



Campaigns for ending violence against women

MIDTERM PERFORMANCE EVALUATION

‘Safe Cities’ Ending Violence Against Women (EVAW) Final Report

February 22, 2019

This publication was produced at the request of the United States Agency for International Development. It was prepared independently by Lynellyn D. Long, Nihad El Gamry, Ola Hosny, Fatma Mansour, Ehab Sakr, Shady Amin, and Hanaa Khamis with support from Ahmed Gabr, Adriana Abreu, Richard Gaeta, Nora Weiss and Micah Frumkin of the QED Group.

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ACRONYMS

CAPMAS	Central Agency for Public Mobilization and Statistics
CARE	Cooperative for Assistance and Relief Everywhere
CVAW	Combatting Violence Against Women
CVAW/C	Combating Violence against Women and Children
CVAWU	Combatting Violence Against Women Unit
EGP	Egyptian Pound
EOU	Equal Opportunity Unit
EQ	Evaluation Question
EVAW	Ending Violence Against Women
FGM	Female Genital Mutilation
GBV	Gender-Based Violence
GI	Group Interview
IDIQ	Indefinite Delivery, Indefinite Quantity
KIs	Key Informant Interviews
M&E	Monitoring and Evaluation
MOI	Ministry of Interior
MOJ	Ministry of Justice
MoSS	Ministry of Social Solidarity
NCW	National Council for Women
NGO	Non-governmental Organization
NSEEW	National Strategy for the Empowerment of Egyptian Women
ODG	Office of Democracy and Governance
PSA	Public Service Announcement
QED	The QED Group, LLC
SDS	Sustainable Development Strategy
SIMPLE	Services to Improve Performance Management, Enhance Learning and Evaluation
SOP	Standard Operating Procedure
UNFPA	United Nations Fund for Population Activities (now United Nations Population Fund)
UNICEF	United Nations International Children's Emergency Fund
UNODC	United Nations Office on Drugs and Crime
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
USAID	United States Agency for International Development
USAID/OFDA	Office of Foreign Disaster Assistance
VAW	Violence Against Women
WCO	Women's Complaints Office

BIOGRAPHIES

Lyneelyn D. Long, Ph.D., a political economist, founded Her Equality Rights and Autonomy (HERA), a UK charity and limited company, in 2005 to prevent trafficking and re-trafficking in women. Long has also served as: (1) Chief of Party for USAID's Combating Violence against Women and Children project in Egypt; (2) Chief of Mission for International Organization for Migration in Bosnia-Herzegovina; (3) Country Director for the Population Council in Vietnam; and (4) Program Manager for USAID's Balkans' Trauma and Humanitarian Program during the war. Long designed and led large-scale surveys for UNHCR in refugee camps, IOM in migrant settlements, and the World Bank/ADB on health care privatization in Vietnam. As an Associate Professor, she taught research methods at Tufts' Fletcher and Friedman graduate schools, and as an adjunct, at Johns Hopkins School of Public Health and American University. Author of four books and several journal articles on migration/refugees, trafficking, and political economic development, she received her doctorate from Stanford University in 1988. A dual American British citizen, she currently lives in London.

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Ola Hosny, MA, Ph.D. Candidate, is an independent educational research and development specialist with 20 years of experience in conceptualizing, managing and evaluating development projects in the areas of educational development, poverty eradication, gender equality, women's empowerment, entrepreneurship, and youth development. As a monitoring and evaluation (M&E) specialist, Hosny has worked as an external evaluator for development projects including LEAD, LOTUS, STEM, Egypt@work, and DAPP. Using different M&E tools, she has conducted multiple regional and national midterm and final project evaluations on youth employment, school systems, women's empowerment, scholarship programs, entrepreneurship, and nutrition. In her work, Hosny employs different research methods as well as technical analytical and writing skills to examine policies and practices pertaining to education development in local and global contexts. She is able to synthesize information from various sources, views, research, and opinions to produce well-crafted, thoughtful, and data-driven analytical research that acknowledges the influence and power of cultural, economic, and social issues. She believes in affecting system-level change through sustainable development strategies.

Fatma Mansour, M.A., a feminist researcher, gender expert and women rights advocate, holds Yemeni and Egyptian nationalities. Mansour obtained her MA degree in gendered political economies and a monitoring and evaluation diploma from the American University in Cairo. She brings over 10 years of experience working in gender and development, feminism, GBV, and women's peace and security issues. She is currently working as a gender trainer and M&E consultant in several countries in the region. In addition to her consulting work, she serves as the Coordinator for the Women's Solidarity Network, a project by the Peace Track Initiative.

Ehab Sakr, M.A., Ph.D. Candidate, is an assistant lecturer in the Department of Demography and Bio-statistics, Institute of Statistical Studies and Research, Cairo University in Egypt. Sakr holds a Masters' degree in statistics from the Faculty of Economics and Political Science and is pursuing his

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Shady Amen, LL.B., is an independent lawyer and legal researcher with 11 years of experience. He has been practicing law since 2008 following his graduation from the Faculty of Law English Section at Ain Shames University and has served as a legal officer for various prominent corporations in Egypt. His practice concentrates on civil and criminal, antitrust, and labor law and dispute resolution. Since 2013, Amen has worked with civil society and NGOs to design and manage legal programs and developmental interventions in Egypt and Europe. His main areas of focus are on improving the legal framework to address violence against women, social accountability, raising awareness and advocacy, legal education and women's empowerment. Shady has provided technical support and consultancies for a range of local and international organizations, including UNDP, Drossos Foundation, GIZ, ACF Egypt and Plan International. Shady is currently finishing his Masters' Degree in gender and development at Cairo University.

Hanaa Khamis, M.A., is an English for Speakers of Other Languages (ESOL) practitioner, teacher trainer, and action researcher. Her training and research interests mainly revolve around instructional technology, pedagogy and assessment. Currently, she is NileTESOL Learning Technologies Special Interest Group co-coordinator in Egypt. Khamis has managed various educational ventures in Alexandria University, the Arab Academy for Science and Technology, the American University in Cairo, Nile Egyptian Schools, and Zewail University in Egypt over the past 10 years. Her book, *Communication Strategies in Problem-free Computer-mediated Interactions*, analyzes student communication strategies in computer-mediated interactions during 2007-2008. In recent papers, she explored voice applications for interactive mobile-assisted language learning tasks and Egyptian teachers' uses of mobile devices for professional and English language teaching.

EXECUTIVE SUMMARY

Violence against women remains a major concern in Egyptian society today. The 2015 United Nations Fund for Population Activities (now United Nations Population Fund) (UNFPA¹) survey documented a high prevalence (46%) of ever-married women reporting domestic spousal violence. The same survey found that 25% of girls 18-19 years old reported being harassed that year.

USAID has become a leading donor in addressing gender-based violence (GBV) in Egypt. In 2013, USAID supported the UN Women's global "Safe Cities" initiative in Cairo. In 2015, USAID extended that assistance to include Ending Violence against Women (EVAW) and expanded its support to UN Women to address domestic violence as well as harassment. The 2015 contract amendment, 'Safe Cities' EVAW, also expanded the activity's geographic coverage beyond the Cairo and Giza governorates (Greater Cairo) to include Alexandria, Minya, and Beni Suef.

On July 18, 2018, USAID/Egypt requested QED, under its Services to Improve Performance Management, Enhance Learning and Evaluation (SIMPLE) Indefinite Delivery/Indefinite Quantity (IDIQ) contract, to conduct a midterm evaluation of the effectiveness of interventions under 'Safe Cities' EVAW. USAID/Egypt limited the evaluation scope to interventions implemented following the September 2015 activity modification and to those in Greater Cairo.

Evaluation Purpose

This midterm evaluation was designed to assess 'Safe Cities' EVAW activity performance so as to provide recommendations on the effectiveness of its interventions to date in achieving overall activity goals and objectives. Although intended as a midterm evaluation, many activities at the community level are ending, and under the current agreement with UN Women all activities will end by September 2019. For this reason, USAID/Egypt and its implementing partners also expected this midterm evaluation to provide recommendations and guidance for sustaining the interventions and for any future activities in this area.

Evaluation Questions (EQs)

The midterm evaluation of 'Safe Cities' EVAW addressed five questions:

1. To what extent has the referral system been effective in providing good services to victims and potential victims of violence?
2. How successful has the strategic partnership with the National Council for Women (NCW) been in affecting reforms of the policy and legal frameworks to combat violence against women?
3. Has the institutional capacity of NCW been sufficiently built to offer services and lead the reform of the legal and policy frameworks?
4. To what extent have the national Public Service Announcements (PSAs) and the social media campaigns been successful in reaching intended beneficiaries and raising awareness about ending violence against women?
5. To what extent has awareness of all community members increased as a result of the community-based awareness campaigns?

¹ Changed in 1987

Evaluation Methodologies

Following an extensive literature review, the evaluators employed a range of qualitative, quantitative, and mixed methods, specifically:

- 20 semi-structured **key informant interviews (KIIs)** and 20 **group interviews (GIs)**, resulting in 40 interviews with some 105 individuals involved in the activity²
- **Situation Analysis (SA)** to assess services, access, and quality of MoSS' Mansoura shelter
- **Structured, on-site observations** and interviews of one of the 'Safe Cities' safe spaces
- **Legal review** of adjudicated survivor cases since 2016
- **Cairo University ERAW Volunteers Survey** (n=94)
- Analysis of **NCW Women's Complaints' Office (WCO) data**
- **Campaign metrics** using "CrowdTangle," a social media performance tool

Field data collection took place from 7-21 November 2018 in Greater Cairo and at the Mansoura shelter. Individual and group interviews were conducted with different stakeholders for each evaluation question to triangulate the qualitative evidence. Within UN Women and its key implementing partners—NCW, Ministry of Social Solidarity (MoSS), Cooperative for Assistance and Relief Everywhere (CARE), and three local non-governmental organizations (NGOs)—interviews were held with more than one unit or division.

The team followed an outcome harvesting methodology to assess the emerging qualitative evidence directly relevant to the five EQs and to outcomes specified in USAID/Egypt's results log frame for 'Safe Cities' ERAW. The team employed a "most significant change" methodology to document ERAW awareness and behavior change in the three Greater Cairo communities: Imbaba, Ezbet Al Haggana and Manshiet Nasser. From the primary and secondary quantitative data, the team compiled summary statistics and analyzed trends. Campaign metrics were assessed using CrowdTangle, a social media performance tool.³ The team held a validation workshop on November 26, 2018 with UN Women, the implementing partner, prior to finalizing its analysis and reporting.

Key Findings, Conclusions and Recommendations

EQ1: REFERRAL SYSTEM AND SERVICES FOR SURVIVORS

Findings: Data on different referral channels for ERAW complaints were not collected systematically after 2012, due to the NCW's displacement during Egypt's recent civil unrest. Based on the earlier data collected, telephone hotline referrals were consistently low (439 callers in 2018 to date) compared to other channels, especially walk-in cases. During 2016-18, a large number of calls, even with a dedicated ERAW hotline number (15115) subsidized by Egypt Telecom WE, were outside of NCW's mandate and betrayed a lack of understanding of the hotline purposes (e.g., how to access other un-related government services).

² The individual and group interviews were selected based on the findings of the desk review and meetings with USAID and UN Women, which identified the relevant participants and stakeholders. The team then designed and carried out tools as approved by USAID.

³ CrowdTangle is a social network monitoring and content discovery tool. It has an intelligence feature that enables brands/organizations to monitor their different accounts' performance on Facebook, Instagram, Twitter and Reddit. They can then determine which accounts receive the most likes, comments, shares, new followers or posts over different date ranges and content types. The tool also helps organizations to benchmark their social media performance against others within their industry or field, understand overall trends, and more easily analyze what content is working and what is not.

Conclusion: The total number of reported hotline cases remains low compared to the prevalence of violence and harassment of women in the Egyptian population.

Recommendation: The NCW hotline should provide 24/7 hotline coverage⁴, measure client satisfaction, expand walk-in services, and document case follow-up. The hotline's EVAW function needs to be advertised widely by end of 2019.

Findings: Mansoura shelter has been fully renovated and the 6th of October shelter renovation is almost complete. Mansoura shelter achieves 90% on a Shelter Standards Checklist based on MoSS and other international quality standards. The shelter provides a full range of services for both residents and walk ins. Admission criteria still limit access by age, health, psychological state⁵. Shelters will not admit women who have been trafficked, are addicted to drugs, or are living on the streets. Staff sometimes contact families without the woman's consent and advocate strongly for family reconciliation. Shelter occupancy rates across all eight shelters in Egypt are low and average seven persons per night (averaging 25-30% in Mansoura).

Conclusion: Shelter quality standards and the provision of a wide range of services have dramatically improved, but demand remains weak and there are gaps in human rights' protections.

Recommendation: MoSS shelters should continue moving towards organizing a range of "one stop" services and offering provider training on women's rights and protections.

Findings: In January 2018, CARE, an implementing partner, established case management offices in its five local partner NGOs and a network of service providers. Cairo University's Anti-Harassment Unit manages cases for incidents within the university. Although NCW's Women's Complaints Office has the central role and responsibility for referring EVAW cases to different service providers, there is still no evidence of case management follow-up or a central database of providers. Referral systems and coordination for the service provision are reported to be more efficient and easier in the governorates than in Greater Cairo and nationally. As for the legal services Greater Cairo is evidenced to be more efficient.

Conclusion: Case management, referrals, coordination, and follow-up of EVAW cases need to be developed further.

Recommendation: NCW with its Women's Observatory, organized by BASEERA, should develop a database and map referral services to coordinate case management nationwide by the end of 2019.

EQ2: POLICY AND LEGAL REFORMS

Findings: NCW advocated for amending the female genital mutilation (FGM) penal code and Inheritance Law (2017). NCW's legal committee drafted a consolidated law to combat violence against women (VAW), which was submitted to Parliament (2017). NCW's legislative department drafted Pillar Three, the protection section, in the Egypt 2030 Women's Strategy (March 2017).

Conclusion: NCW made significant progress in promoting legal and policy reforms to combat VAW by submitting legislation that has been enacted.

Recommendation: The NCW should continue to promote Government adoption of a consolidated EVAW law before the end of 2019.

Findings: NCW relies on the Women's Complaints Office (WCO), the Council's only service provider, for information and reporting on women's legal issues. The WCO established a legal tracking

⁴ Initiatives are currently being taken by WCO to expand the working hours

⁵ Many of these constraints are currently being reviewed by MoSS.

system in 2017 and receives a minimum of four women per day requesting services in their national headquarters. 'Safe Cities' ERAW is WCO's sole source of external support for the filing of legal cases in court. In 2017, WCO received 4,312 complaints, of which 202 were legal cases. In response to the 202 legal complaints that year, WCO lawyers filed 90 cases, mainly personal status and domestic violence harms, of which, due to lengthy delays in hearings, 40 received a final judgment while the remaining are under review. Of those 40, only 24 verdicts were enforced (12% of all initial legal complaints). Most are not enforced because there is neither the capacity within the system to follow up further. Many plaintiffs lack the resources to file a new complaint. The one case, a child and wife support case, that received a positive verdict in Greater Cairo took over two years to resolve.

The WCO lawyers report that, given limited funding, they are only allowed to support two legal cases per woman, and there is no support for inheritance cases. WCO has 12 full time lawyers and 400 volunteer lawyers. Most governorates have only one lawyer to address ERAW cases. Most of the WCO lawyers reported a lack of court experience and expertise on personal status law and the penal code related to domestic violence. Their expertise is based on six trainings provided by the public prosecution and the Central Agency for Public Mobilization and Statistics (CAPMAS). The volunteer lawyers, who receive the highest volume of requests, have not received any training. They are also only authorized to pursue one case (one legal case per one woman at a time).

Conclusion: NCW's WCO with USAID's support provided the sole legal services addressing VAW violations in 2017; however, these services only addressed a limited number of cases and there are lengthy delays in hearings that many plaintiffs cannot afford.

Recommendation: The NCW should coordinate with Ministry of Justice (MOJ) and the Ministry of Interior (MOI) and establish a new strategic partnership with the Egyptian Bar Association by the end of 2019 to ensure, strengthen, and expand its ERAW training and services.

EQ3: NCW INSTITUTIONAL CAPACITY FOR ERAW

Findings: NCW has responsibility for implementing three national strategies: Egypt Sustainable Development Strategy-2030, Combating Violence Against Women, and NSEEW. NCW re-activated the Equal Opportunity Units (EOUs) across the governorates and line ministries to mainstream gender equality and monitor the Sustainable Development Strategy (SDS) 2030 indicators. However, the EOUs function in only 24 out of 27 governorates and their role varies within the line ministries and governorates depending on the ministers' and governors' support. NCW established a Combatting Violence Against Women Unit (CVAWU) to support national ERAW dissemination in the governorates. They also depend on a Women's Observatory, which provides NCW with ongoing research and tracking for NSEEW implementation.

NCW identified financing from the government budget for its WCO's lawyers. However, the WCO counts on continued donor funding for its work. As ERAW funds are phasing out, they have not yet developed a plan as to how they will sustain most ERAW activities nor determined which department will take the lead for these activities from the International Cooperation Unit.

Conclusion: NCW invested heavily in developing the national strategies to address ERAW but developing the capability to implement these strategies is in process and not fully institutionalized.

Recommendation: Clear reporting lines and responsibilities for ERAW need to be developed with CVAWU, EOUs, Observatory, and Coordination Unit to ensure ERAW monitoring and documentation, identify gaps, draw lessons learned, and update line ministries on necessary actions. UN Women should encourage the Council to develop a sustainability plan building on the work and institutional components developed to date and to identify the financial resources and budgetary support to secure a successful transition to NCW assuming full capability to address ERAW.

EQ4: MEDIA CAMPAIGNS

Findings: Between 2015 and 2018, UN Women’s social media platform (Facebook) raising EVAW awareness in the general population grew to 95,224 likes and NCW experienced an exponential audience growth rate of 25 times from 39,433 likes in July 2016 to an excess of 1 million today. The communications content posted by UN Women and NCW generated over 696,900 online interactions on one platform, and shares reached 108,800.

Conclusion: The reach and engagement of audiences with EVAW/women’s empowerment digital content grew dramatically during the past two years.

Findings: The above-the-line launch of the national Speakup campaign using TV and radio reached a total of 50.3 million viewers and, through billboards, 57 million commuters in greater Cairo, Alexandria and Minia. Speakup Public Service Announcements (PSAs) with +154,700 views did not achieve the same level of online traction and engagement compared to ‘Nour’, a song, that exceeded 24.9 million views. The same applies to ‘Be Productive’ PSAs, with total video views of 368K through NCW and 5.6K views through the UN Women Facebook platform. An earlier Safe Cities PSA on harassment—‘put yourself in her shoes instead of blaming her’—is the most popular video on UN Women’s global YouTube channel, with +726,000 views. Comparatively, the online reach metrics of Speakup PSAs remain limited. UN Women and NCW organized on-ground activation activities for Taa Marbouta in May 2017 to raise public awareness. A total of 800 individuals attended these events. Similar activations for Speakup are not documented.

Conclusion: The Speakup campaign’s impressive reach through mass media was not leveraged with equally strong online engagement and on-the-ground activations to reach the targeted audiences through multiple touchpoints to have maximum impact and demonstrated attitude and behavior change.

Recommendations: UN Women and NCW should develop a content marketing plan, on-ground activations and public relations tactics—where appropriate—for the produced EVAW content that is underutilized. Spending more time on promoting rather than producing content is recommended as a general principle. A consistent streaming of content across social media platforms can enhance viewership, assuming that the content is tailored to the language of each platform to generate conversations.

