsible for implementation of economic empowerment programmes. In 2010 the engagement of an additional (second) Monitoring Officer to follow-up and supervise the implementation of the newly added activities under the Economic empowerment component was suggested and approved by Heads of Agencies³⁷. This MO was engaged on a short-term basis, for a period of 4 months during the implementation of the newly proposed EEP activities (Sep –Dec 2010), with usage of the savings from 2009 under the Output 4, activity 1.

An International Advisor-(ITA) as an international staff has been engaged since 2009 until 14 September 2011. During this reporting period the ITA conducted four field visits and provided recommendations in the performance report for enhancement of joint activities, handover strategy and monitoring and evaluation framework. Project requested a no-cost extension of the ITA contract of seven months³⁸. Ensuring a continued support of the ITA was even more important during the last year of the project to warrant successful completion of project activities and increase the sustainability of achieved results. The extension of the contract allowed the International Technical Advisor to conduct her final field mission and to provide continued support to the Project Team and the relevant national authorities in the implementation and wrapping up of the project activities.

The WHO International Technical Officer from WHO Roma Office was responsible for the monitoring of their specific activities.

Other UN Agencies involved in the JP programme secured participation in implementation of their respective activities, as regular members of the UN Technical Group and the Joint Programme Steering Committee. Each Agency engaged their staff depending on the requirements of their activities.

³⁶ UNDP Note to the file dated 02 October 2009

³⁷ HoA Minutes 24 May 2010

³⁸ UNDP Note to the file dated 05.09.2011

The UN Resident Representative had the overall responsibility of the Joint Programme. The Heads of the five UN Agencies were involved as well with responsibilities as per the Standard Arrangement Agreement in managing their activities, and actively took participation on quarterly basis on the meeting of the UN Group on Domestic Violence and twice as members of the JPSC.

PART II: FINANCIAL REPORT AS OF 31 DECEMBER 2012

2012 ANNUAL FINANCIAL REPORT

This chapter presents financial data³⁹ and analysis of the Joint Programme funds as of 31 December 2012. Financial information is also available on the MPTF Office GATEWAY, at the following address: <http://mptf.undp.org/factsheet/fund/JMK00>.

1. Sources and Uses of Funds

As of 31 December 2012, the Government of Netherlands has deposited US\$ 2,457,956 and US\$ 28,740 has been earned in interest, bringing the cumulative source of funds to US\$ 2,486,696. Of this amount, US\$ 2,433,376 has been transferred to five Participating Organizations of which US\$ 2,425,678 has been reported as expenditure. The Administrative Agent fee has been charged at the approved rate of 1% on deposits and amounts to US\$ 24,580. Table 1.1 provides an overview of the overall sources, uses, and balance of the Joint Programme funds as of 31 December 2012.

Table 1.1. Financial Overview (in US Dollars)

	Prior Years as of 31-Dec-11	Current Year Jan-Dec 2012	TOTAL
Sources of Funds			
Gross Contributions	2,457,956	-	2,457,956
Fund Earned Interest and Investment Income	8,895	139	9,034
Interest Income received from Participating Organizations	14,193	5,513	19,706
Refunds by Administrative Agent to Contributors	-	-	-
Other Revenues	-	-	-
Total: Sources of Funds	2,481,044	5,652	2,486,696
Uses of Funds			
Transfer to Participating Organizations	2,433,376	39,232	2,472,608
Refunds received from Participating Organizations	-	(39,232)	(39,232)
Net Funded Amount to Participating Organizations	2,433,376	-	2,433,376
Administrative Agent Fees	24,580	-	24,580
Direct Costs (Steering Committee, Secretariat...)	-	-	-
Bank Charges	1	1	2
Other Expenditures	-	-	-
Total: Uses of Funds	2,457,957	1	2,457,958
Balance of Funds Available with Administrative Agent	23,087	5,651	28,738
Net Funded Amount to Participating Organizations	2,433,376	-	2,433,376
Participating Organizations' Expenditure	1,989,413	436,264	2,425,678
Balance of Funds with Participating Organizations	443,963	(436,264)	7,699

³⁹ Due to rounding, total in the tables may not add up.

Interest income is earned in two ways: 1) on the balance of funds held by the Administrative Agent ('Fund earned interest'), and 2) on the balance of funds held by the Participating UN Organisations ('Agency earned interest') where their Financial Regulations and Rules do not prohibit the return of interest. As of 31 December 2012, Fund earned interest amounts to US\$ 9,034 and interest received from Participating Organizations (UNDP, UNFPA and UN WOMEN) amounts to US\$ 19,706, bringing the cumulative interest received to US\$ 28,740. Details are shown in the table below.

Table 1.2. Sources of Interest and Investment Income (in US dollars)

	Prior Years as of 31-Dec-11	Current Year Jan-Dec 2012	TOTAL
Administrative Agent			
Fund Earned Interest and Investment Income	8,895	139	9,034
Total: Fund Earned Interest and Investment Income	8,895	139	9,034
Participating Organization (PO) Earned Interest Income			
UNDP	12,768	5,513	18,281
UNFPA	1,103	-	1,103
UNICEF	-	-	-
UN WOMEN	322	-	322
WHO	-	-	-
Total: Interest Income received from PO	14,193	5,513	19,706
Total	23,088	5,652	28,740

2. Contributions

Table 2 provides information on cumulative contributions received from the Government of Netherlands as at 31 December 2012.

