

Institutionalizing Quality Rehabilitation and Integration Services for Violence Survivors Terms of Reference for External Evaluation of the Project

1. Context and Background

1.1 Context

Gender Based Violence (GBV) remains widespread in the Western Balkan Region (WB)¹, as was reconfirmed by the recent [OSCE regional survey on Wellbeing and Security of Women](#). 70% of women, or an estimated 16 million women have experienced some form of sexual harassment, stalking, intimate partner violence or non-partner violence since the age of 15. 23% of women, or approximately 4.9 million women, have experienced intimate partner physical and/or sexual violence. The same survey confirms that some groups of women are at a higher risk of violence, younger women, refugee or internally displaced women, women with disabilities, and poverty, economic dependence and children are risk factors. One contributing factor is that women lack suitable alternatives to live independently from perpetrators. This stems from structural, socialized gender norms in the region, and poverty that affects women more than men (e.g., related to property ownership, access to employment, low wages, and appropriateness for child custody, etc.). The lack of alternatives besides sheltering, SOS Helplines, Rape crisis centers, social housing, employment, and financial support programs means that women are often forced to return to the perpetrators or are left on the street without appropriate rehabilitation and reintegration systems. Institutions lack a holistic, victim-centered, gender-sensitive approach to ensuring safety and security for survivors of violence. All WB countries have ratified the Istanbul Convention and adopted relevant laws and strategies to address domestic violence, few have developed secondary legislation and allocated sufficient and sustainable resources for providing support services and training for service providers. The process of harmonizing the local policies and practice with the international standards was additionally slowed down with COVID-19 pandemic. The suspension or non-functioning of the parliaments and governments in 2020, uncovered systemic weaknesses in political systems of WB Countries. Due to the pandemic, judicial reform processes have been postponed. Additionally, judicial proceedings slowed down, and institutions became hardly accessible or inaccessible to people in need. Roma, persons with disabilities, women and children who survived violence, and migrants are especially affected by these crises. The Global economic crisis slowed down the incomplete reform processes in the economies of each WB country. The 2022 war in Ukraine will also leave its mark on instability in the Western Balkans. Women's Civil Society organizations (WCSOs) engagement in supporting women survivors of violence and their children increased during these crises. There has been an increase in the severity of violence, increased poverty of women and children, and an increase in mental health problems that have been addressed by WCSOs.

¹ Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Serbia.

1.2 Background

As part of efforts to contribute to the support and protection of women from violence, the Autonomous Women's Center, together with Albanian Women's Empowerment Network (AWEN), Gender Alliance for Development Centre (GADC), Kosovo Women's Network (KWN), Foundation United Women Banja Luka (FUW), National Network against Violence against Women and Domestic Violence (NNVWDV), Women's Rights Centre (WRC) are implementing the project "Institutionalizing Quality Rehabilitation and Integration Services for Violence Survivors".

The project is up-scaling previous activities implemented within the four-year regional action *Coordinated efforts – Toward new European standards in protection of women from gender-based violence*, funded by the EU under the IPA that successfully furthered ratification of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention) in several of our countries (2013-2016). The project is also part of an ongoing regional collaboration as partners of Kvinna till Kvinna foundation in joint advocacy targeting the EU, towards improving a gender perspective in the Accession process, *Funding the Women's Movement in the Western Balkans* (2018-2019).

The project has a national, local, and regional scope and is implemented in Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, and Serbia. The project duration is three years, from 1. December 2019 – 30. November 2022.

The primary project outcome is improved quality of rehabilitation and integration services for survivors of GBV. The key results aimed to be achieved by the project are: 1) Women supported in leaving violent environments and becoming more autonomous, 2) Quality evidence-based proposals for secondary legislation and programs put forth for assisting survivors, 3) Improved skills of service providers towards increased safety/security of survivors, 4) Strengthened and formalized regional network for addressing violence against women in line with EU standards.

The primary beneficiaries of the project are at least 30,000 women and their child survivors of GBV; secondary: at least 1 800 professionals from relevant institutions and CSOs in the WB.

