



This Programme is funded by the European Union



## **CALL FOR PROPOSALS**

<b>Project Title:</b>	Capacity development of Civil Society organizations and service providers to improve services for survivors of violence under the Programme “Ending Violence against Women: Implementing Norms, Changing Minds” in Kosovo
<b>Purpose:</b>	Selection of qualified responsible partner for the Programme
<b>Duration:</b>	September 2017- December 2019
<b>Contract Type:</b>	Project Cooperation Agreement
<b>Location:</b>	Kosovo <sup>1</sup>
<b>Deadline for submissions:</b>	September 8 <sup>th</sup> 2017

*The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) is inviting women organizations , civil society organizations promoting women’s rights and gender equality to submit proposals to strengthen capacities of service providers to implement the relevant international standards, including those provided in the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention) and improve services provide to women survivors of violence. ;*

---

<sup>1</sup> This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

## TERMS OF REFERENCE

### I. Background

The programme “*Implementing norms, changing minds*” (February 2017- January 2020) aims at ending gender-based discrimination and violence against women, with a focus on the most disadvantaged groups of women, in six Western Balkan countries – Albania, Bosnia and Herzegovina, FYR Macedonia, Montenegro, Kosovo<sup>2</sup>, and Serbia – and Turkey. The programme is funded by the European Commission within the Instrument for Pre- Accession Assistance (IPA) II.

“*Implementing norms, changing minds*” is anchored in the normative frameworks of the Convention for the Elimination of all Forms of Discrimination (CEDAW) and the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention), and is in alignment with the European Union (EU) accession standards on gender equality. In Kosovo the programme will: (i) support the development of an enabling legislative and policy environment on eliminating violence against women and all forms of discrimination; (ii) promote favorable social norms and attitudes to prevent gender discrimination and violence against women; and (iii) empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.

This Call for Proposals is related to the third component of the programme and aims at supporting the central and local level institutions to improve services to violence against women and fulfill its obligations related to provision of services for women survivors of violence under CEDAW, the Istanbul Convention and the national legislation and policies although Kosovo is not a State Party Kosovo is included in the territory over which the Convention can be and should be applicable. In this regard UN Women will remain strongly involved to ensure the strategy's effective implementation in the next four years by working specifically with service providers on building their capacities in order to enable qualitative services for survivors of violence.

In 2015, UN Women Office in Kosovo in close partnership with the Office of National Coordinator at the Ministry of Justice, United States Agency for International Development, OSCE and UNDP Kosovo has commissioned the Evaluation of the Kosovo Strategy and Action Plan against Domestic Violence ( 2016-2020) in order to assess the services available and normative frameworks related to women survivors of violence. The Evaluation clearly confirmed that limited professional capacities of service providers for treating cases of gender based violence and domestic violence , the inadequate services for persons who have suffered domestic violence, unstable funding of shelters, lack of rehabilitation services and reintegration of survivors followed by poor quality of psychological consultations and residences to accommodate after the sheltering remains some of the most challenging issues on area of violence against women in Kosovo.

In addition UN Women has supported the development of the new National Strategy against Domestic Violence 2016-2020. The recommendations deriving from the Domestic Violence National Strategy 2016-2020 highlights that :a) all shelters must ensure that the personnel of the shelters have successfully completed professional training on trauma, psycho-social consulting for the trauma survivors, as well as on the approach; b) ensure that all the employees that are licensed for helping people who have suffered domestic violence, including the employees and personnel of the shelters, have successfully completed professional training on: interviewing, trauma, consulting of trauma survivors, consulting on rehabilitation, approach, consulting of perpetrators, and cooperation with other actors in accordance with Standard Action Procedures c) shelter employees should get specialized training also for treating cases of domestic violence against LGBT persons, people with disabilities, as well as for treating violated persons - boys and men. Whereas the Kosovo Women Network<sup>3</sup> study recommend that shelters must publish online annual reports - including transparent portrayal of all expenditures and audit reports, towards improving image and demonstrating transparency with regard to funds received by both the state and international actors.

---

<sup>2</sup> All reference to Kosovo, whether to the territory, institutions or population, in this document shall be understood in full compliance with United Nations Security Council Resolution 1244 and without prejudice to the status of Kosovo.

<sup>3</sup> <http://www.womensnetwork.org/documents/20151124105025622.pdf>

NGOs and shelters in Kosovo provide shelter services, rehabilitation and reintegration services to domestic violence survivors. Basic provided services are contracted by the Ministry of Labor and Social Welfare, based on the Law on Social and Family services. Funding from the Ministry is supplemented with funding from municipalities, while in some municipalities, even by financial support provided by donors. Based on Standard Operation Procedures, the role of shelters is crucial towards rehabilitation and reintegration of survivors of violence.