UN Women and NCW should also consider immediately developing a multi-channel social media engagement strategy to inform future digital advocacy efforts. The strategy should include utilizing social media performance monitoring tools that can help both organizations to leverage the power of their social conversations fully.

EQ5: COMMUNITY PARTICIPATION AND AWARENESS

Findings: Individual youth reported that the interactive theatre generated high levels of community participation. Their audiences were emotionally engaged with theatre performances. NGOs, service providers and volunteers all commended CARE’s interventions and methodology for men’s engagement. Individual youth across the three targeted communities recounted stories of personal change and how they benefited from volunteering. They also reported difficulties in implementing activities and scaling up community-wide due to a lack of and/or delays in security approvals, especially for street actions, and in attracting and retaining new community organizers due to the volunteers’ other life commitments and lack of incentives.

Conclusion: Volunteers demonstrate awareness, capacity and passion for using innovative interventions, especially interactive theatre and sports, for community-based awareness and advocacy for EVAW. Reaching a critical mass is needed to make a measurable impact on community-based awareness and mobilization.

Recommendation: UN Women and CARE need to make a long-term commitment to the NGO volunteers by providing them with advancement opportunities to become trainers and mobilizers so as to deepen the impact and scale up the coverage in their communities.

Findings: Observation of Imbaba Community Park, a “safe space”, provided evidence of park utilization, maintenance, community engagement, and recreational activities for women and children. The park renovation incorporated a gender perspective in spatial planning and was informed by a gender-disaggregated participatory needs assessment. However, a second Safe City space, the Al Haggana school playground and football pitch, was taken over by the local educational authorities, and the community is no longer involved in managing the site and determining how proceeds from the games are invested. Their access to this space is now limited to day-time.

Conclusion: Imbaba Community Park is an innovative example of a safe space with an urban community-wide impact that has engaged all the stakeholders from the beginning while the Al Haggana experience demonstrates that community management, property rights, and accessibility, if not clarified in advance, limit its potential for future development and use.

Recommendation: USAID and UN Women should continue investing in new safe spaces sites while incorporating lessons learned about ensuring on-going management, access rights, and ways to respond to changing community demand to guarantee the effectiveness and impact of this EVAW intervention.

Summation

USAID’s support to Safe Cities’ EVAW remains powerful and relevant. GBV is a major problem throughout Egyptian society affecting rule of law, economic development, and ultimately the functioning of democratic institutions. While all working on ‘Safe Cities’ EVAW report individual progress, addressing this issue at the societal level and going to scale require long-term commitments. Such profound societal change may not happen in one generation.

USAID/Egypt’s approach to ‘Safe Cities’ has been comprehensive and strategic in addressing all aspects of EVAW, from the core domestic violence that begins within families to harassment and sexual violence on the streets, to societal and cultural change. Following the latest activity guidance on EVAW, USAID/Egypt supported all four recommended strategies to address survivor-centered, rights-based, systems-based, and community/participatory-based approaches to effect change.

As this midterm evaluation documents, USAID’s funding to UN Women to implement ‘Safe Cities’ EVAW has made a tangible difference to service users and in changing public awareness. Youth volunteers spoke of the power of face-to-face communication and direct engagement in community interventions as having the most impact on their own commitment to EVAW. Going to scale will require deepening and widening that direct engagement. Any investment in the future should begin with these youth.

INTRODUCTION

Violence against women remains a major concern in Egyptian society today. The 2015 UNFPA survey documented a high prevalence of domestic spousal violence, with 46% of ever-married women reporting it. A 2010 Population Council survey found high levels of reported harassment of girls and women. Some 50% of female respondents from 22-29 years reported having been subjected to some form of sexual harassment: 98.9% had experienced verbal harassment, and 97.9% had been harassed by a stranger (Population Council 2010). Similarly, the 2015 UNFPA survey found that 25% of girls 18-19 years old reported being harassed that year.

Recognizing the negative impact of this phenomena on civil society and rule of law, USAID has become a leading donor in addressing GBV in Egypt. Beginning in 2007, USAID funded a five-year activity Combating Violence against Women and Children (CVAW/C). That activity eventually provided evidence for the government's 2015 national strategy, *Combating Violence against Women*. In 2013, USAID was a leading donor in supporting the UN's global "Safe Cities" activity in Egypt. In 2015, the Agency extended its assistance to include Ending Violence against Women (EVAW) and expanded the scope of the Safe Cities activity to address domestic violence as well as harassment. The 2015 contract amendment also expanded the activity's geographic coverage beyond the Cairo and Giza governorates (Greater Cairo) to include Alexandria, Minya, and Beni Suef.

On July 18, 2018, USAID/Egypt issued a Task Order to QED under the SIMPLE IDIQ contract AID-263-I-15-00001. USAID requested SIMPLE to conduct a midterm evaluation of the effectiveness of interventions under 'Safe Cities' for the interventions implemented following the activity modification of September 2015.

EVALUATION PURPOSE AND QUESTIONS

EVALUATION PURPOSE

This midterm performance evaluation was designed to assess USAID's 'Safe Cities' Ending Violence against Women's activity performance so as to provide recommendations on the effectiveness of its interventions to date in achieving the activity's overall goals and objectives. According to the Scope of Work, "the midterm evaluation will only target the modification post September 2015." Although this is a midterm evaluation, many of the activities at the community level are ending and all activities under the current agreement with UN Women will be completed by September 2019. For this reason, USAID and the implementing partners also requested that the team provide recommendations and guidance for sustaining the interventions and for any future activities in this area.

EVALUATION QUESTIONS

The evaluation addresses five questions:

1. To what extent has the referral system been effective in providing good services to victims and potential victims of violence?
2. How successful has the strategic partnership with the NCW been in affecting reforms of the policy and legal frameworks to combat violence against women?
3. Has the institutional capacity of NCW been sufficiently built to offer services and lead the reform of the legal and policy frameworks?
4. To what extent have the national Public Service Announcements (PSAs) and the social media campaigns been successful in reaching intended beneficiaries and raising awareness about ending violence against women?

5. To what extent has awareness of all community members increased as a result of the community-based awareness campaigns?

AUDIENCE AND INTENDED USES

The intended audiences for this analysis and reporting are first and foremost, the U.S. Government, USAID/Egypt's senior management, the Office of Democracy and Governance (ODG), and the Program Office. Other audiences are the Egyptian government, specifically the NCW and the MoSS, and UN Women, including its global Safe Cities initiative. The team also hopes that the evaluation findings will prove useful to CARE and the three NGOs for their work in three communities: Imbaba, Manshiet Nasser, and Al Haggana. In addition, the final report and associated documents (public versions) will be posted to the USAID Development Experience Clearinghouse.

PROJECT BACKGROUND

'Safe Cities' Ending Violence against Women and Girls (AID-263-IO-13-00007) has UN Women as its Implementing Partner. The Life of Project is from October 1, 2013 – September 30, 2019 at a total estimated cost of \$7 million.⁶ Initially the activity focused on sexual harassment in public and on the streets but in 2015, its scope was extended to include domestic violence.

This activity is part of USAID's Democracy and Governance support to the Egyptian Government. GBV prevalence remains a serious concern for Egypt's rule of law and economic well-being. Reasons given for a widely perceived increase in harassment and domestic violence are:

- Cultural – different religious and family values and practices for migrants returning from Gulf states
- Social – mass rural-to-urban migration, increased drug abuse, and lack of safe spaces
- Economic – youth unemployment, particularly of young men
- Political – impact of the recent civil unrest

Domestic Violence

The Central Agency for Public Mobilization and Statistics (CAPMAS) conducted the Egypt Economic Cost of Gender-based Violence Survey (ECGBVS) of women aged 18-64 years.⁷ The Survey identifies several forms of violence against women, including: (1) female genital mutilation reported by 89.5% of women surveyed; (2) early marriage reported by 27.4%; and (3) forced marriage reported by 11%. Survey respondents also reported domestic violence perpetrated by: (1) husbands or fiancés, including emotional 43%, physical 32%, and sexual 12% abuse; and (2) violence perpetrated by family members, including emotional 17%, physical 2.3%, and sexual 1.5% abuse.

Public Violence and Harassment

Analyses of the same survey by CAPMAS, UNFPA, and the NCW (2015) found that the women respondents also reported being harassed in the preceding 12 months in their workplaces by

⁶ USAID.GOV (December 2017).

https://www.usaid.gov/sites/default/files/documents/1883/4_USAIDEgypt_Democracy_and_Governance_Fact_Sheet_Dec2017.pdf.

⁷ CAPMAS. (2015). The Egypt Economic Cost of Gender-based Violence Survey (ECGBVS). Cairo, Egypt. https://unstats.un.org/unsd/gender/Finland_Oct2016/Documents/Egypt_ppt.pdf.

supervisors (68.2%), colleagues (26.5%), and others (5.3%).⁸ In the same period, the women reported public forms of violence on transport systems: microbus (60.2%); bus (22.4%); metro (7.9%); and tok-toks (3.6%). The women also reported being objects of public violence in the same period on streets (82.3%), in markets (12.6%), and in squares (4.4%).

USAID'S RESPONSE

- **In 2007**, USAID funded the \$17.8 million CVAW/C project, which worked with NCW and the National Council for Childhood and Motherhood to address prevention, prosecution, and protection.
- **In 2010**, UN Women's global "Safe Cities Free of Violence for Women and Girls" began in Cairo, Kigali, Quito, Port Moresby and New Delhi with the support of national governments; public and private stakeholders; and local, national and global partners.
- **In October 2013**, Safe Cities, which had been launched in Cairo, was funded by USAID and several other donors. The ODG awarded \$1.9 million to UN Women to implement the 'Safe Cities' activity to combat public sexual harassment in particular.
- **In September 2015**, USAID extended the scope and funding to UN Women to 'Safe Cities' EVAW: A Survivor-Centered Approach.

As the above timeline suggests, USAID (ODG) remains the leading donor addressing GBV and combating violence against women and children in Egypt. In addition to interventions funded by USAID's Education and Health offices, ODG's focus on this issue reflects the negative impact of violence on good governance and rule of law across Egyptian society.

'SAFE CITIES' EVAW ACTIVITIES

Interventions following the September 2015 'Safe Cities' EVAW activity modification built on or continued those begun during the earlier Safe Cities activity. In addition, it was important to delineate how the activity had evolved and the learning gained from the earlier interventions that informed the design of the post-2015 ones.

Table I provides an overview of the Safe Cities interventions from 2013 and by 'Safe Cities' EVAW from 2015 to the present. The interventions are organized according to the four strategic approaches—survivor-centered, rights-based, systems-based, and community-based/participatory—as outlined by USAID's guidance for addressing GBV interventions.⁹

⁸ CAPMAS, UNFPA, NCW. (2015). The Egypt Economic Cost of Gender-based Violence Survey (ECGBVS). Cairo, Egypt. <https://egypt.unfpa.org/sites/default/files/pub-pdf/Costs%20of%20the%20impact%20of%20Gender%20Based%20Violence%20%28GBV%29%20WEB.pdf>.

⁹The activity's strategically focused objectives represent the development hypothesis (USAID's Monitoring and Evaluation Plan, DRAFT, 2016).

TABLE I. SAFE CITIES AND 'SAFE CITIES' EVAW INTERVENTIONS BY IMPLEMENTING PARTNER

ACTIVITIES	SAFE CITIES	+EVAW
Survivor-Centered		
Hotline services	NCW, MoSS	NCW + Telecom Egypt (WE)
Shelter services	MoSS and NGOs	MoSS and NGOs (strengthened)
Counseling and case management	N/A	NCW - psychological counselor in WCO at central level only
Drug rehabilitation	Al Horreya	
Violence against children	Safe	
Rights-based		
Policies and legislation	National Strategy for Combating Violence against Women, 2015- 2020	Across all, but focus on Pillar 6 of <i>Egypt Sustainable Development Strategy 20-30 (2016)</i> ; Pillar 3 of <i>National Strategy for the Empowerment of Egyptian Women (2017)</i>
Legal services	DOJ trainings, volunteer lawyers	Volunteer lawyers at NCW (training for judicial system)
Systems		
Observatory		NCW contracted BASEERA (2017)
VAW/Gender trainings at NCW		5 prosecutor trainings, 4 religious pioneers, 2 media professionals, 2 couples, 3 WCO staff (2017 on), 5 workshops on implementing VAW national strategy, public meetings in 27 governorates (2016).
University harassment units	Cairo University (2014)	5 student camps, 1 conference session, 1 gender camp by Cairo University
Community-Based/Participatory		
Street campaigns	"16 Days of Activism", Knocking on Doors	"16 Days of Activism"
Media and other campaigns	PSA on harassment	Speakup, Taa Marbouta Productive, celebrity endorsement video, seminars and Aswan film festival
Safe spaces	Soccer Pitch, Stadium and Playground in Haggana	Garden in Imbaba, Zenin Market in Bulaq
Youth volunteers	CARE and 3 NGOs: Egyptian Organization for Integrated Development; El Shehab, and Hawaa	CARE and El Shehab and Hawaa
Interactive theatre	CARE + all three NGOs	El Shehab and Hawaa
Drawings	CARE + all three NGOs	El Shehab and Hawaa
Sports days	CARE + all three NGOs	El Shehab and Hawaa
Tok-tok drivers	CARE + all three NGOs	El Shehab and Hawaa

EVALUATION DESIGN, METHODOLOGY AND ANALYSIS

The midterm performance evaluation has been designed primarily as a descriptive study to document activity performance and outcomes (wherever possible) at the current point in time. The design of the evaluation tools was carried out from August 4-16, 2018 and the evaluation took place from November 6 – December 9, 2018.¹⁰ The evaluation methodologies included:

- **Desk review** of available literature and activity resources
- 20 semi-structured **KIIs** and 20 **group interviews (GIs)** with youth volunteers, tok-tok drivers, and women beneficiaries, resulting in a total of 40 interviews with 105 individuals
- **Situation Analysis (SA)** to assess services, access, and quality of MoSS's Mansoura shelter
- **Structured, on-site observation** and interviews at one of the Safe Cities' safe spaces
- **Legal review** of adjudicated survivor cases since 2016
- **Cairo University ERAW Student Volunteers Survey** (n=94) conducted by paper and pencil and online
- **NCW Women's Complaints' Office (WCO) data** (without individual identifiers)
- **Campaign metrics** using CrowdTangle (social media performance tool)

As **Table 2** indicates, different methodologies and discrete tools (identified by number) were employed to address each question. The qualitative tools were KIIs and GIs with different stakeholders, and the quantitative tools included a student survey and analyses of two secondary data sets (hotline and campaign metrics data). Mixed methods were also used, including a situation analysis, legal review and focused observation.

TABLE 2. METHODOLOGIES/TOOL NUMBER EMPLOYED BY QUESTION

EVALUATION QUESTION (EQ)	QUALITATIVE	QUANTITATIVE	MIXED METHODS
EQ1: Services for Survivors	KII's: 1,2,5,6,12	Complaints Data	Situation Analysis
EQ2: Policy and Legal Reforms	KII's: 1,2 and GI: 7		Legal Review
EQ3: NCW Institutional Capacity	KII's: 1,2,5,6,17	Student Survey	
EQ4: Media Campaigns	KII: 1,2, 3, 4	Social Media Metrics	
EQ5: Community Participation/Awareness	KII's :1,2,20/GI's: 8,9,10,11	Student Survey	Focused Observation

Affiliation of Stakeholder	Total	City			Sex		Age Cohort		
		Cairo	Mansoura	Giza	Male	Female	24-15	54-25	64-55
Cairo University	8	8	0	0	2	6	0	7	1
MoSS	8	0	5	3	0	8	0	8	0
NCW	18	18	0	0	3	15	0	18	0
Local NGOs	8	3	0	5	1	7	0	7	1

¹⁰ Between those two times, UN Women obtained the necessary security clearances.

Affiliation of Stakeholder	Total	City			Sex		Age Cohort		
		Cairo	Mansoura	Giza	Male	Female	24-15	54-25	64-55
CARE	4	4	0	0	0	4	0	4	0
Youth	25	15	0	10	15	10	17	8	0
Women beneficiaries	8	8	0	0	0	8	0	0	8
UN Women	7	7	0	0	4	3	0	7	0
Service Providers	9	9	0	0	5	4	0	9	0
USAID	3	3	0	0	0	3	0	3	0
Total	98*	75	5	18	30	68	17	71	10

**Some beneficiaries and providers interviewed did not register their names. The total consulted is 105.*

A total of 20 research tools were utilized from an original design of 19. One quantitative tool—the Community Survey, for which the team did not obtain security clearance—was dropped and two new tools were added to reflect additional stakeholders identified during the fieldwork stage. The choice of interviews was based on the literature review and discussions with USAID and UN Women during the tool design stage. During this stage the team identified the key stakeholders for each question. As the fieldwork unfolded, the team learned about two other stakeholder groups not included in the original design. They then added two new interview protocols to include: (1) Takween, the design team of Safe Spaces (amending the Service Provider tool, Tool 20); and (2) Cairo University Anti-Harassment Unit members. Table 2 above indicates the tools developed and utilized to address each EQ fully. See Annex 6 for a description of each tool.

Field data collection took place in Greater Cairo and at the Mansoura shelter from 7-21 November 2018. All but one interview (with the UN Women’s M&E consultant) was conducted in pairs, or in a few cases with several team members. This procedure allowed one person to take notes while the other asked questions. In most cases, both the questioner and observer took notes. Either way, following the interviews the pairs checked and corroborated each other’s notes and eventual findings.

As **Table 2** indicates, several individual and group interviews were conducted with different partners/stakeholders for each question to triangulate the qualitative findings. With UN Women and its key partners (NCW, MoSS, CARE, and three NGOs), interviews were held with more than one unit or division, which also allowed the team to triangulate findings about the partnerships.

The qualitative tools were designed to document processes (e.g., how referrals are organized); reasons and evidence for reported changes in behaviors, attitudes, and capacities; and, in some cases, visual evidence as well for reported change. In conducting the qualitative analyses, the team worked initially in pairs and then as a whole, to cross reference the findings and conclusions. Following an outcome harvesting methodology, the team followed a series of steps first to compile and then to assess the evidence from the qualitative interviews. In gathering and assessing the evidence, team members focused on directly responding to the five EQs. In its eventual analysis, the team also focused on the documented outcomes that related to those specified in Annex A: Safe Cities & EVAW Results log frame in USAID’s 2016 EVAW: M&E Plan. In compiling the evidence for EQ5, the community awareness question, the team heard individual and group stories of individual and personal change. To document “why” and “how” that change related to EVAW awareness in specific groups had occurred (and to provide directions for future scaling), the team also employed a “most significant change” methodology in their analysis and narrative reporting.

The primary and secondary quantitative (on hotline complaints) data collection and analyses were designed to provide statistical information on trends (e.g., in channels chosen to report complaints) and generalizations about participant characteristics, satisfaction, engagement and responses, etc. The 94 responses obtained on the student survey included 26 obtained online through SurveyMonkey and 68 obtained through paper and pencil. SurveyMonkey was then used for double data entry of all questionnaires and SPSS to check data quality and for summary statistical analysis. The campaign metrics were assessed using CrowdTangle, a social media performance tool.

Data quality were assessed by the statistician and team leader. Missing data and discrepancies are taken into account in the analyses. The team held a validation workshop with UN Women, the implementing partner, to assess both the qualitative and quantitative data and preliminary findings prior to finalizing the analysis and reporting. Data collection and analysis followed the January 2011 USAID Evaluation Policy¹¹ updated in October 2016, and the recent guidance from the Middle East Bureau on “Evaluation Quality Review Scoring Matrices” and “Evaluation Quality Review: Review Protocol.” Stakeholder identification, the methods employed for analyzing qualitative data, and the overall analytic framework (across all five questions) are based on the guidance outlined in the May 2014 USAID *Toolkit for Monitoring and Evaluation of Gender-based Violence Interventions along the Relief to Development Continuum*.