1.3 COVID-19 pandemic and its effects on the implementation of the project

During the implementation period, the global pandemic deeply affected the implementation. The pandemic also heightened violence against women and their children, data from around the globe shows that it is increasing. In addition to investing efforts to develop new online support services, project partners also provided safety and security support (consultations, means and instructions) to local network member organizations to support them during the pandemic so they could continue to provide services which broadened the scope of their work. Due to the lockdown and social distancing measures, activities such as meetings, trainings, and the study visit were postponed or (where possible) reorganized to online activities. Project timeframe and some of the activities in all 6 countries, especially those related to travels and work had to be adapted. These changes should be reflected in the External Evaluation as well.

1.4 Geographic context

The project is implemented at national, local and regional level in 6 Western Balkan countries: Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia.

1.5 Total resources allocated for the intervention

The total budget for the project is **1.111.111,11** EUR, with support from the Austrian Development Agency (ADA) in the amount of 1.000.000,00 EUR and contribution by the partners in the amount of 111.111,11 EUR.

1.6 Key partners

The following women's civil society organizations participate in the project as partners:

1. Albanian Women's Empowerment Network (Albania), awenetwork.org
2. Gender Alliance for Development Centre (Albania), gadc.org.al
3. Foundation United Women Banja Luka (Bosnia and Herzegovina), unitedwomenbl.org
4. Kosovo Women's Network (Kosovo), womensnetwork.org
5. National Network against Violence against Women and Domestic Violence (North Macedonia), glasprotivnasilstvo.org.mk
6. Women's Rights Centre (Montenegro), womensrightscenter.org

All partners either coordinate the local network of women's civil society organizations or participate in the work of the local networks. Therefore, over 30 local WCSOs (from each country) are involved in the project from implementation of sub-grants.

2. *Purpose of the evaluation*

This is the final project evaluation planned in line with the Austrian Development Agency Evaluation Policy and Guidelines for Programmes and Projects Evaluations. It is also an evaluation of activities of the Autonomous Women's Center and partner organizations. The evaluation process is scheduled according to the timeframe of the project which is in its final implementation phase and ends at the end of November 2022.

The evaluation results will be used by the project partners for: learning purposes, shaping future advocacy activities, and improving networking in the field of GBV. The Autonomous Women's Center and partner/sub-grantee organizations will use the results to better understand the achieved outcomes, positive effects, obstacles, opportunities overlooked, and future needs in the field of advocating for institutionalization of quality support and reintegration services aimed at women who survived violence and their children in the WB Region. Considering the large number of CSOs involved in the project implementation, the level of satisfaction with cooperation and possibilities for improvement should be evaluated. The evaluation results will be shared with ADA to assess the overall impact of the project.

The evaluation report will be used for planning future joint activities of partner organizations addressing GBV and institutionalization of quality support services in WB Region in line with international standards and obligations. The evaluation results will contribute to providing input for designing future joint comprehensive activities based on the needs and perspectives of their beneficiaries, as well as on lessons learned. In the end of the evaluation process an online presentation of the findings will be organized, as a useful step in discussing conclusions, lessons learned and recommendations of the evaluation report. The project partner team will also work on strategies to ensure sustainability of the achieved positive changes, as well as on the best methods for dissemination of knowledge products and transferable positive practices.

3. Evaluation scope

3.1 Scope of Evaluation

The evaluation should cover the entire project duration (December 2019 to November 2022). It should focus on the project impact in Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Serbia, prioritizing and exploring in depth impact made in two countries.

This evaluation should cover the secondary project's target beneficiaries: professionals in institutions and CSOs, as well as key partners and stakeholders (e.g., partner sub-grantees, representatives of relevant ministries and governmental bodies/CSOs, external experts) participating in the project implementation.

Due to the safety and security protection measures as well as personal data protection regulated by the law², women who survived violence and their children will be excluded from the direct participation in the evaluation process. The implementing partners providing support services are conducting regular evaluation of the services as evaluated by beneficiaries, and evaluation reports will be available to evaluators.

3.2 Objectives of Evaluation

The overall objectives of the evaluation are to:

1. Evaluate the entire project in terms of relevance, coherence³, effectiveness, sustainability⁴ with a strong focus on assessing the results at the outcome and project goals,
2. Identify key lessons and promising or emerging good practices and approaches (including networking) in the field of ending violence against women, for learning purposes.