Table 2. Contributions (in US dollars)

Contributor	Prior Years as of 31-Dec-11	Current Year Jan-Dec 2012	TOTAL
Government of Netherlands	2,457,956	-	2,457,956
Total	2,457,956	-	2,457,956

3. Transfer of Funds

Allocations to the JP Participating Organizations are approved by the Steering Committee and disbursed by the Administrative Agent (AA). The AA has transferred US\$ 2,472,608 to five Participating Organizations (UNDP, UNFPA, UNICEF, UN WOMEN and WHO) as of 31 December 2012. Table 3 provides information on the cumulative amount transferred to each Participating Organization. The term "Net funded amount" refers to funds transferred to a Participating Organization less any unspent balances returned by the Participating Organization to the AA.

Table 3. Transfers by Participating Organization (in US dollars)

Participating Organization	Prior Years as of 31 Dec 2011			Current Year Jan-Dec 2012			TOTAL		
	Transfers	Refunds	Net Funded Amount	Transfers	Refunds	Net Funded Amount	Transfers	Refunds	Net Funded Amount
UNDP	1,196,612	-	1,196,612	-	(39,232)	(39,232)	1,196,612	(39,232)	1,157,380
UNFPA	659,289	-	659,289	-	-	-	659,289	-	659,289
UNICEF	137,585	-	137,585	39,232	-	39,232	176,817	-	176,817
UN WOMEN	125,938	-	125,938	-	-	-	125,938	-	125,938
WHO	313,953	-	313,953	-	-	-	313,953	-	313,953
Total	2,433,376	-	2,433,376	39,232	(39,232)	-	2,472,608	(39,232)	2,433,376

4. Overall Expenditure and Financial Delivery Rates

All expenditures reported for the year 2012 were submitted by the Headquarters' of the Participating Organizations via the MPTF Office Reporting Portal. These were consolidated by the MPTF Office.

4.1 Expenditure Reported by Participating Organization

As shown in table 4.1, cumulative net funded amount is US\$ 2,433,376 and cumulative expenditures amount reported by the Participating Organizations is US\$ 2,425,678. This equates to an expenditure delivery rate of 99.6%. Three Participating Organizations (UNDP, UNICEF and UN WOMEN) have 100% delivery rate.

Table 4.1. Cumulative Expenditure of Participating Organizations and Financial Delivery Rate (in US dollars)

Participating Organization	Net Funded Amount	Total Expenditure	Delivery Rate Percentage
UNDP	1,157,380	1,157,380	100.00
UNFPA	659,289	659,289	99.00
UNICEF	176,817	176,821	100.00
UN WOMEN	125,938	125,938	100.00
WHO	313,953	312,860	99.65
Total	2,433,376	2,425,678	99.68

4.2. Total Expenditure Reported by Category

Project expenditures are incurred and monitored by each Participating Organization and are reported as per the agreed upon categories for harmonized inter-agency reporting. In 2006 the UN Development Group (UNDG) set six categories against which UN entities must report project expenditures. Effective 1 January 2012, the UN Chief Executive Board modified these categories as a result of IPSAS adoption to comprise eight categories. The old and new categories are noted below.

<u>2012 CEB Expense Categories</u>	<u>2006 UNDG Expense Categories</u>
1. Staff and personnel costs	1. Supplies
2. Supplies, commodities and materials	2. Personnel
3. Equipment, vehicles, furniture and depreciation	3. Training
4. Contractual services	4. Contracts
5. Travel	5. Other direct costs
6. Transfers and grants	
7. General operating expenses	
8. Indirect costs	6. Indirect costs

Table 4.2 reflects expenditure as of 31 December 2012. All expenditures reported up to 31 December 2011 are presented in the previous six categories, and all expenditures reported from 1 January 2012 are presented in the new eight categories.

In 2012, the highest expenditure was reported on Supplies, commodities and materials with an amount of US\$ 190,958 followed by Contractual services with an amount of US\$ 145,384. Indirect support costs slightly exceed the 7% range.

Table 4.2. Total Expenditure by Category (in US dollars)

Category	Expenditure			Percentage of Total Programme Cost
	Prior Years as of 31-Dec-11	Current Year Jan-Dec 2012	TOTAL	
Supplies, Commodities, Equipment and Transport (Old)	51,291	-	51,291	2.27
Personnel (Old)	551,764	-	551,764	24.38
Training of Counterparts (Old)	36,932	-	36,932	1.63
Contracts (Old)	1,073,301	-	1,073,301	47.43
Other direct costs (Old)	132,333	-	132,333	5.85
Staff & Personnel Cost (New)	-	43,674	43,674	1.93
Suppl, Comm, Materials (New)	-	190,958	190,958	8.44
Equip, Veh, Furn, Depn (New)	-	27,513	27,513	1.22
Contractual Services (New)	-	145,384	145,384	6.43
Travel (New)	-	(81,228)	(81,228)	(3.59)
Transfers and Grants (New)	-	77,105	77,105	3.41
General Operating (New)	-	13,736	13,736	0.61
Programme Costs Total	1,845,621	417,143	2,262,764	100.00
Indirect Support Costs Total	143,792	19,121	162,914	7.20
Total	1,989,413	436,264	2,425,678	

5. Transparency and accountability

The MPTF Office continued to provide information on its GATEWAY (<http://mptf.undp.org>) a knowledge platform providing real-time data, with a maximum two-hour refresh, on financial information from the MPTF Office accounting system on contributions, programme budgets and transfers to Participating Organizations. All narrative reports are published on the MPTF Office GATEWAY which provides easy access to nearly 9,600 relevant reports and documents, with tools and tables displaying financial and programme data. By providing easy access to the growing number of progress reports and related documents uploaded by users in the field, it facilitates knowledge sharing and management among UN Organizations. It is designed to provide transparent, accountable fund-management services to the UN system to enhance its coherence, effectiveness and efficiency. The MPTF Office GATEWAY has been recognized as a 'standard setter' by peers and partners.