DATA LIMITATIONS

Due to the sensitivity of the topic and the need for security approvals to travel within Egypt, the Task Order limited the geographic scope of the evaluation to activities implemented in Greater Cairo after 2015. However, to the extent possible, data were collected on interventions that began earlier and continued after 2015 (e.g., “Safe Spaces”).

To protect human subjects’, adhere to the “do no harm” principle, and conform with Office of Foreign Disaster Assistance (USAID/OFDA) and Department of State (DOS) policies protecting vulnerable populations, the team did not schedule interviews with the activity’s primary beneficiaries: women victims and survivors. International research standards for interviewing “vulnerable adults” require a risk assessment, emergency procedures,¹² and follow-up interviews to assure “do no harm” and confidentiality. The team determined that the risks were too great and time too short to provide adequate protection. Due to these data limitations, generalization of findings is not an expected outcome of this evaluation.

Among the group interviews in the communities, it is likely that a few were survivors. Two team members also met women in the shelter, with case workers present. However, no woman was asked to identify herself as a victim or survivor or to discuss her experiences in this regard directly. As recommended in DOS programming guidelines, information about “victims/survivors” experiences and requirements were obtained indirectly (and triangulated) through care workers, community members, and NGO and MoSS staff.

The team planned to conduct the community survey in the three targeted communities (Imbaba, Manshiet Nasser, and Al Haggana) in Greater Cairo. These communities are densely populated. Personal safety can be an issue. The survey included a random sampling design and questions to create a subsample case control, to assess impact. The survey instrument was primarily designed to address EQ5: Community Awareness. However, when CAPMAS security permission was not forthcoming, the team substituted intensive and lengthy group discussions in the NGO offices in the three communities. Three group discussions were held with key participants and beneficiaries including youth volunteers, tok-tok drivers, and women volunteers from the three communities. Additionally, the team held one

¹¹ <https://www.usaid.gov/sites/default/files/documents/1870/USAIDEvaluationPolicy.pdf>.
http://pdf.usaid.gov/pdf_docs/Pdacq800.pdf.

¹² Emergency procedures often require the presence of a psychologist and, if the interviewee is involved in a legal proceeding, the presence of her lawyer.

KII with Manshiet Nasser NGO Management and two group interviews with Al Shehab and Future Eve NGO managers and staff.

In-depth individual and group interviews in the three communities and with the local NGOs turned out to be a better use of evaluation resources and time. Through the individual and group interviews, the team determined which interventions were effective with different groups of people (male and female young adults, male tok-tok drivers, and older women) and how, why, and to what extent, different interventions were effective in bringing about (and sustaining) individual behavior change.

Without the community survey, the team could not document the breadth of coverage of program interventions on the three target communities, yet, the program's level of effect was well documented through the substituted tools. For example, the team found that the interactive theatre, arts activities, and sports days were highly effective in changing attitudes and behavior. With the survey, the team could have then determined how many of the 10,000 people targeted were reached by these interventions. Nevertheless, given the sensitivities of this topic, surveys typically have a favorable response bias in reporting. Without consistent long-term and wide-spread interventions aimed at behavior change, it is doubtful that a significant impact would have been documented at this relatively early stage in the 'Safe Cities' ERAW activity. The group discussions, however, proved to be quite effective in documenting how and why behavior change had occurred in individual lives and among specific groups (i.e., tok-tok drivers, youth volunteers, and women beneficiaries). Thus, they provide valuable evidence and insight for recommendations for future scaling up of activities to affect a community-wide impact.

The team originally planned to conduct observations at three 'Safe Cities' sites: (1) a soccer pitch/playground at the school in Al Haggana; (2) Imbaba Community Garden; and (3) Zenin Market in Bulaq. Although the soccer pitch and playground were begun before the evaluation period, the team hoped to see how space utilization had evolved. However, the Al Haggana site management is under local Ministry of Education authority and was not accessible. Therefore, the team relied on secondary reporting from the contractor and community users rather than direct observation. The team was also unable to visit the third site, Zenin Market, as the construction contracts were only recently issued and the project is in the demolition stage. For this site, the team relied on interviews with the primary service provider and UN Women. The main limitation in not being able to access other 'Safe Spaces' sites was that the team could not compare the relative uses and effectiveness of different kinds of sites and geographies (e.g., a market versus a park) on community awareness and participation.

FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

The following sections provide the findings, conclusions, and recommendations organized by each EQ. The five EQs address the effectiveness of services and referrals, policy and legal reform, NCW institutional capacity, media campaigns, and community participation/awareness. The following sections are organized by each EQ and structured to provide the conclusions as subtitles followed by the relevant findings. Recommendations are provided at the end of each EQ section.¹³

EQ1: SERVICES FOR SURVIVORS

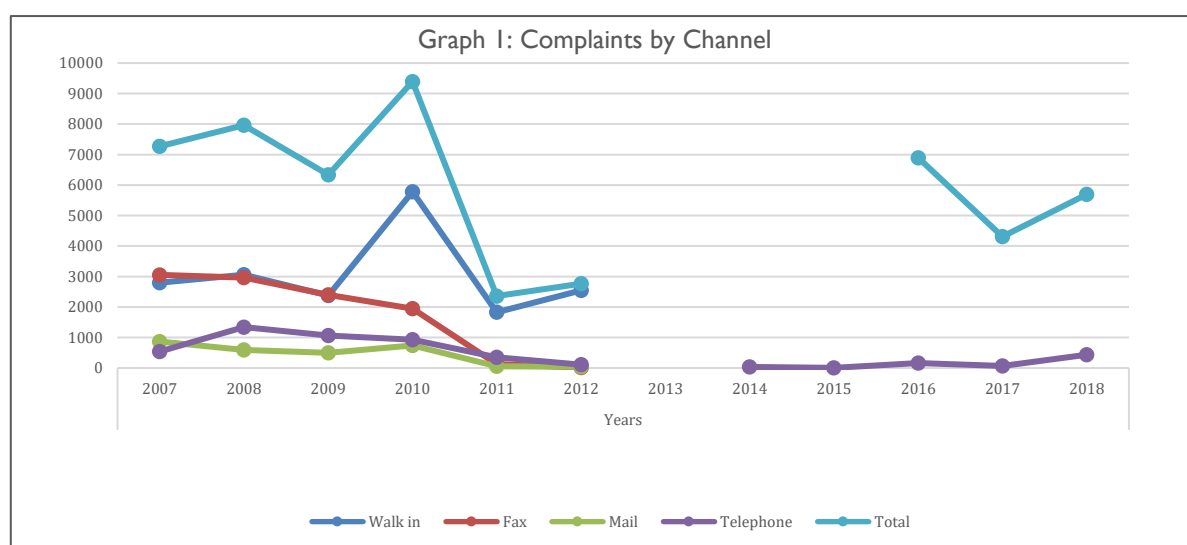
TO WHAT EXTENT HAS THE REFERRAL SYSTEM BEEN EFFECTIVE IN PROVIDING GOOD SERVICES TO VICTIMS AND POTENTIAL VICTIMS OF VIOLENCE?

¹³ Since the most significant EQ findings were primarily obtained through qualitative, in-depth interviews, the "FCR" structure is presented in narrative form, similar to investigative or legal reporting, particularly as narrative coherence is intrinsic to validation in qualitative analysis. The conclusions are provided in the subtitles, the findings in the text, and the recommendations at the end of each EQ section.

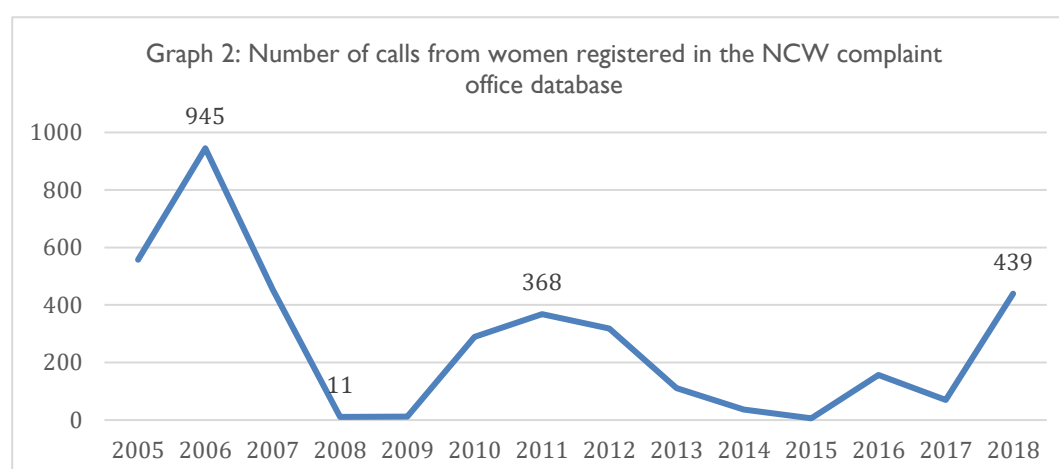
Hotline services: The total number of reported hotline cases remains low given the prevalence of VAW in the population.

The NGO managers and the NCW and MOSS Staff reported that all too many Egyptian couples across the society still accept wife abuse as normal “discipline” and the women do not believe that they need or dare not seek help. They also reported that women may face stigma for themselves and their families when seeking services.

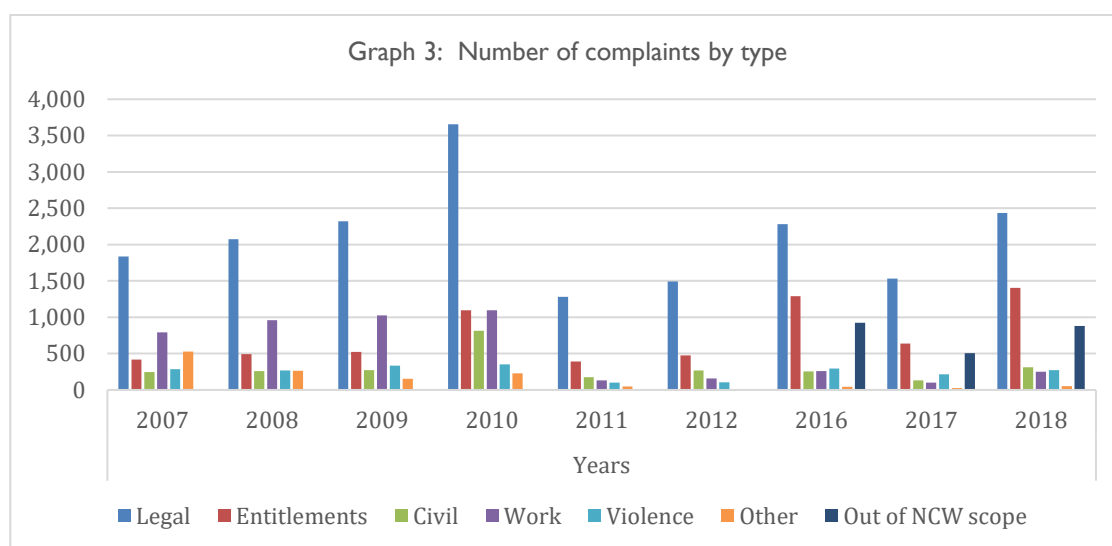
As Graph no. 1 to the left shows, NCW did not collect data on different referral channels for women’s complaints systematically after 2012. This gap in coverage and/or data collection was due to NCW being displaced by the fire and destruction of its offices during the civil unrest. However, based on the earlier and recent data collected, telephone hotline referrals are low compared to other channels (especially walk-in cases) over time.



As the next figure (Graph 2) (Women’s Complaints Office data base) shows, the number of reported cases through the telephone and hotline dropped from a high (n=945) in 2006 to a low in 2008, increased again in 2011 (n=368), and then dropped again until 2018 when it began to increase again (n=439).



The WCO received a broad range of complaints, mainly legal issues and entitlements; however, from 2016-18, a large number are outside their scope of work, even with a dedicated EVAW number (15,115) subsidized by Egypt Telecom “WE” (see Graph 3 below).



Hotline services are provided only until 3PM each day, and not on weekends.¹⁴ There is also no way for callers to register satisfaction on line, nor is there systematic recording to date of how the caller is handled (although this may be changing with new forms and procedures for recording complaints).

Shelter services: Shelter quality standards and the provision of a wide range of services have dramatically improved but demand for these services remains weak and there are important gaps in emergency services and human rights protections.

The Mansoura shelter receives survivors for accommodation around the clock (24 hours a day) and walk-in counseling is provided until 4:00 pm. Its shelter managers are available by phone 24/7 in case of emergency. A female volunteer doctor checks on survivors once or twice a week, provides a general medical examination, and carries out a medical assessment at admission. However, the Mansoura shelter lacks a crisis management plan, and first aid kits, to respond immediately at all hours. During the day, both a psychologist and social worker are available at the shelter to provide support. A psychiatrist is on call to provide psychotherapy, where needed. As per the NCW’s rules, the WCO also covers legal expenses of up to 2 cases/woman. If a woman has more cases, an outside financial source should be located i.e. through the shelter case.

“Till now, women do not know this type of provided services, so we are using the media campaigns to raise the awareness of people.” (NCW interviews)

The full range of services – psychosocial, medical, legal, economic/vocational support in addition to accommodation, provision of clothes, food, and medicine – evidenced inside Mansoura shelter are available both for women residents and walk ins. Local NGOs manage MoSS’s eight shelters and, in Mansoura, they were capitalizing on MoSS’s NGO network to extend more services to the survivors, such as job placement and health services.

However, women’s access to the shelters is conditional on being over 18¹⁵ years of age and free of contagious illness. MoSS requirements also prohibit the admission of drug addicts, trafficking survivors, and street women. MoSS is currently revising its policies to extend services to non-Egyptians and

¹⁴ On 4th January 2019, NCW announced on its Facebook page that it would extend the hotline coverage to 12 hours until 9:00 pm.

¹⁵ The age range is currently being reviewed by MoSS.

increase the woman's duration of stay and the maximum age that male dependent children may stay in the shelter with their mothers (from 10 to 12 years).

MoSS is standardizing requirements for informed consent, its code of ethics, and adherence to shelter guidelines across all eight shelters. Implementing these requirements will require further staff training. During the team's assessment, they witnessed staff openly discussing the women's names and cases. Staff reported contacting the woman's family without her consent. They also said that they advocate for and prioritize family reconciliation.

With the USAID support, the Mansoura shelter had been fully renovated and the 6th of October shelter's renovation in Giza was reportedly almost completed. Based on a Situation Analysis checklist to assess service quality, the Mansoura shelter achieves 90% on the Shelter Standards Checklist. Two team members observed that the Mansoura shelter services and facilities conform to the MoSS and international standards. However, given potential stigma and perhaps, a continued lack of awareness, the demand for these services remains weak. The average shelter occupancy rate across all eight shelters in Egypt is seven persons per night; the average is 25-30% in Mansoura, which reportedly has the highest occupancy rate.

Case management and referrals: Case management, coordination of providers for referrals, and follow-up are still being developed.

In 2018 CARE established a case management office in five local partner NGOs and a network of service providers. They developed Standard Operating Procedures (SOPs) for case management and trained the five NGOs in using these procedures. Besides services that the NGOs directly provide (e.g., legal, health, psychological, and social services), they also maintain a list of service providers (e.g., physicians, lawyers, shelter, psychologist) to whom they refer cases.

"The case management started only in January 2018, so we had up-till now only 17 cases, reached out from the awareness sessions and trainings. Depends on women who come."
(Hawaa, Imbaba)

"In the future, we need to ensure that our 'Service provider maps' across the governorates are effective and that coordination among those entities is working." (CARE interviews)

UN Women is one of several UN organizations addressing EAW in addition to the national bodies (NCW, MoSS, and MOJ). Within the UN system – United Nations International Children's Emergency Fund (UNICEF), UNFPA, and United Nations Office on Drugs and Crime (UNODC) – all address aspects of VAW. but there is no central coordination mechanism. The Cairo University Anti-Harassment Unit also

handles case management directly and investigates university incidents. However, as in many universities, Cairo University handles complaints internally and sanctions are administrative.

Having so many players without systematic coordination has resulted in a lack of follow-up and tracking of reported cases through a coordinated referral system to provide a consistent quality of service provision.

NCW's Women's Complaints Office has the central responsibility of referring EAW cases to different service providers. To date, there is no evidence of case management and follow-up through a systematic referral system or a central database of service providers. Lack of cohesiveness is evidenced in terms of; provision of holistic set of services for the same case, follow-up on the quality of services being provided, and documentation of delivered services. NCW staff observe that service provision is inconsistent across the governorates but that referrals and coordination among different service providers is both easier (as "everyone knows one another") and more efficient at the governorate than at the national level.

EQI Recommendations

The following recommendations for EQI outline areas where the NCW could help to improve services and referrals for women victims and survivors:

- I.1. The NCW hotline should provide 24/7 coverage, assess client satisfaction through voluntary automated surveys at the end of the call to be used to improve services offered, expand walk-in services, and document case follow-up. With the USAID funding, NCW should ensure that the hotline's EVAW function is advertised widely by the end of 2019.
- I.2. MoSS shelters should continue moving toward organizing a range of "one stop" and service provider training on women's rights and protections.
- I.3 NCW, with the Observatory organized by BASEERA, should develop a database and map referral services nationwide by the end of 2019.

EQ2: POLICY AND LEGAL REFORMS

HOW SUCCESSFUL HAS THE STRATEGIC PARTNERSHIP WITH THE NCW BEEN IN AFFECTING REFORMS OF THE POLICY AND LEGAL FRAMEWORKS TO COMBAT VIOLENCE AGAINST WOMEN?

By submitting legislation that has been enacted, NCW influenced legal and policy reforms to combat violence against women.

Although legal reforms to address VAW in Egypt have progressed slowly, NCW has significantly contributed to introducing legislation to prohibit female genital mutilation (FGM), sexual harassment and discrimination, and inheritance abuses. In 2016, NCW cooperated with the general prosecution, MOJ and Parliament to amend the FGM articles no. 242 and 242A in the penal code. The new legislation increased punishment of inheritance crimes to seven years' imprisonment for those committed by people outside the family, and from one to three years' imprisonment for crimes committed within the family by other family members.¹⁶ In 2017, NCW also advocated for adding Article no. 49 to the Inheritance Law No. 77/1943 to provide for a punishment of not less than six months and a fine not less than Egyptian Pound (EGP) 20,000 and not more than EGP 100,000 for anyone who intentionally refrains from passing on the legitimate share of an inheritance.



In 2017, NCW advocated for amending the FGM penal code and Inheritance Law and drafted a consolidated law to combat VAW. This law, submitted to Parliament in September 2017, is currently under review. In cooperation with legal experts, representatives from MOJ, general prosecutors, and policymakers, NCW also played a major role in developing the NSEEW in 2017. NCW's legislative department drafted Pillar 3, the protection section, in the Egypt 20/30 Women's Strategy. Finally, NCW's own legal mandate was strengthened by the Presidential decree through the issuance of law no. 30 in 2018 (referred to in the picture above of Arabic text extract of the law). This law gives the Council jurisdiction to protect women's legal rights.

¹⁶ Although these laws are in place, the NCW lawyers currently do not address inheritance cases even if the woman (e.g., wife) has not received her rightful inheritance and another family member has unlawfully claimed it.