² EU General Data Protection Regulation and matching Law on Personal Data Protection of Republic of Serbia.

³ The coherence criterion involves synergies, linkages, partnership dynamics, and complexity.

⁴ At the stage: preconditions are met.

4. Evaluation Questions

The key questions that need to be answered by this evaluation include the following divided into four categories of analysis. The four overall evaluation criteria – relevance, coherence, effectiveness and sustainability will be applied for this evaluation.

Evaluation	Mandatory Evaluation Questions
Relevance:	1) To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women who survived GBV?
Coherence:	1) Which human rights based, and gender responsive approaches have been incorporated through-out the project and to what extent?
Effectiveness:	1) To what extent was the intended project goal, outcomes and outputs achieved and how? 2) To what extent was the project successful in developing quality evidence-based proposals for secondary legislation and programs for assisting survivors of GBV? Why? 3) To what extent did the project strengthen the regional network for addressing violence against women in line with EU standards? Why?
Sustainability:	1) To what extent the preconditions for sustainability of the project results after the project ends are met?

5. Design and approach

The evaluation design and approach should be tailored according to the evaluation objectives and characteristics of target groups. Besides focusing on project outcomes and impact, it is also important to identify examples of good practices and give recommendations for the revision of implemented and introduction of new further activities. In terms of methodological approach, we propose using mixed qualitative and quantitative methods, a gender responsive approach and data disaggregated by sex, as well as using non-experimental design. It is also important to consider the political and social context of a project being evaluated due to the very complex situation in the WB region. Basic principles and quality criteria in assessing the implemented projects are equity, participation, and empowerment, human rights-based approach (HRBA) to development, cross-cutting issues such as environment and climate change and gender equality. The evaluator(s) should propose the evaluation design and methodology in their proposal.

The evaluation process should include the following phases: *developing evaluation design, secondary data analysis, field information, writing products.*

Evaluation methods should include:

- content analysis of the collected data, documents and literature, (including data collected during the process of project implementation, such as research and analysis results, evaluation reports, presentations and expert articles published, progress and annual reports),
- Field visits⁵ - focus groups and/or interviews with partners, beneficiaries and stakeholders.

⁵ If possible, according to the epidemiological situation, safety and security of evaluators and participants.

The existing information sources include (but are not limited to):

- Relevant national legal and strategic framework document for each partner country.
- Project document.
- Annual and Progress Reports with annexes.
- Base line mapping of existing rehabilitation and reintegration services in each country.
- Baseline and end-line survey on satisfaction of the beneficiaries with services received in centers for social work and WCSOs for each country.
- Regional/local evidence-based advocacy documents and reports developed.
- Reports published by organizations/institutions out of the project involving data and reports developed during implementation of the project.
- Sub-grantee reports.
- Websites of partners implementing the project and sub-grantee organizations.
- Contact list of project partners and sub-grantees to interview/collect information from.
- Contact list of secondary project beneficiaries to interview/collect information from.

Once the evaluator is selected, the grantee organization will share the list of key stakeholders/institutions to be consulted, documents to be consulted, the required structure for the inception/final report, and the templates for presenting the evaluation findings and process.

6. Workplan

	Deliverables	Description of Expected Deliverables	Timeline of each deliverable (date/month/year)	Number of working days required
1	Evaluation inception report (language of report: English)	<p>The inception report provides the grantee organization and the evaluators with an opportunity to verify that they share the same understanding about the evaluation and clarify any misunderstanding at the outset.</p> <p>An inception report must be prepared by the evaluators before going into the technical mission and full data collection stage. It must detail the evaluators' understanding of what is being evaluated and why, showing how each evaluation question will be answered by way of: indicators, sources, and methods for data collection within the evaluation matrix⁶.</p> <p>The inception report must include a proposed schedule of tasks, activities, and deliverables, designating a team member with the lead responsibility for each task or product. The structure must be in line with the suggested structure of the annex of TOR.</p>	1/9/2022	8 days
2	Draft evaluation report (language of report: English)	The report needs to meet the minimum requirements specified in the annex of TOR.	1/11/2022	20 days
3	Final evaluation report (language of report: English)	In the end of the evaluation process an online presentation of the findings will be organized, as a useful step to discuss the conclusions, lessons learned and recommendations of the evaluation report. Relevant comments from partners must be well integrated in the final version, and the final report must meet the minimum requirements specified in the annex of TOR. Results Assessment Form ⁷ , completed and submitted together with the evaluation report is mandatory.	20/11/2022	8 days