Regarding availability and accessibility of services, shelter services are available for women survivors of family violence and trafficking in human beings in Kosovo, however the number of shelter spaces does not meet the standards of the Istanbul Convention, shelter staff lacks the specialized training and most of the shelter depend on a donor funding, - the amount paid by Ministry of Labor and Social Welfare is not sustainable and not sufficient to cover shelter needs. . Public perceptions, traditions, and customary law make it difficult for women to leave violent home situations or reintegrate after short-term shelter (up to six months with possible extension). Rehabilitation and reintegration services remain under-funded and virtually non-existent.

Shelter provision is ensured free of charge and in sufficient geographical distribution across the territory, however, Kosovo is behind the European standard of one family place per 10,000 inhabitants. Lack of long-term housing options and economic opportunities often forces survivors to return to the perpetrator. There are limited options for safe accommodation for women with boys older than 12 years of age. In line with Istanbul Convention's criteria, Kosovo has a widely advertised, free of charge, 24/7, state-wide telephone helpline providing advice to callers confidentially, referring to other services and allowing the reporting of abuse. Findings suggest a gap with regard to the helpline's specialist coverage of all forms of violence against women, excluding domestic violence. The un-traceability of calls is not ensured and coverage is limited geographically and linguistically in northern parts of Kosovo. EU has conducted the assessment of the situation in Kosovo related to general and specialized services and its alignment with Istanbul Convention. .<sup>45</sup>

Furthermore, UN Women and other UN agencies are implementing the [United Nations Joint Global Program on Essential Services for Women and Girls Subject to Violence](#), which aims at identifying the minimum standards to be provided by the health, social services, police and justice sectors as well as guidelines for the coordination and implementation of essential services and the governance of coordination processes and mechanisms.

Civil society, in particular women's organizations, play a crucial role in the promotion of gender equality and women's rights in Kosovo. They are key stakeholders in ensuring that the perspectives and voices of the most excluded and discriminated against groups of women are heard by policy-makers. Additionally, women's organizations are instrumental in terms of their networks, outreach and innovation to facilitating the required behavioral and attitudinal changes for tackling the structural barriers to gender equality and ending violence against women.

As shown by the experiences gained and lessons learned from the previous UN Joint Program on Gender Based Violence in Kosovo implemented since 2011 the women's organizations are key stakeholders in the provision of services that are essential in the establishment of multi-sectoral and coordinated mechanisms to adequately respond to the needs of survivors of violence. Therefore UN Women Office in Kosovo will support the capacity building of NGOs and shelters to improve the services and engage on policy development;

---

<sup>4</sup> [http://www.coe.int/en/web/istanbul-convention/newsroom/-/asset\\_publisher/s9opg9chjvJQ/content/final-seminar-all-reference-to-kosovo-whether-to-the-territory-institutions-or-population-in-this-text-shall-be-understood-in-full-compliance-with-uni?inheritRedirect=false&redirect=http%3A%2F%2Fwww.coe.int%2Fen%2Fweb%2Fistanbul-convention%2Fnewsroom%3Fp\\_p\\_id%3D101\\_INSTANCE\\_s9opg9chjvJQ%26p\\_p\\_lifecycle%3D0%26p\\_p\\_state%3Dnormal%26p\\_p\\_mode%3Dview%26p\\_p\\_col\\_id%3Dcolumn-1%26p\\_p\\_col\\_count%3D2](http://www.coe.int/en/web/istanbul-convention/newsroom/-/asset_publisher/s9opg9chjvJQ/content/final-seminar-all-reference-to-kosovo-whether-to-the-territory-institutions-or-population-in-this-text-shall-be-understood-in-full-compliance-with-uni?inheritRedirect=false&redirect=http%3A%2F%2Fwww.coe.int%2Fen%2Fweb%2Fistanbul-convention%2Fnewsroom%3Fp_p_id%3D101_INSTANCE_s9opg9chjvJQ%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolumn-1%26p_p_col_count%3D2)

## II. Objective of UN Women's support

The ultimate goal of the three-year Programme is that women and girls live a life free of discrimination and violence. The Programme aims at reducing intersectional discrimination and violence against women and girls in six Western Balkan countries and Turkey, anchored in the normative frameworks of CEDAW and the Istanbul Convention (IC)<sup>6</sup>, and also in alignment with EU accession standards. This intervention will contribute to Specific Objective (3) : To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.

The Programme (February 2017- January 2020) aims at ending gender based discrimination and violence against women, with a particular focus on the most disadvantaged groups of women, in six Western Balkans countries and Turkey. Funded by the European Commission (EC) within the Instrument for Pre-Accession Assistance (IPA) II, the Programme is anchored in the normative frameworks of CEDAW, Istanbul Convention, and in alignment with the European Union (EU) accession standards.

This CfP is framed within the Programme *Ending Violence against Women and Girls in six Western Balkan countries and Tukey: Implementing Norms, Changing Minds*. More specifically the CfP falls under the Programme Specific Objective 3 (SO3) *Empowering women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services*.