NCW's Women's Complaints Office provided the sole legal services addressing violence against women in 2017.

The 'Safe Cities' EVAW strategic partnership provides WCO's main source of funding for filing women's legal cases. NCW relies on the WCO, which is the Council's only service provider, for information and reporting on women's legal issues. WCO receives a minimum of four women per day requesting services in their national headquarters. To date, WCO reports that they only support two legal cases for each woman so as to extend their coverage to more women. However, it will make some exceptions for urgent cases and is currently reviewing this restriction on the number of cases per woman.

Among the activity's three intervention communities, the NCW lawyers observed that Al Haggana had the greatest number of requests for legal services and advice, mostly related to domestic violence. The legal services and advice included divorce, custody, work and arbitrary transfer, and sexual harassment. The WCO lawyers suggest that the high number of cases from Al Haggana may reflect the support that women in that community received from the local NGO, Al Shehab, in registering and filing their legal complaints.

In 2017 WCO established a legal tracking system. In that year, WCO received 4,312 complaints, of which 202 were legal ones. In response to the 202 legal complaints, WCO lawyers filed 90 cases, mainly personal status and domestic violence harms, of which 40 have received a final judgment. Of those 40, only 24 (12% of all initial legal complaints) verdicts were enforced.

When taking on a case, the WCO lawyers provide legal advice and support. They also assist women in addressing some of the procedural and administrative impediments inside the courts and specifically provide assistance with the personal status courts, where the woman has to file a separate case for each claim (e.g., divorce and child custody). WCO's offices cover all 27 governorates and they have expanded their service delivery through a network of 400 volunteer lawyers, with the plan to grow to 500 volunteers by 2019.

WCO's central Cairo office has three social workers, a psychologist, and 12 paid lawyers. The WCO recently introduced a monitoring and evaluation (M&E) system that enables its lawyers to document, trace, and conclude any cases received both centrally and nationally. Each case has a separate file with information on the woman's legal status, services provided, status of each service provided, and the progress or outcomes of the service to date.

WCO Case Example

In 2016 Mrs. NET, a 34 year old mother of two sons, divorced her husband. She was unemployed and had no source of income. She came to the NCW headquarters, where she met with a social worker, who referred her to a WCO lawyer. He in turn referred her to a lawyer near to her home in Shoubra. The NCW then paid for all her subsequent legal fees. On 20 September 2016, her lawyer, citing Decree-Law No. 25 of 1920 and Law No. 62 of 1976, filed for spousal and child support on her behalf in the Shoubra Masr Family Court. In January 2017; her petition was accepted and a decision was issued on 25 June 2017. On 14 August 2017, her former husband, the defendant, objected to the judgment before the Appellate Court. He claimed not to have enough income. On 3 January 2018, the appellate decision was obtained for the plaintiff in support of the first instance ruling under section Decree-Law No. 25 of 1920 regarding maintenance and under Law No. 62 of 1976 amending certain rules concerning maintenance.

The WCO designated lawyer indicated that the most difficult task in the case was obtaining documentation of the husband's income. As this case also demonstrates, the process for obtaining maintenance and child support is very time consuming and lengthy. Many women do not have the financial resources to wait for a final judgement or to pursue the claim further when an eventual judgement is not enforced.

NCW's own partnership with Ministry of Justice needs to be operationalized to improve and accelerate the capacity of the legal system to respond to all forms of ERAW.

NCW partners with the public prosecution office to train NCW lawyers, conduct legal research, increase community awareness to combat human trafficking, address cases of sexual and domestic violence, and raise judges' and prosecutors' awareness about handling victims' cases. Although NCW established similar protocols with MOI and MOJ to handle domestic violence cases, their lawyers reported that they rarely interact with these ministries. NCW lawyers also do not directly engage with the Egyptian Bar Association.

The evaluation team lawyer advises that operationalizing their partnerships with MOI and MOJ could improve the capacity of the legal system to respond more effectively and quickly to ERAW cases. USAID does not provide funding for police or security operations. Nevertheless, the NCW may want to cooperate with MOI on training and information to improve police skills in taking evidence and in investigating cases; which are critical to ensuring due process and fair and impartial judgements. Increasing MOJ public officers' capabilities inside the courts on dealing with victims could lead to more cases being successfully adjudicated through the courts. Since MOJ is fully responsible for the public officers in courts, they also need to provide training in the new laws and procedures for dealing with VAW cases and on women's legal rights in general.

"Women in rural areas are facing many problems and the NCW cannot help them because no lawyers are there and the cost of transportation for women to go to lawyers can be more than the fees of the lawyer."
(NCW staff)

The WCO responds to the most salient VAW legal issues that Egyptian women face, but their legal services and expertise still need to be strengthened.

WCO has 12 full time lawyers and 400 volunteer lawyers. However, most governorates have only one lawyer, with a few exceptions where there are two, to address ERAW cases. The national office has a psychologist to assist with the cases. Psychological services to support the legal process are lacking in the governorates. WCO has ambitious plans to provide more lawyers across the governorates and to recruit and retain up to 500 volunteer lawyers nationwide in the coming year.

The WCO is also primarily staffed by volunteers. Since the volunteers are more likely to come and go, this limits effective case follow-up. In addition, as reported by the lawyers themselves, in few cases volunteer lawyers have demanded financial compensation directly from the women for providing services. This issue could easily threaten the office's reputation and credibility. Due to budgetary restrictions, the WCO lawyers report that they are only allowed to support up to two legal cases per woman and they lack both the financial support and legal expertise to address inheritance disputes.

The team's two evaluation lawyers observe that the WCO lawyers interviewed have limited professional experience and training to address personal status law and the penal code related to domestic violence. WCO's lawyers have been trained in personal status, sexual harassment, human trafficking, inheritance laws, and forensic medicines but have not received training on domestic violence, and procedural law (the most salient laws for ERAW). The WCO lawyers' expertise is based on six trainings provided by the public prosecution and CAPMAS. The volunteer lawyers, who handle the highest volume of requests, have not received any training.

The evaluation lawyers advise that to adjudicate ERAW cases training is needed on the following substantive laws: (1) decree-law no. 25 of 1920 regarding maintenance; (2) decree-law no. 25 of 1929 regarding certain personal status provisions, as amended; (3) law no. 100 of 1985 amending decree-laws no. 25 of 1920 and 1929 and law no. 71 of 1946 concerning testamentary bequests; (4) law no. 62 of 1976 amending certain rules concerning maintenance; and (5) law no. 4 of 2005 amending article 20 of decree-law no. 25 of 1920 (raising the age of custody). Although training was provided for general prosecution, yet there is still a lack of training on how to deal with victims.

EQ 2 Recommendations

In supporting a strategic partnership with NCW, USAID should continue to encourage and support:

- 2.1. NCW's efforts to draft new laws and conduct facilitation meetings with governmental bodies for the consolidated EVAW law before the end of 2019.
- 2.2. The NCW to increase the number of lawyers for the governorates and conduct a comprehensive training for all its lawyers on domestic violence, sexual harassment, inheritance, and procedural cases through the public prosecution by the end of 2019.
- 2.3. The WCO to strengthen its coordination with MOJ, engaging this Ministry in EVAW training and legal services, and in establishing a new strategic partnership with the Egyptian Bar Association by the end of 2019, to improve the quality and effectiveness of its EVAW legal services and case outcomes.



Image 1: National Council for Women
2017, pg. 24

EQ3: NCW INSTITUTIONAL CAPACITY

HAS THE INSTITUTIONAL CAPACITY OF NCW BEEN SUFFICIENTLY BUILT TO OFFER SERVICES AND LEAD THE REFORM OF THE LEGAL AND POLICY FRAMEWORKS?

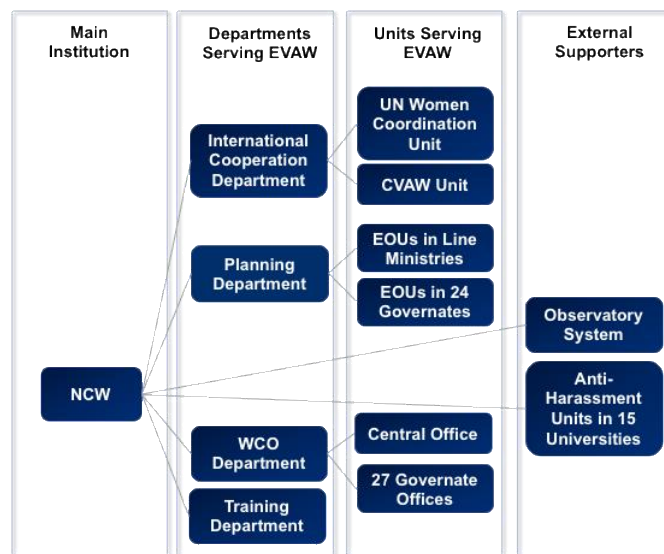
"NCW is the political engine for women's empowerment." (NCW staff)

NCW has created a system for integrating and implementing the EVAW national strategies.

As the assigned governmental entity for mainstreaming women's empowerment across line ministries, NCW has the mandate to address EVAW. The Council has been proactive in integrating into government operations: (1) the 2015 Combating Violence Against Women (CVAW) Strategy; (2) the 2016 Egypt SDS 2030; and (3) the 2017 NSEEW. Actions taken include re-activating the EOUs, establishing a CVAWU and developing a Women's Observatory through Baseera, a research think tank. NCW engaged policy-makers, experts, community leaders, and the general population and contributed to developing the three strategies to increase national commitment. NCW staff report that engaging a wide range of stakeholders in turn accelerated governmental and public support for NCW's EVAW activities.

NCW is also responsible for NSEEW's Objective 2 on women's economic empowerment, Objective 3 on women's social empowerment, and Objective 4 on women's protection. Work on achieving these three objectives is part of NCW's current structure of operations. The chart below outlines NCW's management structure to address EVAW.

Image 2: NCW's management structure to address EVAW



NCW established a system at the management level to implement EVAW, but the capacity within its departments to address these issues remains limited.

NCW's greatest asset is its direct access to the President's Office so that the Council's research, advocacy for policy reforms, and awareness raising are listened to and heard at the highest levels of government. This access enabled NCW to support a sensitive issue, such as EVAW. Nevertheless, according to NCW staff, a strategy to enhance departmental and personnel capacities is still needed.

"NSEEW is our roadmap in supporting women's issues."
(NCW staff)

For example, the training departments' involvement in EVAW is limited to addressing specific requests as they arise. The department assigns internal trainers or locates external consultants to carry out the requests. As a department, they are not actively involved in assessing what EVAW training is needed and only minimally involved in the design of specific trainings.

Financial control on the 'Safe Cities' EVAW disbursements is limited to completing required paperwork rather than proactively managing the budget. Without budget oversight and control, USAID funds were reportedly disbursed, in a few cases, for general NCW training activities and on non-EVAW topics (e.g., aid to flood victims).

The EOUs' role is clear for the NCW, yet, staff report that EOU activities and engagement are inconsistent across the line ministries and governorates. To date, there are only 24 units established in the 27 governorates. The EOU's allocated time and staff are highly dependent on whether they have the support of their minister or governor.

WCO's capacity is institutionalized at the top management level, but its capacity at the central and governorate staff levels is still not fully developed.

The WCO benefits from strong leadership. NCW's WCO Director, hired in September 2018, is seen as a recognized leader and insider dedicated to improving services. Under her leadership, the WCO has updated its M&E system. The office plans to build the internal capability to implement this new system at both the central and governorate levels.

"WCO is the only office inside NCW that provides services." (NCW staff)

The WCO Director provided the evaluation team with the earlier data that the Council had on tracking complaints over time. The team constructed Table 3 below to indicate the lack of data and reporting on complaints and referrals. The shaded areas indicate where data are missing or unavailable. As illustrated in the table, NCW's M&E system was most comprehensive from 2007-12. Following the fire and civil disturbances, documentation on EAW complaints virtually ceased during 2013-2015. In 2016, under Dr. Maya Morsi, President of NCW, M&E was restarted¹⁷. With the updated version recently launched in September 2018, the NCW's WCO Director expects to have more comprehensive data by the end of the year.

TABLE 3. DATA AVAILABILITY AND TRACKING OF NCW INQUIRIES (2007-2018)												
Number of Inquiries Classified by	YEAR											
	2007	2008	2009	2010	2011	2012	2013 *	2014	2015	2016	2017	2018
Individual/groups												
Channels (Facebook, hotline, etc.)												
Type of complaints												
Type of requests												
Inquiries out of NCW scope												
Branches and governorates												
Channels for each branch												
Types of complaints for each branch												
Individual/groups for each governorate												
Complaint status												
Legend	Available						Unavailable					

Beginning in 2017, UN Women's capacity building efforts for NCW increased significantly.

"The coordination unit's role is only advisory; raise suggestions, expedite the activities, raise awareness on the log frame, and train the NCW staff at different departmental level ." (NCW staff)

The NCW EAW Coordination Unit was established in mid-2017 to build EAW internal capacity, monitor implementation, and coordinate its external relations. The EAW Coordination Unit oversees the training of prosecutors, couples, media professionals, and religious pioneers, and is organizing further trainings on strategic planning, M&E, and interactive learning.

The UN Women provided two results-based management trainings (one in November 2017 and one in February 2018) to the Unit. Other needs-based trainings are being planned and in the pipeline.

¹⁷ NCW re-started its M&E in 2016 but the initial data collection was limited. When the new Director of WCO came on board recently, she has organized a more comprehensive system.

With UN Women’s support, NCW developed an effective external network to spread the EVAW message.

NCW played a role in raising the awareness of different stakeholders and gave priority to some of the most influential ones (e.g., prosecutors, religious pioneers). NCW’s EVAW trainings for outside influencers covered strategies for engaging communities and preventing a backlash. NCW also sent the WCO lawyers to the NGOs to respond to women’s legal inquiries and complaints.

The Council capitalized on the work of Cairo University’s Anti-Harassment Unit to develop similar units in 15 other universities. When these activities are built around camps and other social activities, such units have the potential to engage young adults. Students (n=94), who had participated or were interested in the Cairo University Anti-Harassment Unit and were willing to share their experience, were surveyed. The respondent profile was 51% male with an average age (men and women) of 20 years, of which 83% were from Giza and Cairo. Respondents were from the arts (23%), law (19%), agriculture (15%), and veterinary (11%) faculties. **Table 4** summarizes the youths’ reported impact of the unit’s activities.

TABLE 4. UNIVERSITY OF CAIRO ANTI-HARASSMENT UNIT STUDENT SURVEY (N=94)

Main recruitment channel (%)	73% word of mouth
Reason for joining (%)	57% students said they were interested in the topic
Direct engagement in Unit activities (%)	68% students were engaged in the Unit activities
Highest Satisfaction Rating activity (out of 5)	4.66 student camps
Unit’s highest impact rating (out of 5)	4.40 increased safety on campus
Highest rating on what affects VAW? (out of 5)	4.62 religion decreases VAW; 4.62 drug use increases VAW
Benefits from experience with Unit? (%)	76.6% acquired new friends, 75.5% acquired new knowledge, 62.8% increased confidence
Impact of Unit on future plans (%)	61% no impact on future plans
Likely to recommend the Unit to others (out of 10)	8.5 rating on likely to recommend

For recruiting youth for other university anti-harassment units, the word-of-mouth strategy remains critical. The unit was also effective in engaging young men, who reported joining for reasons of social interaction. The other finding of note is the students’ perception that the Unit increased safety on campus.

NCW does not yet have the capacity to sustain its EVAW activities

Since the beginning of Safe Cities, NCW’s International Cooperation Department has taken the lead for implementing EVAW activities in the Council. However, it is unclear which department will be charged with this responsibility in the future when there is no longer international funding. NCW’s internal management capacity to implement this activity is being developed. The human resources, organizational requirements, and institutional mandates may suffice, but the financial resources are not yet in place. Government funding has only been allocated for the volunteer lawyers, but otherwise there is no budgetary support to continue the EVAW Coordination Unit and the WCO. The leadership frankly

“Once the funds end, is NCW planning to sustain the services extended to survivors or not?” (USAID interviews)

admitted that WCO still counts on continued donor funding. As EAW funds may be phasing out, there are currently no plans in place to sustain this work in the future¹⁸.

EQ3 Recommendations

In supporting NCW's work, UN Women should support the Council to develop and implement:

- 3.1. An organigram that specifies clear reporting lines and responsibilities between the CVAWU, EOUs, Observatory and the Coordination Unit for all EAW services and activities.
- 3.2 Research and M&E support for the Observatory to identify gaps in services and knowledge, develop lessons learned, and provide NCW with regular evidence to report to line ministries and EOUs on necessary actions.
- 3.3. Needs-based training that is based on stakeholder assessments and identifies time frames, expected outcomes, and relevance to EAW interventions.
- 3.4. A sustainability plan that builds on the work and institutional components developed to date and identifies the necessary financial resources and budgetary support required to secure a successful transition to NCW assuming full capability to address EAW.

EQ4: MEDIA CAMPAIGNS

TO WHAT EXTENT HAVE THE NATIONAL PUBLIC SERVICE ANNOUNCEMENTS AND THE SOCIAL MEDIA CAMPAIGNS BEEN SUCCESSFUL IN REACHING INTENDED BENEFICIARIES AND RAISING AWARENESS ABOUT ENDING VIOLENCE AGAINST WOMEN?

Safe Cities EAW is the core source of funding of national communications and awareness campaigns that would otherwise have no core funding to address EAW.

National communications and awareness campaigns are perceived as key enablers for achieving progress of the NCW's strategy to combat sexual and gender-based violence. From 2015-17, NC, with support from UN Women/Safe Cities, undertook several media activities to address EAW. They produced two Public Service Announcements (PSAs) addressing sexual harassment and domestic violence under the theme of "Speak Up." The PSAs were launched nationwide through TV, radio, outdoor and digital media (December 2015). They also produced a celebrity endorsement video featuring Bushra, the Egyptian actress, Hazem Imam, the sports icon, and other celebrities showing their solidarity and support to the "Taa Marbouta" campaign for women's empowerment. NCW produced three PSAs to commemorate the Year of Women and to advocate for women's labor force participation under the theme of #Montega ("productive"). The three PSAs target women and society at large with a focus on breaking stereotypes (September 2017). Both UN Women and NCW stakeholders stressed that their core-communication funds are limited and that campaigns that use mass media, such as TV and radio, are only possible through external donor support.

Over the past two years, the reach and engagement of audiences with EAW and women's empowerment digital content have dramatically increased.

Between 2015 and 2018, UN Women's social media platform (Facebook) grew to 95,224 likes and NCW experienced an exponential audience growth rate of 25 times, from 39,433 likes in July 2016 to an excess of one million in November 2018. In terms of engagement, the communications content

¹⁸ Quote in blue box was raised during one of the USAID staff interviews and highlights sustainability concerns.

posted by UN Women and NCW generated over 696,900 online interactions on one platform, and shares reached 108,800.

The good reach of Speakup campaign through mass media (TV/Radio and billboards) was not leveraged with an equally strong online and on-ground activations to become a 360° campaign.