⁶ Format of the Evaluation Matrix available via link:

https://www.entwicklung.at/fileadmin/user_upload/Dokumente/Evaluierung/Evaluierung_Templates/Annex7_Evaluati onMatrix_Template.xlsx

⁷ Please download the form from the link:

https://www.entwicklung.at/fileadmin/user_upload/Dokumente/Evaluierung/Evaluierung_Templates/Annex9_Results_AssessmentForm_Template2022.xlsx

7. Evaluation Management Arrangements

The Evaluation Team will be consisting of 1 regional lead evaluator and the evaluation team.

The lead evaluator will be responsible for undertaking the evaluation from start to finish, for managing the evaluation team under the supervision of an evaluation task manager from the grantee organization, for the data collection and analysis, and for drafting the report and finalization in English.

The lead evaluator should provide the relevant information on the qualifications of team members. The lead evaluator is responsible for the assignment of tasks and organization of evaluation activities among team members. The lead evaluator is responsible for the end result and products of the evaluation within the defined timeframe.

The evaluation team will be responsible for the evaluation logistics: office space, administrative support, own travel within the WB region, telecommunications, translation and printing of documents, subsistence allowances, etc. The evaluators are also responsible for the dissemination of all methodological tools such as surveys. Partners implementing the project will provide support in communication with professionals in institutions, sub-grantee organizations and decision makers to be interviewed and will organize and cover costs of meetings with stakeholders within the evaluation process. Payment to the evaluator(s) will be made in installments upon delivery of each stage of the evaluation process (1-inception, 2-draft report and 3-final report). The evaluation must be conducted in accordance with the principles outlined in the ADC and OECD/DAC norms and standards (please see below) as well as ethical guidelines for evaluations.

8. Requirements for the Evaluators

Evaluators must be independent from any organizations that have been involved in designing, executing, managing, or advising any aspect of the project that is the subject of the evaluation and any other ADC funded projects.

8.1. Lead Evaluator

Evaluation experience: at least 5 years in conduction of at least 2 external evaluations as team lead, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods,

Expertise in gender and human-rights based approaches to evaluation and issues of violence against women,

Specific evaluation experiences in the areas of ending violence against women,

Experience in collecting and analyzing quantitative and qualitative data,

Experience in planning and conducting of semi-structure interviews,

In-depth knowledge of gender equality and women's empowerment,

A strong commitment to delivering timely and high-quality results, i.e. credible evaluation and its report that can be used,

A strong team leadership and management track record, as well as interpersonal and communication skills to help ensure that the evaluation is understood and used. Good communication skills and ability to communicate with various stakeholders, to express ideas and concepts concisely.

Regional experience and knowledge: in-depth knowledge of the social services system in Western Balkan countries and framework for protection against violence against women is required,

Language proficiency: fluency in English is mandatory.

8.2. The evaluation team

Evaluation experience at least 3 years in conducting external evaluations, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods,

Expertise in gender and human-rights based approaches to evaluation and issues of violence against women,

Specific evaluation experiences in the areas of ending violence against women,

Experience in collecting and analyzing quantitative and qualitative data,

In-depth knowledge of gender equality and women's empowerment,

A strong commitment to delivering timely and high-quality results, i.e., credible evaluation and its report that can be used,

Good communication skills and ability to communicate with various stakeholders and to express concisely and clearly ideas and concepts,

Regional/Country experience and knowledge: in-depth knowledge of the social services system in Western Balkan countries and framework for protection against violence against women is required,

Language proficiency: must have fluency in Albanian, Macedonian, Serbian, and English language.

A gender balanced (must include women) team is part of the requirements.