The Istanbul Convention calls for capacity development of relevant professionals in the many causes, manifestations and consequences of all forms of violence. Training not only allows raising awareness among professionals, but contributes to changing the outlooks and the conduct of these professionals about the survivors. Furthermore, it significantly improves the nature and quality of the support provided to survivors

## III. Scope of the Project

This Call for Proposals is related to the third component of the programme and aims at supporting the central and local level institutions to improve services to women survivors of violence against women and fulfill its obligations related to provision of services in line with CEDAW, the Istanbul Convention and the national legislation and policies

In this context, UN Women is issuing a Call for Proposals (CfP) to select a responsible party to:

- Provide capacity development to service providers, CSOs and Shelters with a focus on organizations representing disadvantaged groups, to engage in policy development in line with Istanbul Convention standards. Istanbul Convention calls for training of relevant professionals in the many causes, manifestations and consequences of all forms of violence. Training not only allows raising awareness among professionals, but contributes to changing the outlooks and the conduct of these professionals with regard to the survivors. Furthermore, it significantly improves the nature and quality of the support provided to survivors.

In Kosovo, women's organizations are active at local and national levels. The degree of organizations' expertise and strengths vary amongst the organizations regarding their capacities in networking, policy development, monitoring, advocacy, outreach and service provision. The Istanbul Convention calls for capacity development of relevant professionals in the many causes, manifestations and consequences of all forms of violence. Training not only allows raising awareness among professionals, but contributes to changing the outlooks and the conduct of these professionals about the survivors. Furthermore, it significantly improves the nature and quality of the support provided to survivors.

---

### III. Proposed Intervention(s) and expected results

It is expected that the project(s) to be implemented under this Call for Proposals contribute to the following results:

- **Result 3.1** Providers of general and specialist support services for survivors of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the IC, and in line with global standards and guidelines for essential services ;
- **Indicator 3.1.b:** No. of service providers who have used the Essential Services Guidelines
- **Activity 3.1.2:** Capacity development of CSOs service providers for survivors of violence, with a focus on organizations representing disadvantaged groups, to engage in policy development

### IV. Deliverables

It is expected that through the support the targeted women's CSOs will be able to jointly produce, inter alia:

- Mapping of the existing active shelters in Kosovo including those working with or representing women minorities and other disadvantaged group of women;
- Assessment of shelter practices and attitudes in regard to providing services and willingness to engage in networking and capacity development programing;
- Capacity needs assessment on the existing services available in shelters and recommendations on interventions required;
- Develop and/or review existing manuals on case management to align them with Istanbul Convention standards, and the UN Essential Services Package for Women and Girls Global Standards and Guidelines
- Develop a training module based on Essential Services Guideline to align them with Istanbul Convention standards as well as in line with the UN Essential Services Package for Women and Girls global standards and guidelines<sup>7</sup> ;
- Develop and implement capacity building activities that should be tailored to the role and responsibility of identified service providers. These activities should focus on the implementation of the recommendations of the National Strategy against Domestic Violence 2016-2020 in line with CEDAW and Istanbul Convention;
- Provide the required training including interviewing, trauma, consulting of trauma survivors, consulting on rehabilitation, approach, consulting of perpetrators, and cooperation with other actors in accordance with Standard Action
- Provide capacity building through tools and techniques that involve interactive trainings and other techniques, including mentoring, coaching, peer to peer support, and on-the job training.

---

<sup>7</sup> <http://www.unwomen.org/en/digital-library/publications/2015/12/essential-services-package-for-women-and-girls-subject-to-violence>

## **Communications activity**

Communication and visibility action plan including at least 1 public events and use of social media for dissemination of the capacity development programme achievements: 1) to inform and raise awareness among women, especially women from minorities and disadvantaged groups, and among communities at a large ; 2) to inform and raise awareness among relevant decision makers and key stakeholders at national level;

*Note: The information on the capacity needs assessment for shelters can be taken from the Mapping support services for survivors of violence against women in Kosovo\* report conducted by EU*

## **V. Duration of project**

From **September 2017 to December 2019**

## **VI. Budget Request**

The proposed intervention size and budget request will have to fall between a minimum indicative amount of EUR **45.000** and a maximum amount of EUR **47.700**

## **VII. Institutional Arrangement**

The selected Organization(s) will sign a Project Cooperation Agreement (PCA) with UN Women. Competitive selection process will take place to identify the potential Responsible Party. The CSO will be selected only if it has proven capacity to deliver the proposed activity. The CSO's capacity will be assessed by UN Women as per UN Women's manuals.

## **VIII. Reporting**

The selected partner will be the principal responsible party, but will work closely with UN Women during programme implementation. The partner will provide regular narrative and financial reports in line with UN Women guidelines and requirements.

All knowledge products and communications materials that would be produced under this agreement must acknowledge the support and seek approval of UN Women. Furthermore they should be in line with the EU Communication and Visibility tools and the EU-UN joint visibility guidelines.