The above-the-line launch of the Speakup campaign using TV and radio reached a total of 50.3 million viewers and 57 million commuters through billboards in greater Cairo, Alexandria and Minia. Speakup PSAs with a total of +154,700 views did not achieve the same level of online traction and engagement compared to other content, such as 'Nour', a song, that exceeded 24.9 million views. The same applies to 'Be Productive' PSAs, with total video views of 368K through NCW and 5.6K views through UN Women's Facebook platform. Produced content could be more actively pushed online to broaden message reach and audience engagement on the topics of gender-based discrimination, violence, and how society views women's roles. The Speakup campaign's impressive reach through mass media (TV, radio and billboards) did not employ any online engagement or on-the-ground activations. Thus, it cannot be considered a 360° campaign that reaches the targeted audiences through multiple touchpoints to maximize impact and demonstrate attitude and behavior change.¹⁹

An earlier Safe Cities PSA on harassment—'put yourself in her shoes instead of blaming her'—is still the most popular video on UN Women's Global YouTube channel, with +726,000 views. Comparatively, the online reach metrics of the latest PSA, Speakup, remain more limited.

UN Women and NCW also organized on-the-ground activation activities for Taa Marbouta in May 2017 in the form of seminars to raise public awareness in four governorates (Cairo, Alexandria, Minya and Assiut). A total of 800 individuals attended these seminars held at youth centers and local branches of NCW. The seminars addressed the government's role and services available for combatting VAW and supporting women survivors of violence. Similar activations for the Speakup campaign are not documented.²⁰

EVAW messaging through songs and films overtook direct messaging through PSAs in terms of message reach, message recall and audience engagement.

"On the most effective ads and campaigns, youth mentioned Zap Tharwat song, metro ads, and admitted, 'we know that CARE produced an ad about harassment...we don't remember these ads honestly.'" (Youth group discussion, Manshyat Nasser)

A total of 9.25 million views were attained for all the video content posted by both UN Women and NCW's Facebook platforms between 1 November 2015 and 1 November 2018.²¹ Of all video content posted by UN Women Egypt and NCW Facebook and YouTube Platforms from 1st November 2015 to 1st November 2018, the content that generated the top reach and engagement were:

- Zap Tharwat's song Nour (+23M YouTube views and +1.9M Facebook views)
- 'Because I am a man' animated video (+1.3 M Facebook views)
- Mariam and the Sun Film (+1.4 M on Facebook views)

¹⁹ Content analysis of attitude and perceptual changes would need to be done manually on social media (as shown in the annexes) and behavioral change should be measured according to pre-defined campaign objectives through surveys and focus groups shortly after campaign ends.

²⁰ Annex R, Report on Taa Marbouta On-ground Activations, UN Women.

²¹ These views only count organic views. If a video post is boosted, the CrowdTangle social monitoring platform does not differentiate views that came from organic versus paid but shows total views on posts.

NGOs, youth and service providers all reported that face-to-face communications, including street campaigning, concerts and experiential learning activities, using sports, arts and interactive theatre, were the best way to convey and retain ERAW messaging in local communities and with young people.

“Nour is a beautiful song and I liked it because it felt real to me – because the song reminded me of the first time, a girl went under the car to fix something. When the girls first joined our mechanics institute, initially we made fun of them and they were the butt of jokes but by end of year, the girls proved they could do the work, too, and the experience changed both the girls and the boys.” (Young man in the youth group discussion, Al Haggana)

Celebrity endorsements are well employed by UN Women and NCW to promote ERAW messaging, but the celebrity video and “Be Productive” series were underutilized, which would have increased reach and engagement.

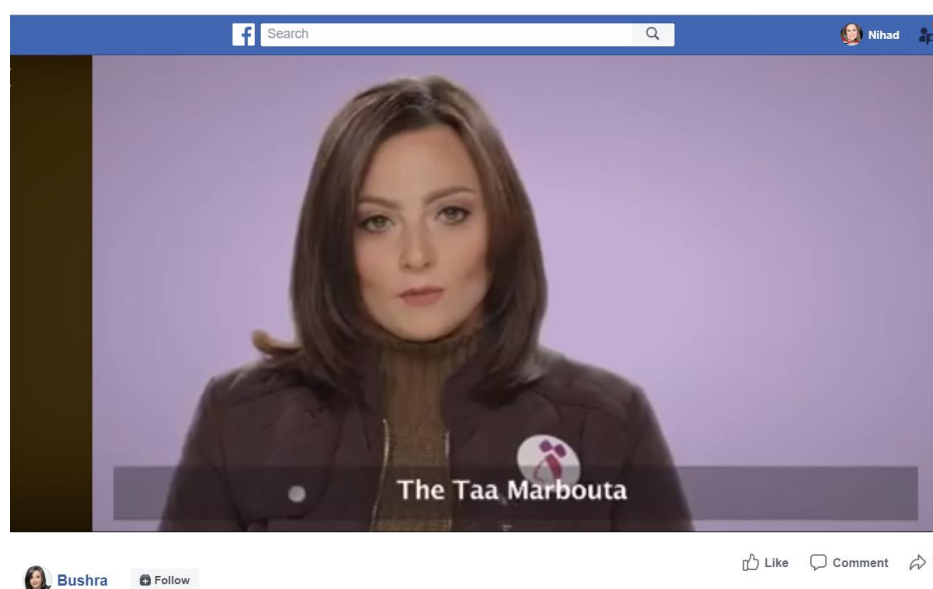
Celebrity endorsements and unsolicited media coverage of ERAW content occurred on prime-time TV shows (documented in Speakup Report and an online review).

Examples of three endorsements are:

1. CBC talk show host, Lamis ELHadeedy, who campaigned on Hona Al Asema (14 December 2015), provided viewers with statistics to demonstrate the magnitude of domestic violence, particularly violence from intimate partners.
2. Mohamed Sobhy ‘Mafeesh Moshkela’ hosted on the CBC talk show the topic of gender-based discrimination in support of the Taa Marbouta campaign, and posted it on 28 November 2015 prior to the Speakup campaign launch, generating a total of 422,754 views on YouTube.
3. The football player, Mohamed Salah, endorsed the ‘because I am a man campaign’ by sharing the video on his social media platforms. The video reached more than 1.7 M viewers on Instagram alone when posted on 22 November 2017, which was not ERAW-funded but is included for comparability.

There were +15K views on UN Women Facebook page but no posting on NCW platforms. The UN Women has not documented its launch and post-launch digital advocacy so the ERAW celebrity endorsement video may not be fully utilized.

Image 3: Social media coverage



UN Women's insufficient documentation of campaign planning and end-to-end campaign management limited organizational learning to determine awareness and behavioral change.

Neither the desk review nor the KIs provided evidence of strategic communications planning or a strategic framework to guide the different EVAW communication campaigns. Such plans typically include communication objectives, audience segmentation, channels, execution plan and monitoring of behavioral change and impact. The availability of media coverage reports that demonstrate the extent of media coverage generated by communication campaigns is not consistently available for all EVAW-funded activities. There is no social media content analysis to determine how the campaigns are driving conversations online and how they are affecting attitudes and behaviors. While the Speakup campaign had a comprehensive media coverage report, similar reports were unavailable for the launch of “Be Productive” PSAs and the Taa Marbouta celebrity video.

EQ4 Recommendations for UN Women and NCW

- 4.1. To improve the efficiency of their communications, UN Women and NCW should consider immediately developing a multi-channel social media engagement strategy to inform future digital advocacy efforts. The strategy should include utilizing social media performance monitoring tools that can help both organizations to leverage the power of social conversations fully.
- 4.2. Beginning with the next campaign, UN Women and NCW should develop a content marketing plan, on-the-ground activations and public relations tactics—where appropriate—for produced EVAW content that are underutilized. Spending more time on promoting rather than on producing content is recommended as a general principle. Consistent streaming of content across social media platforms can enhance viewership, assuming that the content is tailored to the language of each platform to generate conversations.
- 4.3. With the next campaign, UN Women needs to enhance planning, documentation and reporting on end-to-end campaign management. Such management can support UN Women and partners to tap into the organizational learning for future behavioral change campaigns and to employ the strategies, tactics and channels that prove to be most effective.
- 4.4. UN Women should employ consistent media monitoring for each campaign ahead. This requires monitoring and documenting all unsolicited coverage, including celebrity endorsements, featuring campaign content in TV programs, radio segments, and print or digital media.

EQ5: COMMUNITY PARTICIPATION AND AWARENESS

TO WHAT EXTENT HAS AWARENESS OF ALL COMMUNITY MEMBERS INCREASED AS A RESULT OF THE COMMUNITY-BASED AWARENESS CAMPAIGNS?

Participation in innovative interventions, especially interactive community theatre and sports, transformed young men and women into effective advocates for EVAW in the three communities.

The youth respondents across the three NGOs were universally enthusiastic about their participation or attendance in the interactive theatre. They reported high levels of community participation and described how audiences became emotionally engaged with their theatre performances. An Imbaba youth volunteer recounts, “*With Safe Cities, we were trained on interactive theatre and learned how to develop stories from real life and make them into interactive plays.*” Another observes, “*We usually target 45 people per performance, but our first performance in Imbaba Youth Center exceeded 100 people.*” A CARE manager finds that, “*interactive theatre is the most effective activity done so far in terms of the number of participants, their engagement, the depth of interaction, and the sharing of intimate and personal stories that resonate with them through the activity.*”

Youth volunteers and coordinators provide direct testimonies of the impact these interventions had on individuals and the communities. *“Theatre can be tricky and sometimes people’s reactions are unexpected. Once I was playing the role of a harasser and we asked the audience what should be done to this harasser. A girl from the audience stood up and slapped me”* (Manshiet Nasser volunteer). An Al Haggana volunteer recounts, *“Theatre really makes a difference in addressing VAW issues. One of my friends who was part of Al Shehab invited me to watch the theatre and I saw how the violence affects the girl.”*

NGOs, service providers and volunteers all commend CARE’s methodology for men’s engagement, including “difficult segments” not previously addressed in EVAW interventions. CARE also observes that they found effective ways to engage men. Different testimonies include:

- *Working with tok tok drivers: no one was working with this segment of the community. We witnessed a quantum leap in their behavior and shifting from being harassers and perpetrators to being agents of change working on EVAW in their communities.* (NGO)
- *I think that engaging men systematically in EVAW is a very unique approach.* (NGO)
- *The most effective intervention in our view was the “manhood training.” The engagement of men early on will reduce the resistance a lot and facilitate the engagement of women in our activities.* (service provider)
- *The work with men and boys, which was born with EVAW, was very effective.* (CARE management)
- *We created a model or methodology to engage men and to work on raising their awareness and engaging them in the volunteer groups and women rights’ advocacy.* (CARE, Safe Cities Unit)

A local NGO staff member observes, *“It was unusual for a non-governmental organization [CARE] to use theatre and sports and it had a very good impact on our community.”* Another observes, *“Approaching men at cafes at night, using theatre in front of cafes to engage men and followed by discussions, are things that we are proud of doing.”*

Individual youth recounted stories of their personal change and how they benefited from their volunteering experiences across the three intervention communities. A male volunteer from Manshiet Nasser admits, *“I’m the big brother in my family and I used to practice violence against my younger siblings not knowing that this was actually violence, such as yelling or giving them orders to follow. Now after I learned what is violence, I changed my behavior towards them.”* A female Manshiet Nasser volunteer offers, *“The NGO was the only place for me to vent. I was still at high school. I was passive at the beginning but after I took the interactive theatre I dared to participate and talk about a harassment incident that happened to me in front of an audience and since then I can’t tolerate any harassment in the street.”*

For some the experience changed their career plans and led to personal growth. For young women, in particular, a focus on career and employment can help to prevent violence.²² A young refugee woman from Imbaba reports, *“I learned theatre here and was able to become a professional theatre actress! I have been casted now in seven performances and I became one of the top five contestants in the competition. So, it changed my life totally.”* Another young woman from Imbaba says, *“As a volunteer, I received training on psychological wellbeing. That helped me a lot and I helped others through my work in the Ministry of Health. I see women who hit their kids so hard that they bleed. I intervene and stop these things from happening.”* A male volunteer from Al Haggana testifies that the *“training on acting changed our characters, before we were shy people, but we learned how to handle situations not necessarily just for EVAW but also for our own lives.”*

Sustaining EVAW will require reaching a critical mass of volunteers, going to scale community-wide, and developing the capacity and trust in local institutions to respond to complaints.

²² See UN Women. *A Framework to Underpin Action to Prevent Violence against Women*. 2015. http://www.unwomen.org/media/headquarters/attachments/sections/library/publications/2015/prevention_framework_unw_omen_nov2015.pdf?la=en&vs=5223

Youth volunteers reported some of the obstacles and difficulties they faced in making a difference community-wide. They see the importance of mobilizing a critical mass and reaching across society. One young volunteer explains, *“As an individual, I cannot count on my own impact to change the community or even friends of my family. We need to be a group to impact change.”* Another observes, *“Working also with all society segments is important for sustainability, because if we work on women or kids alone, we can face resistance from the families, so we need to work with everyone.”* A young volunteer admits, *“the original plan of the project is to make one of the streets safe for girls and women, but it is not yet there.”* Another confirms, *“We had an impact in our neighborhood and everyone knows us but the ultimate goal to have safe streets clean from VAW is still not achieved.”*

The youth volunteers also offer ideas for having greater impact. One volunteer advises, *“We should focus on one area with all societal categories.”* Another recommends, *“We need to adopt a political approach in our interventions. We need to learn how political parties are mobilized, organized, and how to reach out to wider communities. If we can attract people the same way the political party did, we will succeed in reaching a wider population.”*

NGO staff and service providers are similarly candid about the reach and sustainability of their work. One staff member observes, *“When we work on a small segment of the society for the project period and then leave, the people who received the intervention and changed are most likely to relapse due to societal pressure. If we can’t change the whole culture, people who changed will relapse again.”* Another admits, *“We faced many challenges because we are few facing the entire community and trying to convince them, which is very hard. The hardest thing to change is people’s convictions.”* A service provider tells the team, *“We trained volunteers on ‘resilience philosophy.’ Sometimes they will not be able to change their environment drastically, but we try to build their inner resilience to be able to maintain a healthy life.”*

NGOs and volunteers also report facing problems in extending their outreach and implementing activities due to lack of and/or delays in security approvals, especially for street actions and access to schools. Specific incidents and examples provided are:

1. *The NGO partner in Manshiet Nasser was not one of the local NGOs inside this community. They had to subcontract a local NGO from Manshiet Nasser [Al Shehab], which was unable to get security approval from MoSS to be the program implementer in this area. (NGO)*
2. *NGOs are facing difficulty to obtain security approvals from MoSS especially after the current NGOs law. (Safe Cities Unit)*
3. *Security is another concern for doing street activities. We did a street campaign with Basma in 2015 in Imbaba microbus stop area. We attracted a lot of attention and the police took Basma’s responsible person to the police station for questioning. But generally, our volunteers are well supported with security clearances and have an excellent contact as an NGO with the police who regularly come to the garden to check that everything is safe. (youth volunteers)*

The use and sustainability of the NGO Coalition, established by the end of Safe Cities as a mechanism for community outreach and sustainability, was not evidenced. NGO staff report that *“By the end of Safe Cities, we had a consortium of 21 NGOs in Imbaba and we headed this consortium, using these NGOs as channels for outreach. Most of the NGOs used to serve social services only but wanted their support from the ERAW project. Among the 21, they were not at all aware of the ERAW concept or case management. Only two NGOs are referring cases to us.”* A staff member from another NGO observes, *“By the end of Safe Cities, the NGO Alliance was formed but it was not that active.”* Some are also concerned that *“the consortium of NGOs—the management of some NGOs had a wrong understanding of ERAW.”*

Under-reporting of VAW cases is evidenced across the three communities. Denial, victim blaming, stigma and lack of trust in the system to respond are among reasons shared by NGO staff in the three communities:

- *Stigmatizing the ladies who receive our psychological support and labelling them is challenging. (NGO)*

- *The communities still see that people who are attending psychological sessions as abnormal and they label them. (NGO)*
- *We do not have evidence of any cases inside police station in Imbaba. No one has had the courage to take a case to the police. Despite the fact that they attended many awareness campaigns, no one has yet had the courage to make a complaint. (NGO)*
- *There is a lack of documented cases: no cases can be taken as a reference. (NGO)*
- *The social pressure does not allow the women to take their complaint to the police station. There is a lot of community pressure and they don't trust the police station and have more trust in the community members. One young woman wanted to report a case of harassment, but her parents would not allow it. The mistrust with the police station is multi-dimensional. Because they do not understand EVAW well, they [the police] may document the case as a 'confrontation case' instead. Or, the person may be harassed inside the police station. Many people are interested in awareness sessions but when it comes to action, they won't take action. (NGO)*

Focusing on quantity versus quality and a limited time duration for some interventions compromised the depth needed to sustain impact through repetition and reinforcement.

NGOs, volunteers, and service providers reported that 'Safe Cities' EVAW requirements setting age limits and allowing only one intervention per community participant curtailed access to and depth of interventions. According to an Imbaba volunteer, "Our self-defense training for example cannot be attended by anyone under 18, which is a critical age group." An NGO staff member in another community observes that "having the participants attending only one component is a problem and needs to be changed. The project design should allow the women to take more than one service, so we can see some real impact." An NGO staff member observes, "The project is designed to serve each beneficiary only once (i.e., take a training in one area only). This design needs to be changed to serve more than once. It is hard to measure the impact because only one component is allowed. There is a contingency only for 30% to take several components. In Safe Cities, a person could take more than one component so it was not an issue." A youth volunteer is also concerned that "EVAW does not enable us to 'repeat interventions' with the same target group. In my view, it is best to change 10 people entirely rather than target 100 people and fail to change them or impact them totally."

The short duration of some interventions limits the depth and potential for making community-wide impact. A service provider reports, "The program duration of one year also did not take into account the 'relapse' issue of addicts, which is extremely common in the first three months." An NGO staff member also reflects on how resources and time may not have been well prioritized: "I believe our neighborhood is still not a safe place because almost 70% of the program timeframe was consumed in the building capacity component more than on the actual activities on the ground to achieve total security for women to walk on the streets safely." A young volunteer also reports, "The link between the trainings we received and the implementation was weak and a lag time existed between the capacity building and implementing what we learned on the ground. Sometimes, we were unaware of why we did not implement certain activities."

NGOs and volunteers report facing challenges in attracting and retaining volunteers due to a lack of incentives and other life demands and commitments:

- *In order to secure the needed attendees, we had to give incentives like transportation allowance. (NGO)*
- *Another challenge is that a lot of the local trained cadres leave the program or stop their involvement in the different activities after investing time and resources in building their capacity due to many reasons, such as economic reasons. (NGO)*
- *Volunteers are leaving the units due to their inability to work full time on the project. Also, due to the economic hardship and unemployment, volunteers have to look for paid jobs instead of working on a volunteer basis. (NGO)*
- *It is easier to mobilize youth when they are still in school or university, but when they graduate, they enter the work force and it is harder to get them committed to the program. (Youth volunteers)*

NGOs and service providers also offer some solutions. One NGO staff member speaks of assuring the personal benefits: *“The volunteerism culture is still new and people usually expect to get something in return to their participation. We try to let volunteers see the benefits – they get in personal development and learning and gaining new skills.”* A service provider suggests creating a group identity and social cohesion: *“If we manage to systematize the way volunteers attract their friends through a specific cycle, it would be more impactful. Currently, volunteers organically attract other friends when they can. Once they have work, they leave the volunteering unit.”* To create that cohesion, an NGO staff member observes, *“Building the loyalty of volunteers is critical.”*

Imbaba Community Park is an innovative Safe Space with an urban community-wide impact, but requires on-going learning, management, and adaptation.