The evaluator(s) must put in place specific safeguards and protocols to protect the safety (both physical and psychological) of respondents and those collecting the data as well as to prevent harm. This must ensure the rights of the individual are protected and participation in the evaluation does not result in further violation of their rights. The evaluator(s) must have a plan in place to:

- Protect the rights of respondents, including privacy and confidentiality,
- Elaborate on how informed consent will be obtained and to ensure that the names of individuals consulted during data collection will not be made public,
- The evaluator(s) must be trained in collecting sensitive information and specifically data relating to violence against women and select any members of the evaluation team on these issues,
- Data collection tools must be designed in a way that is culturally appropriate and does not create distress for respondents,
- Data collection visits should be organized at the appropriate time and place to minimize risk to respondents,

- The interviewer or data collector must be able to provide information on how individuals in situations of risk can seek support (e.g., referrals to WCSOs counseling support).

9. Specifications for the Submission of Offers

Application must include the following documents:

- 1) Technical offer, including work plan and time frame,
- 2) Financial offer based on days and daily rates,
- 3) CVs of key experts/consultants in accordance with the above-required competencies.

Total budget for External Evaluation is maximum 27.500 EUR including VAT.

Applications should be submitted no later than July 18th, 2022 at 5pm CET, by e-mail to the Autonomous Women's Centre, Tiršova 5a, 11000 Belgrade, Serbia at the following address: dobre_prakse@azc.org.rs and cc: aleksandra@azc.org.rs, under the subject line: **The evaluation offer**. Contact person: Aleksandra Nestorov, project coordinator at AWC. Each applicant will receive a message confirming reception of the offer.

Applicants will be notified about the final selection of the consultant/service provider within 15 days from the application deadline. AWC is responsible for all correspondence with project partners concerning the received offers.

10. Annexes

10.1 Relevant documents

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

1. The Evaluation Policy of the Austrian development cooperation, which defines the overall quality standards, principles and definitions of relevance to Austrian development evaluation:

https://www.entwicklung.at/fileadmin/user_upload/Dokumente/Evaluierung/Englisch/Evaluationpolicy.pdf

2. ADA Guidelines for Programme and Project Evaluations (bottom of the page)

<https://www.entwicklung.at/en/ada/evaluation>

3. The OECD/DAC evaluation criteria, standards and principles for use, which provide the recognized international framework for evaluation in development cooperation (and beyond):

[https://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?cote=DCD/DAC\(2019\)58/FINAL&docLanguage=En](https://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?cote=DCD/DAC(2019)58/FINAL&docLanguage=En)

4. UNEG Ethical Guidelines for Evaluation

<http://www.unevaluation.org/document/download/3625>

10.2 Expected outline of inception report

The inception report should be structured as follows:

1. Background, Purpose and Objectives

- a) The intervention logic of the programme or project being evaluated is depicted.
- b) The purpose, objective(s) and scope of the evaluation are stated and in line with the ToR.
- c) The primary users and the intended use of the evaluation are stated.

2. Evaluation Design and Approach

2.1. Methodology and Methods

- a) The methodological approach put forward in the IR is suitable to obtain reliable findings in line with the evaluation purpose, objective(s) and questions as per ToR.
- b) The stated objectives are realistic and achievable given the information that can be collected in the context of the evaluation.
- c) Criteria and reference frameworks that evaluative judgements will be based upon are stated.
- d) Means for quality assurance and triangulation are outlined.
- e) Reference is made to how the selected methodology and methods will enable the application of ADA's basic principles and cross-cutting issues as well as the human rights-based approach and other approaches, such as the conflict-sensitive approach, as relevant.

2.2. Evaluation Matrix

- a) The choice of indicators, sources and methods used to answer the evaluation questions, and the triangulation thereof, is presented and mapped against each evaluation question.

2.3. Data Collection Instruments

- a) Data collection instruments to be applied during the evaluation are outlined.
- b) The sequencing of data collection instruments is outlined and follows a logic.
- c) Relevant interview partners are identified, and approximate numbers indicated.
- d) Key documents to be consulted are identified and approximate numbers indicated.
- e) Reasonable sampling strategies are developed for each data collection instrument.
- f) Tools (e.g. interview topic guides, questionnaires) are elaborated and annexed.

2.4. Data Analysis

- a) Data processing and interpretation are described.
- b) The data analysis plan and methods is comprehensive and clearly presented.

2.5. Limitations, Risks and Mitigation Measures

- a) All foreseeable limitations of the evaluation and the proposed methodology are highlighted and their implications on the evaluation are outlined.
- b) Appropriate measures to mitigate the risks are proposed.