A team visit to Imbaba Community Park provides evidence of park utilization, positive maintenance, community awareness and recreational activities for women and children. The park, opened to the public in May 2018, offers a playground of sand, gardens, kiosk, open theatre, and two lecture/sitting areas. There is also a guard box at the main entrance for the security guard. The gate is surprisingly locked even at mid-day and the guard determines who may enter. Two guards work in 24-hour rotational shifts and sleep at the site during their shifts. Only women and their children are allowed to enter the park, and men only when accompanied by their family. Park activities underway during the visit included: (1) a game for women on expressing anger and venting stressful emotions using balloons; (2) a leadership lecture for another group of women; and (3) a sports activity for women and children organized by youth volunteers. When reflecting on her impressions, one of the team members observes, *“Overall, the site was peaceful and well designed for women and their children.”*

The Imbaba Community Park renovation incorporated a gender perspective in spatial planning process and was informed by a gender-disaggregated participatory needs assessment. As a service provider explains, *“Around 2013 we began and did our own safety audit, physical security audit, participatory needs assessment and individual assessments to understand power dynamics. Interventions were context sensitive.”* S/he further notes, *“In executing our urban upgrades, we tackle environmental study, gender study, gender action plan, urban space use, and accessibility considerations. For markets like Zenin, we consider the creation of administrative space to empower women vendors to become organized and take ownership of managing their space, and the creation of a community management space.”*

The team spoke with volunteers running the park activities for women and children. A member of the youth group organizing some of the activities observes, *“This garden is the first place that is safe and without harassment. In the past, this place was full of harassers and addicts, but now is a family garden. Any girl or woman can come without being afraid from harassers. We designed the Marquette of the garden and chose the place as well.”*

In contrast, Al Haggana staff report that their school playground and football pitch “safe space” initially started well, but the community never acquired the property title and the local school board has taken it over. The area around the local primary school, which encompasses the Al Haggana school playground and football pitch, was previously a very dangerous area. It was near a major highway, a garbage dump, and on the edge of the desert. No one dared go at night. Even the route to the school itself was considered dangerous for the young female students (interview with service provider).

The creation of this “safe space” – a school playground, foot pitch and stadium with seating – was initially seen as a great community asset. According to the developer [service provider], *“the playground was so popular that several thousand children used the slides in the first few months, so the slides broke down and we had to replace them with more durable, concrete material. With good lighting the football pitch was booked for games most evenings.”* An NGO staff member confirms, *“the NGO and community members were maintaining the playground, which was used by over 3,000 children in the first few months, and the soccer pitch, by 5,000 boys and girls.”*

According to the same staff member, “the soccer pitch and playground are only safe now to use during school hours. It is also off limits (as government property) for site visits.” As s/he explained, “The community was renting the pitch and stadium to local teams in the evenings to defray upkeep and management costs. The stadium was also initially well lit. However, the local Ministry of Education officials did not agree with a community management team receiving rental payments and have taken this responsibility on themselves. They are also using the rental payments for other priorities.”

Reflecting on this experience, the service provider observes, “The easy part is to build the spaces and the hardest part is the management. Dealing with public space is always complex because there is no budget. Monitoring the management and operation of such spaces and the feedback of the community to tap into lessons learned are very important.” One of the NGO staff members advises, “the limited community access demonstrates that when the management models, community title, and accessibility are not clarified to stakeholders or settled early enough in the process, these issues become an on-going-concern.”

EQ5 Recommendations

USAID should encourage UN Women and CARE to implement the following recommendations to deepen and widen community participation and awareness:

- 5.1. UN Women should ensure that service providers deliver manuals and guidance before the end of ERAW activity to transfer skills from old to new volunteers through the volunteering units.
- 5.2. UN Women and CARE should immediately revive the NGO Coalition to increase community outreach and to scale up their interventions. They should also seek ways to integrate the interactive theatre, safe curriculum, and sports activities through the ministries of education and youth.
- 5.3. UN Women and CARE need to make a long-term commitment to the NGO volunteers by providing volunteers with advancement opportunities to become trainers and mobilizers so as to deepen the impact and scale up the coverage in their communities.
- 5.4. USAID and UN Women should continue investing in Safe Spaces, applying the lessons learned, and developing on-going management structures and ways to guarantee sustainability.

REFLECTIONS FOR FUTURE DIRECTIONS

In response to USAID/Egypt's request for recommendations for future programming, the evaluation team stepped back to consider the overall strategy and approach that the Agency is using to address 'Safe' Cities EVAW. What follows are some overarching reflections for future directions.

'Safe Cities' EVAW is a powerful and relevant intervention for Egypt today. GBV remains a major problem that affects rule of law, economic development and ultimately, the legitimacy of democratic institutions.²³ Communities and organizations working on EVAW all report individual progress, but addressing this issue at the societal level and to scale will require a long-term commitment. Such profound societal change may not happen in one generation.

For most donors, a long-term commitment is difficult to justify to their own constituencies. Safe Cities' global initiative provides a platform to leverage many different donors and partnerships around this common goal. A clear division of tasks and budgetary support from the Egyptian government for its own institutions has begun and is necessary to sustain the work. The leveraging of multi-donor and government support to assure a four-pronged strategy that addresses survivors, rights, systems, and community-based/participatory approaches can then yield concrete results and outcomes to justify investments within a typical activity life cycle.

The 'Safe Cities' EVAW activity started off slowly. Most of the activity outcomes documented to date were attained in the past two years. Progress on addressing 'Safe Cities' EVAW required inspired and capable leadership in government (NCW and MoSS) and in UN Women to move the interventions ahead in a timely and effective way. In the future, UN Women could play the coordinating role with other UN organizations (especially UNFPA, UNICEF, and UNODC) and with other donors to attract more resources and support to this issue. Some very innovative interventions for urban environments and communities could inform Safe Cities globally, as there has been important organizational learning in creating and maintaining "safe spaces."

By adding EVAW, USAID/Egypt's approach to 'Safe Cities' has been comprehensive and strategic in addressing all aspects of this issue—from the core domestic violence that begins within families to harassment and sexual violence on the streets to societal and cultural change. Following the latest Agency learning and guidance on EVAW, USAID/Egypt's activity employed all four recommended strategies to address survivor-centered, rights-based, systems-based, and community/participatory-based approaches to effect change. As this midterm evaluation has documented, USAID's funding has made a tangible difference to service users and in changing awareness at the local, governorate, and national levels of the importance in addressing EVAW.

With USAID's support, MoSS has made impressive progress in shelter renovations and improving shelter living standards. However, improving the supply of quality services is not sufficient; the continued weak demand for these services must be addressed. Some specific recommendations for the design of future activities are:

- Media and public awareness campaigns still need to demonstrate that their message –“hitting or beating a woman and psychological abuse are not acceptable” – is effectively changing attitudes and behavior;
- A move towards providing one-stop shop services could help alleviate some of the immediate stigma associated with seeking support;
- Women should not be encouraged by service providers to return to abusive situations that remain unresolved;
- The hotline partnership with the private sector, Telecom Egypt, is an important achievement; however, this line needs to be open 24/7 (especially evenings and weekends, when the need is greatest) and there should be a way for callers to register their satisfaction at the end of the call.

²³ This statement could be framed as the “development hypothesis” or as a theory of change in future programming.

- Other communication channels for registering complaints (e.g., walk-ins) are equally important. As this evaluation has found, even in the social media age, face-to-face communication remains critical.
- Progress in adjudicating VAW, personal status, and inheritance cases successfully is critical to gaining trust in the legal system. That progress will require training police, lawyers, prosecutors, and judges and engaging not only public prosecutors but also other ministries and the Egyptian Bar Association.
- Social media has the reach to go to scale in changing attitudes and behaviors but has to be done carefully with planning, on-the-ground activation, and feedback and learning to maximize impact and avoid backlash.

Finally, the role of the youth community volunteers—who had limited resources but a strong commitment—is a reminder of the power of individuals to change society for the better. These young men and women volunteers are open and willing to make a difference. Although they are very media savvy, once again they themselves spoke of the power of face-to-face communication and direct engagement in interventions as having the most impact on their own beliefs and practices. Going to scale will require deepening and widening that direct engagement. Any investment for the future should focus on these youth.



Image 4: Imbaba Community Pa

ANNEX I: EVALUATION STATEMENT OF WORK

I. Introduction

Activity Name	Safe Cities free from violence against women and girls
Implementing Partner	UN Women
Cooperative Agreement	AID-263-IO-13-00007
Total Estimated Ceiling of the Evaluated Activity/Activity(TEC)	\$7 million
Life of Strategy, Activity, or Activity	September 2013 till September 2019
Active Geographic Regions	Greater Cairo focus
Development Objective(s) (DOs)	Under the priorities paper and the civil society and human rights PAD
USAID Office	Democracy & Governance Office/USAID Egypt

II. Background Information

USAID has been the largest donor programing in gender based violence and combatting violence against women and girls in Egypt. USAID's health and education offices have made investments in this sector, but the Office of Democracy and Governance (ODG) has been the largest contributor due to the huge impact of this problem on the Egyptian society as a whole. The available data confirm the magnitude of the problem and highlight the urgent need to design and implement appropriate measures to address it. According to the 2014 Egypt Demographic and Health Survey (EDHS), more than 36% of ever married women reported experiencing physical violence since the age of 15. 64% of reported violence acts were committed by husbands.

Other family members were also identified as perpetrators of repeated emotional, physical and sexual violence against women. The 2009 USAID study on Violence Against Women in Egypt confirms that psychological violence has more enduring and debilitating consequences than physical violence — not only for the victim but also for her family and the larger society.

In 2007, USAID funded the Combatting Violence Against Women and Girls activity, working together with local partners like the National Council for Women and the National Council for Childhood and Motherhood. Under this USAID-funded activity the first study on Violence against Women and Girls (VAW&G) was issued and the activity produced the blue print of what is now considered Egypt's National Strategy to combat violence against women. 2015-2020. In October 2013, ODG awarded \$1.9 million to UN Women to implement the Safe Cities activity to combat public sexual harassment in particular.²⁴

III. Project Description

In September 2015, USAID extended the scope and funding to UN women to 'Safe Cities' Ending Violence Against Women (EVAW): A Survivor-Centered Approach.' This extension was intrinsically linked to, and builds on, the activities and lessons learned from Safe Cities activity.

²⁴ Statement of Work. Mid-Term Evaluation of Safe Cities free from violence against women and girls: page 2

The multi-donor activity initially started in October 2013 to combat sexual harassment in public sphere with activities focusing on advocacy, awareness raising and initiatives at the community level. It also promoted legislation to combat public sexual violence and its scope expanded to include support mechanisms for survivors of violence against women (VAW). As such, the extension presents the first model in Egypt that provides timely and accurate response to survivors of violence through the provision of policy and legal frameworks and through the assistance to relevant institutions and entities in supporting survivors to be reintegrated into the society. The expanded activities also ensure wider reach to more beneficiaries and new interventions such as the provision of safe travel in public transport.

The expected objectives of the EVAW activity are:

- Policy and legal frameworks are enhanced to respond to and prevent all forms of violence against women (VAW);
- Institutional capacities of the first responders and the Complaint's Office of the National Council for Women (NCW) are strengthened to provide improved services for survivors of VAW;
- Community-based interventions enable prevention and protection through survivor/victim referral systems. In addition, the activity is working to change perceptions by utilizing innovative awareness-raising tools to promote a culture of zero-tolerance for violence against;
- Advocacy and awareness-raising to change perceptions on VAW and the blame culture.
- The expanded interventions were designed in a way that ensures strong linkages, complementarity and cross-fertilization, and are implemented through a broad range of partnerships with national and local governments – particularly the NCW, the Ministry of Social Solidarity, and Civil Society Organizations (CSOs), such as CARE International in Egypt (CARE).²⁵

IV. Evaluation Rationale

The evaluation will examine the effectiveness of interventions under Safe Cities, which include: policy and legal framework reform efforts; services for victims; and community awareness-raising. These interventions were implemented following a full-scale modification in September 2015, which expanded the scope of the activity from combatting public sexual harassment to a full-scale intervention to combat all forms of violence against women and girls. The mid-term evaluation will only target the modification post September 2015.

The evaluation will examine the activity implementation and recommend changes to improve the activity if needed, as well as to inform USAID Egypt about lessons learned from the current activity and recommend focus areas in terms of future programming, in particular inform the Civil Society and Human Rights Activity Appraisal Document (PAD) development process.²⁶

²⁵ Ibid: page 3-4.

²⁶ Ibid: page 1

V. Audience and Intended Uses

The primary audience of the evaluation report will be USAID/Egypt, specifically USAID senior Mission management, ODG, and the Program Office. Secondary audiences include the Government of Egypt's National Council for Women, the Ministry of Social Solidarity, CARE Egypt and the United Nation Entity for Gender Empowerment, i.e. the activity's implementing partner: UN Women.²⁷ In addition, the final report and associated documents, public version, will be posted to the USAID Development Experience Clearinghouse (DEC).

VI. Evaluation Questions

This midterm evaluation will assess the performance of the USAID Safe Cities Free from Violence against Women and Girls activity with the aim of providing recommendations and guidance on the effectiveness of the activity interventions thus far in achieving the overall activity goals. The evaluation will focus on the period post the activity modification of 2015 and will consider the time periods earlier for interventions that have started before September 2015 and have carried through until this day.

The evaluation will answer the following questions:

- 1- To what extent has the referral system been effective in providing good services to victims and potential victims of violence?
- 2- How successful has the strategic partnership with the NCW been in affecting reforms of the policy and legal frameworks to combat violence against women?
- 3- Has the institutional capacity of NCW been sufficiently built to offer services and lead the reform of the legal and policy frameworks?
- 4- To what extent have the National Public Service Announcements (PSAs) and the social media campaigns been successful in reaching intended beneficiaries and raising awareness about ending violence against women?
- 5- To what extent has awareness of all community members increased as a result of the community-based awareness campaigns?²⁸

VII. Evaluation Design

The midterm performance evaluation of Safe Cities will use a descriptive study design with a mixed methods approach that includes analyses of performance at a given point in time, and as available data permit, the use of cross-sectional analysis and/or statistical analysis of pre-and-post comparative data to answer the evaluation questions. The evaluation will follow the January 2011 USAID Evaluation Policy²⁹ updated in October 2016.

The evaluation team will review all project-related qualitative and quantitative materials as identified in the scope of work, as well as additional materials made available by partnering organizations during a five-day desk review prior to the team leader's arrival in Egypt. The desk

²⁷ Ibid: page I

²⁸ Ibid: page

²⁹ https://www.usaid.gov/sites/default/files/documents/1870/USAIDEvaluationPolicy.http://pdf.usaid.gov/pdf_docs/Pdacq800.pdf.

review will be followed by an eleven-day evaluation team planning workshop for developing data collection tools that respond to the evaluation questions. These tools will be informed by the observations drawn from the comprehensive document review as well as engagement with USAID and the Implementing Partner (IP). Data collection approaches will include:

1. A systematic desk review of project-related documents provided by USAID and the implementing partner.
2. SPSS and/or STATA statistical software packages to analyze secondary quantitative data made available during the desk review, secondary quantitative data that may be available during site visits, and primary quantitative data gathered from paper and pencil and/or online surveys during the data collection period.
3. Key informant interview and group discussion protocols.
4. Telephone and online surveys to capture qualitative and quantitative data associated with key stakeholders/beneficiaries, which may not be available through site visits due to geographic dispersion of interventions throughout the Greater Cairo. Telephone interviews will be used as a mitigation effort to access targeted individuals who are otherwise unable to be interviewed face to face during the data collection period.

The evaluation team will share data collection tools with the USAID technical team three full business days prior to the USAID Team Planning Meeting for USAID review and comment, which includes one full working day with USAID before the end of tool development period. This session aims at allowing early review of tools (both the English and the Arabic versions) by USAID for the team to revise and adjust tools accordingly. Data collection tools will be modified according to USAID recommendations, and will require USAID approval prior to being applied in the field. Prior to approval, SIMPLE will train enumerators and pilot the instruments. SIMPLE will then adjust tools to piloting results and notify USAID of commencing data collection activities.

VIII. Site Visits and Sampling

Fieldwork will take place in Greater Cairo. A random, stratified sampling methodology will be applied for this evaluation. This assumes we can ascertain the sampling framework of the total population of stakeholders/beneficiaries from the IPs within three days of the beginning of the Team Planning Workshop. In case such data are not available, a purposive sampling methodology will be adopted for conducting key informant interviews, group discussions, and surveys among the key stakeholders and beneficiaries of the Safe Cities interventions, the subject of this evaluation. In all cases, the cooperation of IP with SIMPLE and the Evaluation Team is crucial in identifying and getting to the population of stakeholders and beneficiaries sampled for the evaluation data collection. In this respect, SIMPLE requests that USAID allow early engagement with the IP to establish the basis of cooperation to ensure successful data collection efforts and process. Sample sizes will vary according to the size of the stakeholder/beneficiary groups in the interest of ensuring as representative a probabilistic/non-probabilistic sample as possible. See Table I below, Data Collection and Analysis Methods Disaggregated by Evaluation Question, for sample size of stakeholders/beneficiaries' groups. It is a standard good practice to target a 10-15% oversample to ensure that a representative sample size is achieved. Key informant interviews will be conducted as one-on-one in-person interviews, whereas group discussions may involve

from six to eight participants in any given session. Refer to Annex IV for an illustrative schedule of site visits.

IX. Data Analysis Methods

Content analysis will be used to quantify qualitative data, whereby recurring themes, supplemented by outlier themes and observations, will be identified, tabulated, and analyzed. The evaluation team will systematically meet after site visits on an ongoing basis to consolidate findings, digitize notes and confer on lessons learned in the field, while ensuring that the quality of the data meets USAID standards. Content analysis of qualitative data from key stakeholder individual/group interviews and group discussions will provide insights into the interpretation of quantitative data.

SIMPLE will conduct descriptive statistical analyses of primary data and will explore opportunities for conducting inferential statistical analyses (only if probabilistic sampling is possible) of primary quantitative data collected from the field (e.g., perception and level of satisfaction of victims regarding services provided by project; refer to Table I below for detailed description of data types, sources, and tools planned for collecting primary quantitative data) and secondary quantitative data made available through partner organizations (refer to Table I below for types of data) . As available, analyses of proprietary secondary quantitative data will be anonymized prior to report writing. SIMPLE will also conduct a validation workshop with the IP prior to briefing USAID to discuss preliminary findings and ensure the evaluation team collected sufficient data and analyzed it accurately, to support development of conclusions and recommendations.

Quantitative and qualitative findings will be triangulated/integrated to cross-validate, draw conclusions, and develop short- and longer-term recommendations that are actionable, practical, specific, and with a defined responsible party. By mixing quantitative and qualitative results, the evaluator gains a deeper understanding and corroboration of the subject under study, and offsets weaknesses inherent in using either approach singly. This use of mixed methods enables triangulation via several means (methods, data sources, and evaluators) to examine the same subject under study from different vantage points, thereby strengthening the validity, reliability, and integrity of the observed findings.

ANNEX II: TABLES AND GRAPHS

Part A: National Council for Women (NCW) Women Complaints Office (WCO) Data

Table A-1. Number of complaints from 2007 until November 2018, by type

Complaint Type	Years								
	2007	2008	2009	2010	2011	2012	2016	2017	2018
Individual	5,510	6,087	4,841	8,913	2,331	2,614			
Group	1,213	531	426	480	30	147			
Consultation by Tel.		1,341	1,066						
Total	6,723	7,959	6,333	9,393	2,361	2,761	6,889	4,312	5,696

Table A-2. Number of complaints from 2007 until November 2018, by different channels

Channels	Years								
	2007	2008	2009	2010	2011	2012	2016	2017	2018
Walk-in	2,801	3,063	2,379	5,781	1,828	2,548			
Fax	3,054	2,965	2,393	1,943	126	12			
Mail	868	590	495	738	53	38			
Telephone	544	1,341	1,066	931	354	111			
NGOs						25			
Internet						17			
Email						9			
Telegraph						1			
Total	7,267	7,959	6,333	9,393	2,361	2,761	6,889	4,312	5,696

Table A-3. Number of calls from women registered in the NCW complaint office database from 2005 until November 2018

Years	#
2005	557
2006	945
2007	455
2008	11
2009	12
2010	289
2011	368
2012	318
2013	111
2014	37
2015	6
2016	157
2017	70
2018	439

Table A-4. Number of complaints from 2007 until November 2018, disaggregated by category and sub-category

Category		Years								
		2007	2008	2009	2010	2011	2012	2016	2017	2018
Legal	Personal conditions	1,494	1,719	1,902	3,050	1,113	1,328	1,900	1,248	1,916
	Support for implementation of legal decision	206	180	246	307	84	66	148	84	176
	Criminal proceedings	135	175	174	299	84	101	235	200	236
	Legal advice								1	108
	Sub-total	1,835	2,074	2,322	3,656	1,281	1,495	2,283	1,533	2,436
Entitlements	Social security	274	356	308	813	329	401	1,045	527	1,240
	Social insurance	134	102	101	109	33	23	43	27	42
	Housing				2		5			
	Family court and family insurance fund	9	34	4	29	7	5	2		
	Health			64	86	13	36	165	77	104
	Education			45	58	8	6	36	6	18
	Sub-total	417	492	522	1,097	390	476	1,291	637	1,404
Civil	Legacies		61	79	116	38	27	74	33	140
	Support to get legal papers	121	87	85	538	111	185	93	54	108
	Civil claims	123	113	108	159	27	56	86	44	63
	Sub-total	244	261	272	813	176	268	253	131	311
Work		791	962	1,025	1,095	130	156	260	100	252

Violence		285	267	336	350	99	104	296	214	274
Other	Political				3			1		
	Administrative	464	263	152	226	47	11	44	26	51
	Other	62								
	Sub-Total	526	263	152	229	47	11	45	26	51
Out of NCW scope							1	923	507	880
Total		4,098	4,319	4,629	7,240	2,123	2,511	5,351	3,148	5,608

Table A-5. Distribution of number of complaints from 2008 until November 2018, disaggregated by region and governorate

Regions	Governorates	Years						
		2008	2009	2011	2012	2016	2017	2018
Urban Governorates	Cairo			169	1,254	1,538	1,164	839
	Alexandria	529	333	72	72	299	215	392
	Ismailia	250	184	51	126	87	13	
	Suez		246	67	172	479	415	237
	Port Said	95	188	77		212	61	187
	Sub-total	874	951	436	1,624	2,615	1,868	1,655
Lower Egypt	EL Beheira	234	300	61	28	187	60	188
	Dakahlia	354	331	78	92	93	37	
	El Sharkia	260	230	5	36	52	21	143
	EL Gharbia	224	301	52	66	183	252	113
	Kaliobeya	361	431	46	40	156	45	269
	Monoufia	385	296	32	2	153	73	415
	Damietta	225	260	86	110	323	452	417
	Kafr El Sheikh	344	381	9	36	308	57	284
	Sub-total	2,387	2,530	369	410	1,455	997	1,829
Upper Egypt	Aswan	324	347	178	58	124	194	88
	Asyut	149	162	73	18	227	53	127
	Luxor	120	217	125	86	130	18	62
	Giza	427	656	269		803	603	488
	Fayoum	66	600	125	73	24		142

Regions	Governorates	Years						
		2008	2009	2011	2012	2016	2017	2018
	Menia	349	299	91	12	192	59	259
	Bani Sweif	219	179	55	33	112	55	130
	Sohag	254	149	61	42	43	4	93
	Qena	178	233	141	223	253	276	349
	Sub-total	2,086	2,842	1,118	545	1,908	1,262	1,738
Frontier	The Red Sea		3			330	72	193
	Marsa Matrooh	85	150	67	14	205		
	Wadi Gedeed	226	270	179	92	124	31	88
	South of Sinaa		268	69		91	30	74
	North Sinai	242	397	123	76	161	52	119
	Sub-total	553	1,088	438	182	911	185	474
Total		5,900	7,411	2,361	2,761	6,889	4,312	5,696

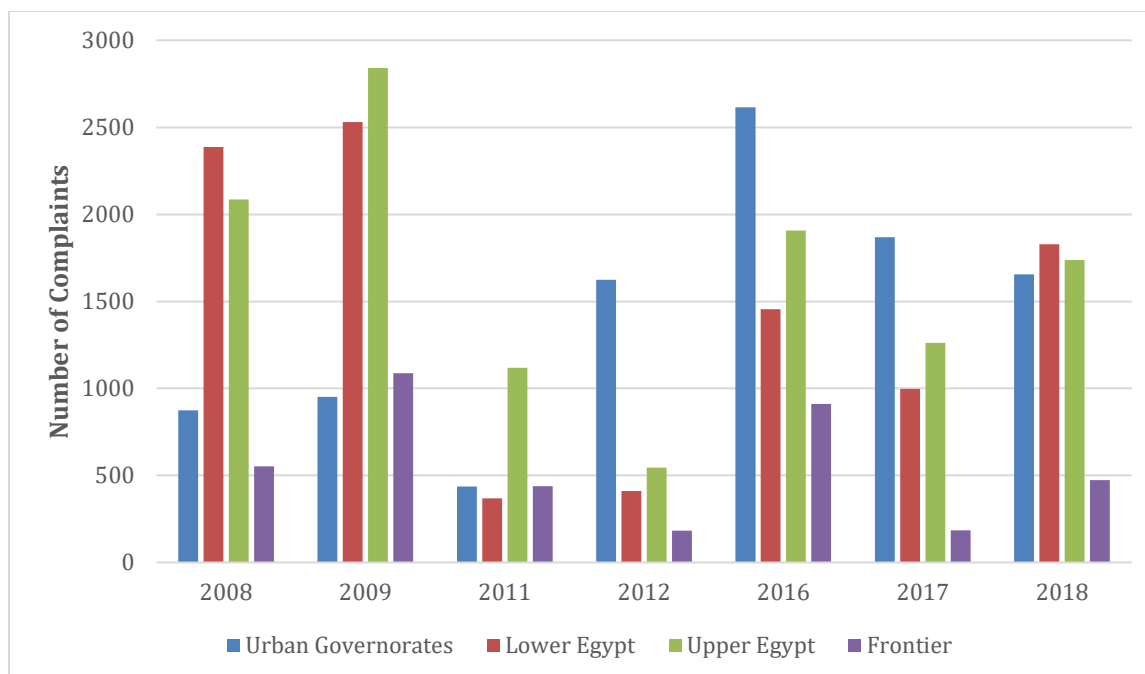


Figure A-I. Distribution of number of complaints from 2008 until November 2018, disaggregated by region

Part B: University Students Survey

Table B-I. Distribution of students by gender, age, marital status, governorate, faculty, academic year and school type

Characteristics		N	%
Gender			
	Male	48	51.1
	Female	46	48.9
Age			
	17	1	1.1
	18	9	9.6
	19	23	24.5
	20	20	21.3
	21	16	17.0

Characteristics		N	%
	22	7	7.4
	23	11	11.7
	24	6	6.4
	43	1	1.1
	Mean	20.7	
Marital Status			
	Never married	92	97.9
	Widowed	2	2.2
Governorate			
	Giza	45	47.9
	Cairo	33	35.1
	Qalyubia	6	6.4
	Beheira	3	3.2
	Monufia	2	2.1
	Sharqia	1	1.1
	Kafr El Sheikh	1	1.1
	Alexandria	1	1.1
	Beni Suef	1	1.1
	Dakahlia	1	1.1
Years lived in Cairo/Giza			
	1	2	2.1
	2	8	8.5
	3	4	4.3

Characteristics		N	%
	4	6	6.4
	5	1	1.1
	6	1	1.1
	7	1	1.1
	8	1	1.1
	10	1	1.1
	16	1	1.1
	17	2	2.1
	18	9	9.6
	19	18	19.1
	20	14	14.9
	21	9	9.6
	22	3	3.2
	23	8	8.5
	24	4	4.3
	43	1	1.1
	Mean	17.0	
Faculty			
	Law	18	19.1
	Arts	22	23.4
	Commerce	6	6.4
	Science	1	1.1
	Archaeology	9	9.6

Characteristics		N	%
	Dar Aluluom	9	9.6
	Engineering	2	2.1
	Agriculture	14	14.9
	Veterinary	10	10.6
	Nursing	1	1.1
	Institute of African Research and Studies	1	1.1
	Open Education Center - Commerce	1	1.1
Academic year			
	First	14	14.9
	Second	27	28.7
	Third	21	22.3
	Fourth	14	14.9
	Fifth	4	4.3
	Not applicable	3	3.2
	System missing	11	11.7
School types			
	Public school	80	85.1
	Experiential school	4	4.3
	Private Arabic school	5	5.3
	Private English school	2	2.1
	International school	2	2.1
	System missing	1	1.1
Total		94	

Table B-2. Distribution of students by source of learning about university, disaggregated by gender

Source	Male		Female		Total	
	N	%	N	%	N	%
University website	3	6.3%	6	13.0%	9	9.6%
Social media	5	10.4%	5	10.9%	10	10.6%
Word of mouth (e.g., family, friend, peers)	35	72.9%	32	69.6%	67	71.3%
Other	5	10.4%	3	6.5%	8	8.5%
Total	48	100.0%	46	100.0%	94	100.0%

Table B-3. Distribution of students by reason to decide to join the university unit, disaggregated by gender

Reasons	Male		Female		Total	
	N	%	N	%	N	%
Friends' recommendations	7	14.6%	3	6.5%	10	10.6%
Personal experience of harassment/violence	0	0.0%	3	6.5%	3	3.2%
Interest in the topic	27	56.3%	27	58.7%	54	57.4%
New experience	2	4.2%	7	15.2%	9	9.6%
Desire to work on this topic	11	22.9%	6	13.0%	17	18.1%
System missing	1	2.1%	0	0.0%	1	1.1%
Total	48	100.0%	46	100.0%	94	100.0%

Table B-4. Distribution of students by their engagement in any of the unit's activities, disaggregated by gender

	Male		Female		Total	
	N	%	N	%	N	%
Yes	36	75.0%	28	60.9%	64	68.1%
No	12	25.0%	18	39.1%	30	31.9%
Total	48	100.0%	46	100.0%	94	100.0%

Table B-5. Average rank (out of 5) for students' participation in university unit, disaggregated by gender

	Male	Female	Total
Awareness campaigns	4.15	4.26	4.20
Child protection and legal awareness sessions	3.06	2.94	3.02
Volunteering network	3.94	4.17	4.03
School students' seminars	3.04	3.13	3.08
Fine arts' exhibitions	3.63	3.94	3.75
Student camps	4.66	4.67	4.66
Gender camps	4.13	4.13	4.13
Others	4.71	4.17	4.46

Table B-6. Average satisfaction (out of 5) for unit's achievement, disaggregated by gender and participation in unit's activities

	Gender		Ever Participated in Unit's Activities		Total
	Male	Female	Participated	Not Participated	
Behavior change	4.04	3.89	3.97	3.97	3.97
Social cohesion	3.98	3.48	3.72	3.79	3.74
Gender equality	4.06	3.78	4.09	3.55	3.92
Women's empowerment	4.25	4.07	4.30	3.86	4.16
Decreased street harassment	3.81	3.33	3.53	3.69	3.58
Increased safety on campus	4.54	4.23	4.48	4.19	4.40
Decreased sexual violence	4.25	3.59	3.94	3.93	3.93

Table B-7. Distribution of students by their actions of safe spaces concept, disaggregated by gender and participation in unit's activities

Actions	Gender				Ever Participated in Unit's Activities				Total	
	Male		Female		Participated		Not Participated			
	N	%	N	%	N	%	N	%	N	%
Leave one of your family at home alone	37	77.1%	31	67.4%	51	79.7%	17	56.7%	68	72.3%
Stay at home alone at night	42	87.5%	25	54.3%	50	78.1%	17	56.7%	67	71.3%
Open windows while sleeping	22	45.8%	8	17.4%	26	40.6%	4	13.3%	30	31.9%
Open windows when not at home	6	12.5%	3	6.5%	9	14.1%	0	0.0%	9	9.6%
Do errands in unfamiliar places	29	60.4%	13	28.9%	27	42.2%	15	51.7%	42	45.2%
Go out for work at night alone	38	79.2%	4	8.7%	33	51.6%	9	30.0%	42	44.7%

Go out for a social event at night alone	31	64.6%	3	6.5%	26	40.6%	8	26.7%	34	36.2%
Feel comfortable if an adult female member of your family goes out alone at night	1	2.1%	5	10.9%	5	7.8%	1	3.3%	6	6.4%
Feel comfortable if a young female child in your family goes out alone	1	2.1%	0	0.0%	1	1.6%	0	0.0%	1	1.1%
Feel comfortable if a young male child in your family goes out alone	2	4.2%	2	4.3%	3	4.7%	1	3.3%	4	4.3%

Table B-8. Average student rating (where 1 is Strongly Disagree and 5 is Strongly Agree) for selected statements, disaggregated by gender and participation in unit's activities

	Gender		Ever Participated in Unit's Activities		Total
	Male	Female	Participated	Not Participated	
The practice of religion decreases violence against women	4.50	4.74	4.53	4.80	4.62
More policing decreases violence against women	4.13	4.33	4.20	4.27	4.22
More people on the streets decreases violence against women	2.89	3.04	2.83	3.27	2.97
Women and girls are wrong to go out alone	2.73	1.54	2.13	2.20	2.15
Women and girls should wear proper clothes to prevent harassment	3.25	2.98	2.73	3.93	3.12
Women and girls should pay attention to their way of walking and talking to prevent harassment	3.44	3.33	3.00	4.20	3.38
Social media helps to counter violence against women	3.40	3.07	2.95	3.83	3.24
Drug consumption increases violence against women	4.47	4.78	4.52	4.83	4.62
Women today are better able to communicate issues related to harassment or violence	4.35	4.00	4.28	3.97	4.18
Women today are better able to seek support/referral services	4.02	3.85	4.13	3.53	3.94

Table B-9. Distribution of students' experience gained through membership at university unit, disaggregated by gender and participation in unit's activities

	Gender				Ever Participated in Unit's Activities				Total	
	Male		Female		Participated		Not Participated			
	N	%	N	%	N	%	N	%	N	%
A. Self-confidence	31	64.6%	28	60.9%	44	68.8%	15	50.0%	59	62.8%
B. Self-awareness	33	68.8%	24	52.2%	43	67.2%	14	46.7%	57	60.6%
C. Increased knowledge	36	75.0%	35	76.1%	52	81.3%	19	63.3%	71	75.5%
D. New friends	44	91.7%	28	60.9%	51	79.7%	21	70.0%	72	76.6%
E. Innovation and motivation	27	56.3%	13	28.3%	28	43.8%	12	40.0%	40	42.6%
F. New professional opportunities	6	12.5%	2	4.3%	6	9.4%	2	6.7%	8	8.5%
G. New professional networks	11	22.9%	4	8.7%	13	20.3%	2	6.7%	15	16.0%
H. Access to more resources	18	37.5%	13	28.3%	25	39.1%	6	20.0%	31	33.0%
I. Mentoring	33	68.8%	20	43.5%	38	59.4%	15	50.0%	53	56.4%

Table B-10. Distribution of students' change in professional and/or academic plans because of their experience with the university unit, disaggregated by gender and participation in unit's activities

	Gender				Ever Participated in Unit's Activities				Total	
	Male		Female		Participated		Not Participated			
	N	%	N	%	N	%	N	%	N	%
Yes	19	39.6%	18	39.1%	27	42.2%	10	33.3%	37	39.4%
No	29	60.4%	28	60.9%	37	57.8%	20	66.7%	57	60.6%

Table B-11. Average student ratings (on a scale from 1=least to 10=most) on their recommending university's unit to their friends / colleagues and on their overall volunteering experience at the unit, disaggregated by gender and participation in unit's activities

	Gender		Ever Participated in Unit's Activities		Total
	Male	Female	Participated	Not Participated	
Recommend the university's unit to their friends / colleagues as a good place to volunteer	9.08	8.73	9.00	8.73	8.91
Rate their overall volunteering experience at the unit	8.96	7.84	8.71	7.69	8.41

Part C: Social Media Metrics and Analysis for ERAW Communications Content

(The monitored period is from 1 November 2015 – 1 November 2018.)³⁰

Table C-1. Message reach and exposure

Metrics	Purpose	Type of analysis
Message reach and exposure	These metrics provide us with insights on message reach and how far the content of ERAW digital campaigns was disseminated online.	A count of total reach for all SC and ERAW supported digital media campaigns using a social media tracking platform 'crowdtangle.' Manual count from sources where the aggregator does not pull data, such as YouTube.
	ERAW funded content monitored: ○ Speak Up PSAs on harassment and domestic violence ○ NCW Ta'a marbouta celebrity endorsement video ○ NCW Ta'a Marbouta ('Be Productive') series of videos	Non-ERAW content included for illustrative purposes: ○ Nour Song by Zap Tharwat (Funded by the Embassy of Japan) ○ Mariam and the sun film (Funded by the Embassy of Japan) ○ Because I'm a man animated video (Funded by SIDA) ○ Put yourself in her shoes (PSA on harassment funded by SC)

³⁰ December 4th 2015 was the launch date for the Speak Up national campaign. We are monitoring from November 1st 2015.

Total views ³¹	UNW Egypt Facebook		UNW Facebook		UNW YouTube		UNW Arabic YouTube		NCW Face book		NCW YouTube	
	750,500		134,600		742,506		6.94 M		8.56M		314,247	
Most and least popular content	Nour Song	39 5K	Speakup Harassment	10 3K	Put yourself in her shoes	72 6K	Nour Song	6.2 M	Because I'm a man animation	1.6 M	Nour Song	313 K
	Taa Marbout a Celerbit y	15 K	Nour Song	25 K	Speakup Harassment	19. 8K	Be Productive	1.1 K	Mariam and the sun film	1.4 M	Be Productive	1.1K
	Speakup Harassment	8.4 K	Speakup Domestic violence	6.6 K	Speakup Domestic violence	16. 4K	Taa Marbout a Celerbit y	21 3	Nour Song	1.2 M		
	Speakup Domestic violence	5K							Mariam and the sun song	99 6K		
	Be Productive	2.5 K							Be Productive	11 0K		
		1.8 K								11 3K		
		1.3 K								14 5K		

Table C-2: Viewership of EVAW and non/EVAW funded content on YouTube

³¹ This captures total views on 'owned videos.' Videos of cross postings with other pages will not count through crowdtable social performance tool.

N.B.: EVAW-funded communications content was uploaded on YouTube. Below is a summary of most popular content in terms of viewership.