3. Quality Assurance and Ethical Considerations

- a) Means to ensure upholding of Standards and Principles for Good Evaluations are specified.
- b) ADA's basic principles, its human rights approach and commitment to cross-cutting issues are adequately reflected in evaluation design and approach, including the evaluation questions and data collection tools.
- c) Potential harms for participants of the evaluation and for evaluator(s) are identified and mitigation measures identified.
- d) Approaches used to protect the confidentiality and anonymity of sourced are outlined.

4. Workplan

- a) Timelines and deliverables throughout the evaluation process are presented in a workplan.
- b) Any changes or adaptations from the ToR agreed upon during inception are made explicit.

5. Annexes

- a) Data collection instruments, such as (semi-)structured interview guides, questionnaires.
- b) Comprehensive list of documents relevant for the evaluation.
- c) Comprehensive list of stakeholders.

10.3 Expected outline of draft report

The evaluation report should be structured as follows:

1. Executive Summary

- a) Included as a stand-alone chapter in the evaluation report.
- b) Includes the chapters 2-7 outlined below.

2. Introduction

- a) The purpose of the evaluation is clearly defined, including why it is conducted at this point in time, who needs the information and how the information will be used.
- b) The objective(s) of the evaluation is stated.
- c) The scope of the evaluation is delineated.
- d) Reference is made to the quality standards and criteria applied.

3. Background and Context Analysis

- a) The context of key social, political, economic, demographic and institutional factors that have a direct bearing on the programme or project being evaluated is described.
- b) The scale and complexity of the programme or project being evaluated are presented, including its components, geographic boundaries, purpose, management and budget (from all sources).
- c) The key stakeholders involved in the design and implementation of the programme or project are mentioned, including implementing and other development partners, as well as their roles.
- d) The logic model, theory of change and/or expected results at different levels are described.
- e) The implementation status of the programme or project, including its phase and any significant changes that have occurred over time and their implications for the evaluation are explained.

4. Evaluation Design and Approach

4.1. Methodological Approach

- a) The methodological approach, including literature references, is described, and justified.
- b) A description of stakeholder's consultation process in the evaluation, including the rationale for selecting the particular level and activities for consultation, is included.
- c) An assessment of the design, implementation and monitoring of the programme/project being evaluated with a view to sound gender and human rights analysis as well as actual results on gender equality, environmental sustainability, human rights, and other fundamental principles of development cooperation through which cross-cutting issues are implemented is included.
- d) A description of how the approach chosen reflects the basic principles underlying ADA's work as well as the human rights-based approach and the commitment to cross-cutting issues.

4.2. Data Collection and Analysis Tools

- a) Data collection methods are described and the rationale behind their choice outlined.
- b) The sampling frame – areas and populations to be represented, selection criteria and mechanics, sample size and limitations – is described and relevant choices justified.
- c) A description of how data collection methods and related process employed reflects the basic ADA's principles and commitments to human rights and cross-cutting issues.
- d) Measures taken to ensure data quality, including evidence supporting the reliability and validity of findings (e.g. interview protocols, survey design, observation tools) are described.
- e) A description of what type of (source, method, data, theory) triangulation was employed.

4.3. Limitations, Risks and Mitigations Measures

- a) Risk and limitations faced during the implementation of the evaluation are outlined, along with strategies employed to mitigate these.
- b) Gaps and limitations in the evidence and/or unanticipated findings are reported and discussed.

5. Findings

- a) Relevance to evaluation criteria and questions is ensured.
- b) Findings are based on evidence.
- c) Triangulation is done and documented in relation to each finding to ensure credibility.
- d) Findings are numbered and presented with clarity, logic and coherence.
- e) ADA principles and commitments with regards to human rights and cross-cutting issues are integrated in the findings.

6. Conclusions

- a) Reasonable evaluative judgments based on the findings and substantiated by the evidence presented is given and traceable.
- b) Logical connection to one or more evaluation findings is documented.
- c) Insights pertinent to the object and purpose of the evaluation and the knowledge interest of evaluation users is given.
- d) ADA's basic principles, commitment to cross-cutting issues, the human rights based approach and other approaches, such as the conflict sensitive approach, as relevant, are reflected in their formulation.

7. Recommendations

- a) Firm basis on evidence and conclusions is traceable.
- b) Relevance to the object and purpose of the evaluation is given.
- c) The target group for each recommendation is identified.
- d) Language is concise and clear; content is actionable and reflective of an understanding of the commissioning organization and key intended users and potential constraints as to follow-up.
- e) Number is reasonable to allow for a manageable management response.
- f) Aspects related to equality and human rights aspects are adequately reflected.

8. Annexes

- a) Results Assessment Form
- b) Presentation of evidence along assessment grid per evaluation question
- c) Instruments for data collection
- d) List of interview partners (anonymized)
- e) Bibliography
- f) Evaluation ToR
- g) Additional annexes as deemed useful

10.3. Key publicly accessible documents relevant to the project being evaluated

Rehabilitation and integration services baseline report developed in 2020 for each country under the project being evaluated:

GADC and AWEN (Albania)

https://gadc.org.al/media/files/upload/Final%20report_GADC_V2.pdf

AWC (Serbia)

https://www.womenngo.org.rs/images/publikacije-dp/2020/Rehabilitation_and_reintegration_services_within_the_social_welfare_system_in_the_Republic_of_Serbia_for_women_survivors_of_violence.pdf

KWN (Kosovo)

https://docs.google.com/document/d/1_sDM-GPDM3h-uvNsELb1QqzR_L0VYVXE/edit#

FUWBL (Bosnia and Hercegovina)

<http://unitedwomenbl.org/wp-content/uploads/2021/09/BiH-Mapping-Of-The-Services-Of-Support-And-Assistance-To-Women-Survivors-Of-Violence.pdf>

WRC (Montenegro)

<https://womensrightscenter.org/wp-content/uploads/2022/02/Postoje%20C4%87i-servisi-za-rehabilitaciju-i-reintegraciju-%20C5%BErtava-nasilja-u-CG.pdf>

NNAVAWDV (North Macedonia)

<https://glasprotivnasilstvo.org.mk/wp-content/uploads/2022/02/Baseline-research-design-eng.pdf>

2021 baseline survey measuring satisfaction of the beneficiaries with services received in CSW/Referral mechanism/CSOs conducted by partners for each country under the project being evaluated:

NNVWDV for North Macedonia,

https://glasprotivnasilstvo.org.mk/wp-content/uploads/2021/12/NN_Baseline-study-report-on-measuring-satisfaction-of-the-beneficiaries-with-services-received-in-CSW-1.pdf

WRC for Montenegro,

https://womensrightscenter.org/wp-content/uploads/2021/02/WRC_Survey_Report_2021-1.pdf

GADC and AWEN for Albania,

https://gadc.org.al/media/files/upload/Final%20report_GADC_V2.pdf

KWN for Kosovo,

https://drive.google.com/file/d/1G52O5Mb_OGE0jaXY5YeBCdJyfPcdiffv/view

FUW for Bosnia and Hercegovina,

<http://unitedwomenbl.org/wp-content/uploads/2021/09/Experiences-of-Women-Beneficiaries-in-Relation-to-Support-in-the-Centers-for-Social-Work.pdf>

AWC for Serbia,

<https://www.womenngo.org.rs/images/publikacije-dp/2021/Challenges%20in%20achieving%20protection%20and%20support%20for%20women%20with%20the%20experience%20of%20partnership%20violence%20in%20Serbia%20and%20of%20their%20children.pdf>

2021 Additional baseline reports developed:

FUW (Bosnia and Herzegovina), Support Services for Women Survivors of Violence in Sarajevo (Federation of Bosnia and Herzegovina) and Banja Luka (Republika Srpska) availability mapping:

http://unitedwomenbl.org/wp-content/uploads/2021/07/Mapiranje-ADA-januar-2021_ENG.pdf

AWC (Serbia) Social Housing Policies – Possibilities for Women Who Have Survived Violence, And How They Can Realize Their Rights:

https://www.womenngo.org.rs/images/publikacije-dp/2021/Social_Housing_Policies%20%80%93Possibilities_for_women_who_have_survived_violence_and_how_they_can_realize_their_rights.pdf