Video Title	Content	YouTube	Upload date	Total views	Likes	Dislikes
Egypt PSA: Put yourself in her shoes, instead of finding ways to blame her. Produced by Safe Cities. *	Sexual harassment	UN Women (Global)	Dec 9th 2013	726,119 ³²	3K	89
#SpeakUp PSA to End Violence Against Women	Sexual harassment	UN Women (Global)	Dec 8 th , 2015	20,000	232	4
		UNW Arabic	December 6 th 2017	272	4	0
#SpeakUp PSA to End Violence Against Women	Domestic violence	UN Women (Global)	Dec 8, 2015	16,500	121	3
		UNW Arabic	Dec 6 th , 2017	194	3	0
Nour Song by Zap Tharwat featuring Amina Khalil *	Gender stereotyping and equality of work opportunities	UNW Arabic	Nov 25th, 2016	6,193,539	56K	1.4K
		NCW	Nov 25th, 2016	312,930	4.9K	79
		Axeer Studio	Nov 25, 2016	16,471,101	171K	3.8K
Ta'a marbouta celerbity endorsement video	Celebrity endorsement of women's empowerment	UNW Arabic	Feb 6 th 2018	213	6	0
Ta'a marbouta economic empowerment PSAs	3 NCW videos on women's employment	NCW	September 2017	1,133	12	0

* Not funded by EVAW program

³² This was a previous SC campaign to combat harassment. The video was subtitled in English and currently has the highest views on UN Women global channel.

Table C-3: Website traffic growth, sources and engagement metrics

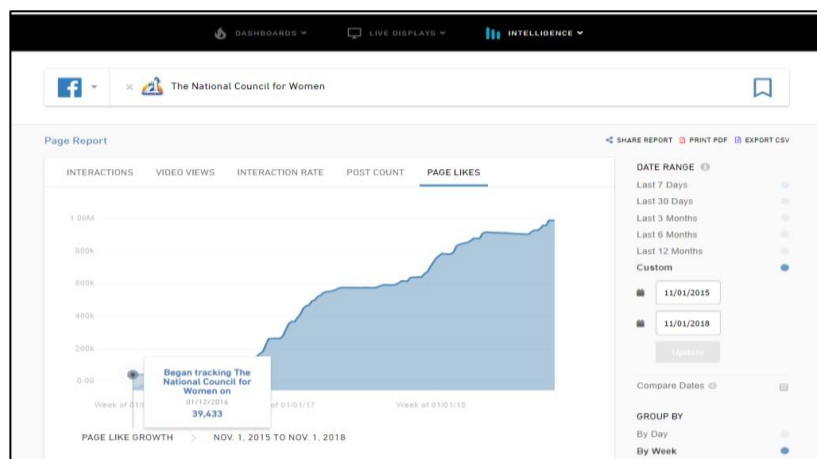
Metrics	Purpose			Type of analysis	
Website traffic growth and sources (November 2015-present)	Assess whether the social media campaign content was successfully driving traffic to UN Women/partner websites or not			Traffic growth trend comparing pre-campaign website traffic to during and post-campaign numbers.	
	No data available at UNW			Comparison of pre and post-campaign website traffic sources	
Engagement metrics	Assess audience engagement with the social media campaign content			- A count of total likes, shares, comments and reactions across all platforms utilized - Audience growth on IP and partner’s platforms overtime	
Engagement Metrics	Facebook				
	Total	UNW		NCW	
Reactions	538.6 K	27.4K		511.2K	
Shares	108.8K	22.2 K		86.6 K	
Comments	50,300	2.8K		46.8 K	
Audience Growth/Rate of Followers	Average Total	UNW audience growth (%)		NCW audience growth (%)	
	122%	+69		+2402	
	Total Audience added	Page audience (2015)	Page audience (2018)	Page fans (2015)	Page fans (2018)
	985,842	56,433	95,224	39,433	986,494
Average posts per day	Average total	UNW average posts per day		NCW average posts per day	
	2	0.5		3.35	

Table C-4: Sentiment analysis of online conversations on Speakup

	Assess the sentiment of online conversations around EAW through a sample content analysis of Speakup campaign comments on YouTube and Facebook				Content analysis	
Speak Up PSAs	Channel	Number of comments				What are people saying? (sentiment analysis)
		Total ³³	Positive	Negative	Irrelevant	
	UNW Egypt Facebook	18	5	1	12	- The majority of posts are audience tagging others - The two positive comments were on importance of speaking up but insufficiency of this action in the absence of laws and procedures - Irrelevant comments were tags and spam
		UNW Global YouTube channel	9	3	2	4

³³ The total is for both copies of the PSA (domestic violence and harassment)

Audience growth on NCW Facebook Page



Audience growth on UNW Facebook Page

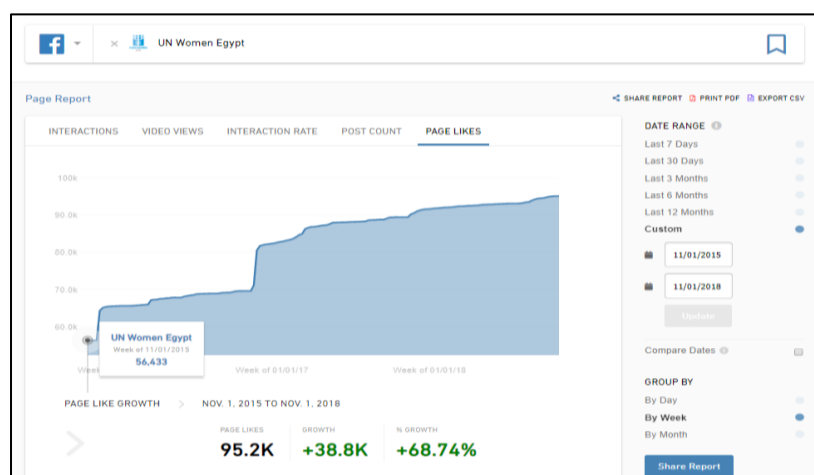


Figure C-1: Audience growth on UNW and NCW Facebook pages

(Source: Crowdtangle social performance monitoring tool)

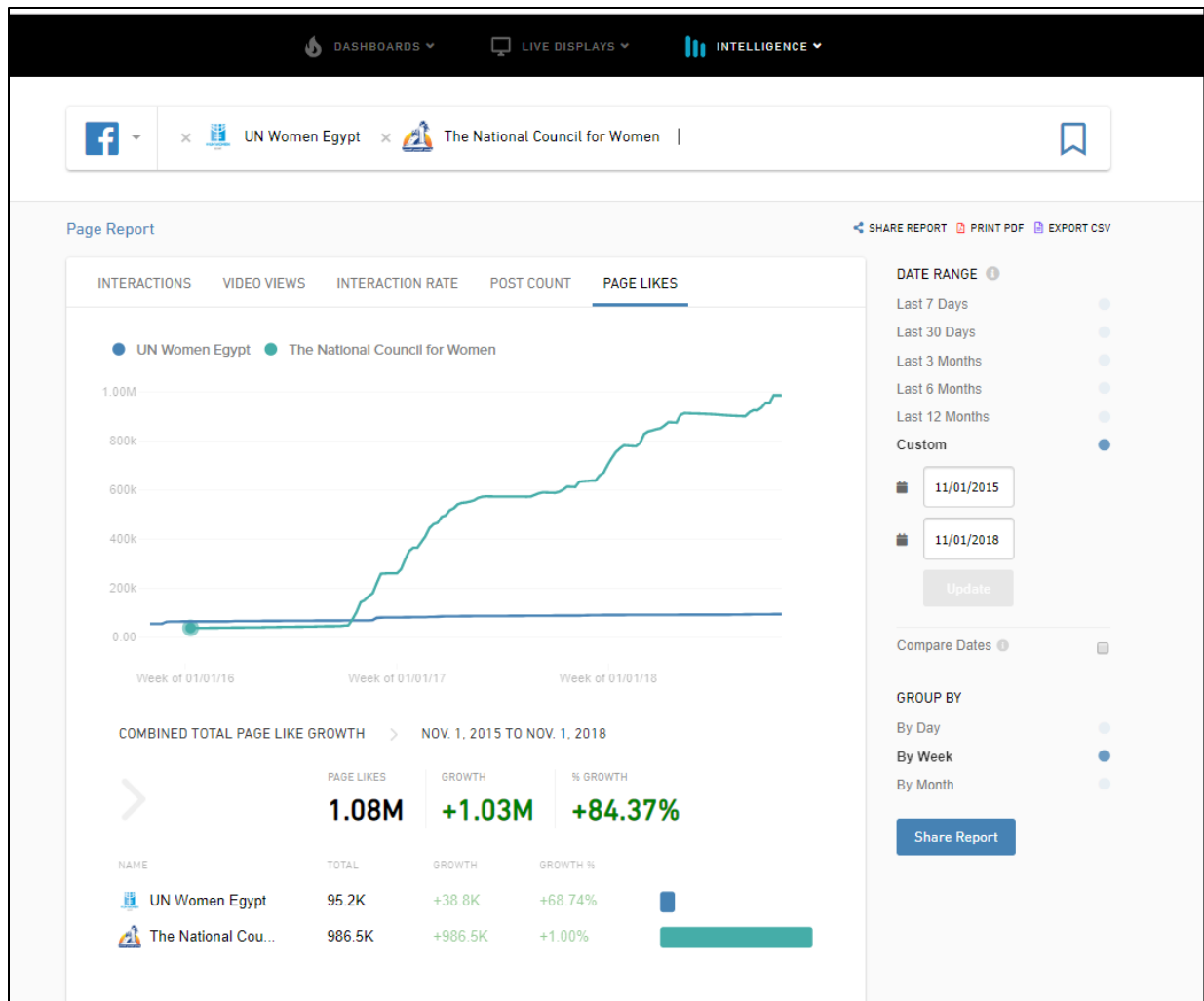


Figure C-2: Combined total audience growth on Facebook (UNW and NCW)

(Source: *Crowdtangle social performance monitoring tool*)

National Council for Women

UN Women Egypt

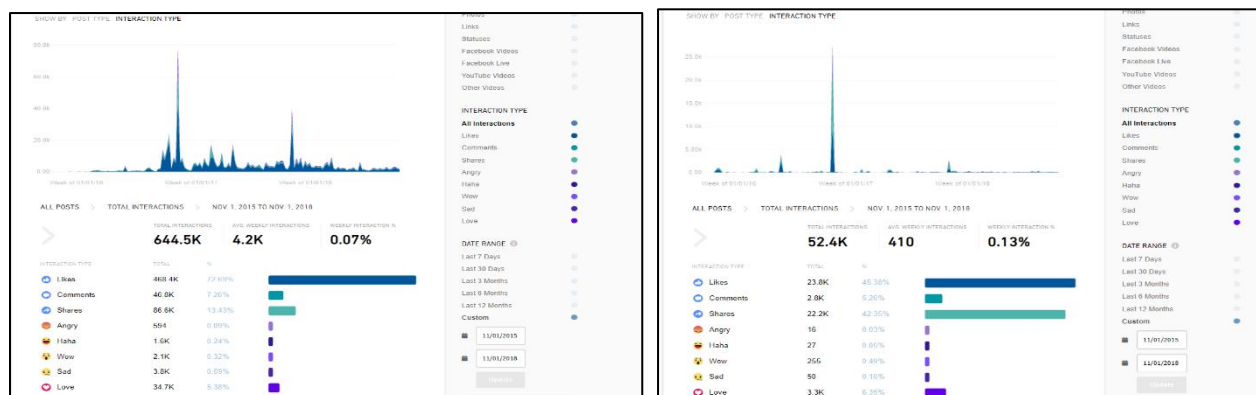


Figure C-3: Audience engagement by interaction type on Facebook

(Source: *Crowdtangle social performance monitoring tool*)

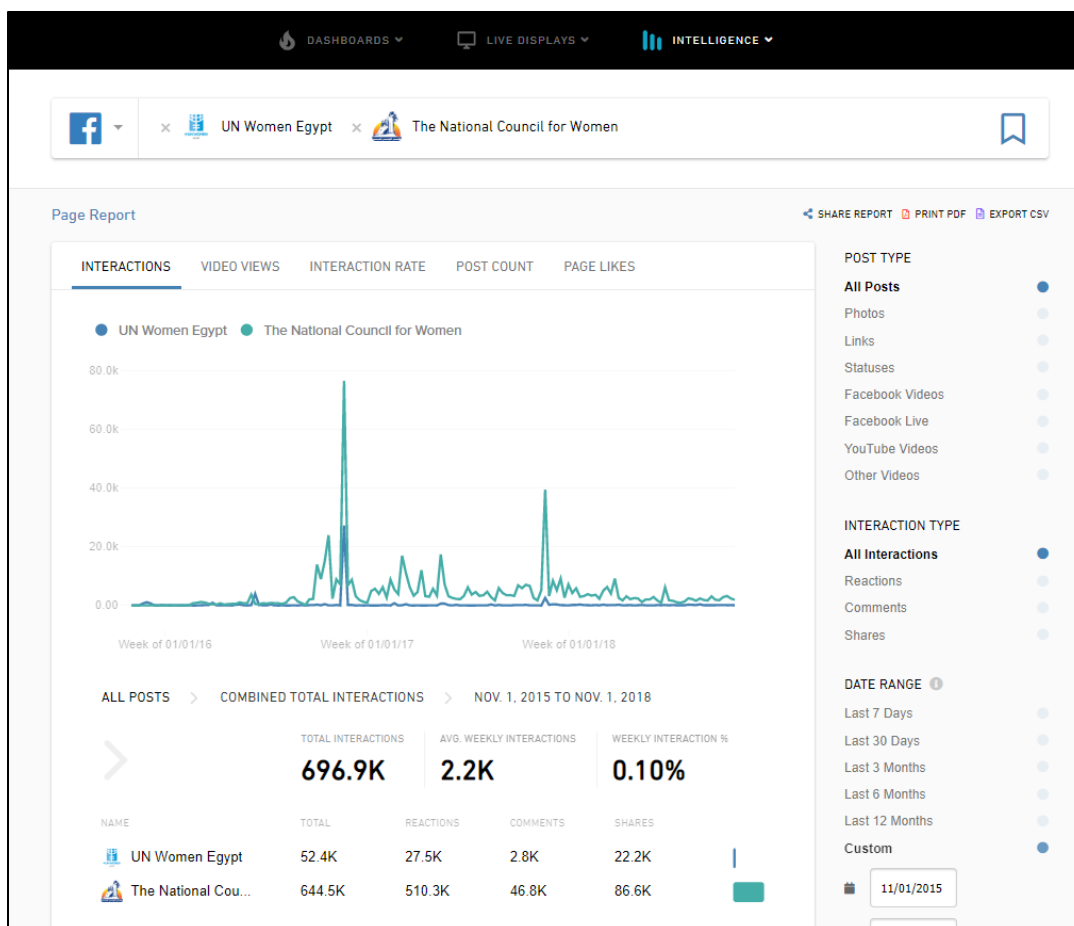


Figure C-4: Combined total interactions on Facebook pages of UNW Egypt and NCW

(Source: Crowdtangle social performance monitoring tool)

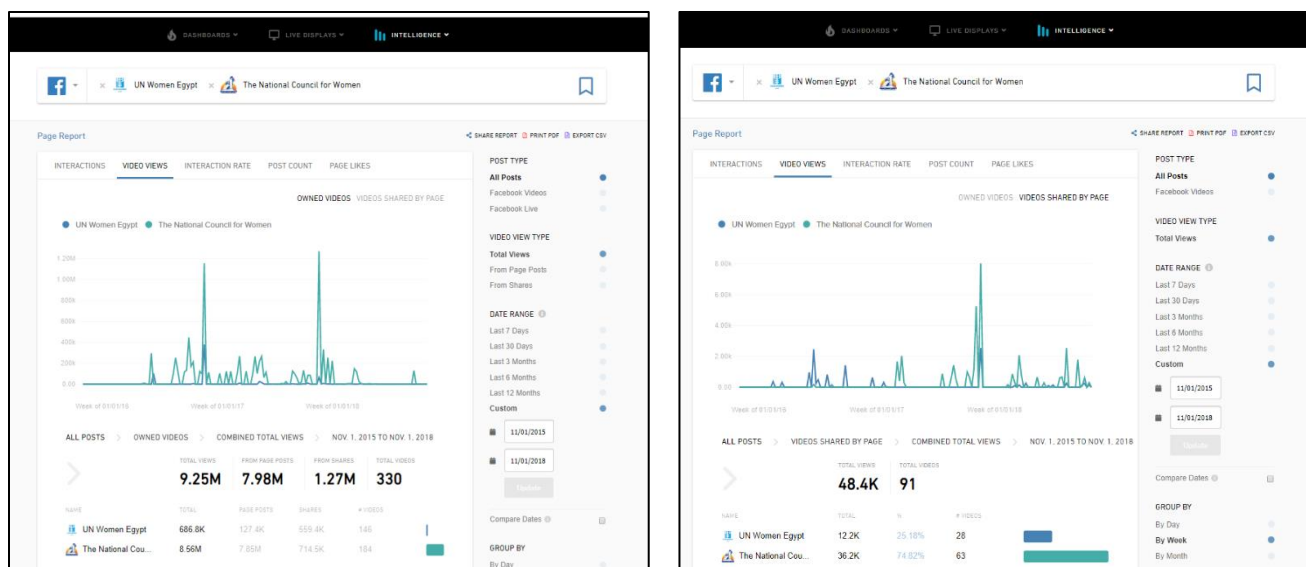


Figure C-5: Combined total Facebook views on owned and shared videos

(Source: Crowdtangle social performance monitoring tool)

ANNEX III: EVALUATION METHODS AND LIMITATIONS

Overview

On July 18, 2018, USAID/Egypt issued a Task Order to QED under the Services to Improve Performance Management, Enhance Learning and Evaluation (SIMPLE) Indefinite Delivery/Indefinite Quantity (IDIQ) contract AID-263-I-15-00001, requesting that SIMPLE conduct a midterm evaluation of the effectiveness of the interventions under Safe Cities. These interventions were implemented following a full-scale modification of the program in September 2015. The Task Order further stipulated that “the mid-term evaluation will only target the modification post September 2015.” Due to the sensitivity of the topic and the need for security approvals, the evaluation geographic scope was limited to the program activities in Greater Cairo (Cairo and Giza governorates).

The midterm evaluation has been designed to assess USAID’s ‘Safe Cities’ Ending Violence against Women’s program performance to provide recommendations on the effectiveness of its interventions to date in achieving the program’s overall goals and objectives. Although designed as a midterm evaluation, because many of the activities at the community level are ending and all activities under the current agreement with UN Women will be completed by September 2019, USAID and the implementing partners also expect this evaluation to provide recommendations and guidance for sustaining the interventions and for any future programming in this area.

EQs and Intended Audience

The evaluation addresses the following questions:

- 1- To what extent has the referral system been effective in providing good services to victims and potential victims of violence?
- 2- How successful has the strategic partnership with the NCW been in affecting reforms of the policy and legal frameworks to combat violence against women?
- 3- Has the institutional capacity of NCW been sufficiently built to offer services and lead the reform of the legal and policy frameworks?
- 4- To what extent have the National Public Service Announcements (PSAs) and the social media campaigns been successful in reaching intended beneficiaries and raising awareness about ending violence against women?
- 5- To what extent has awareness of all community members increased as a result of the community-based awareness campaigns?

The intended audiences for this analysis and reporting are first and foremost, the American government: USAID/Egypt’s senior management, the Office of Democracy and Governance (ODG), and the Program and Monitoring and Evaluation offices. Other audiences include the Egyptian government, specifically the National Council for Women (NCW) and the Ministry of Social Solidarity (MoSS), and UN Women, including its global Safe Cities program. The team also hopes that the evaluation findings will prove useful

to CARE and the three NGOs for their work in the three communities: Imbaba, Manshiet Nasser, and Haggana. In addition, the final report and associated documents, public version, will be posted to the USAID Development Experience Clearinghouse.

Design, Methodology and Analysis

The midterm performance evaluation is primarily a descriptive study to document program performance and wherever possible, outcomes, at the current point in time. The evaluation methodologies included:

- **Literature review** resulting in a Findings, Conclusions, and Recommendations matrix
- Qualitative semi-structured **key informant interviews** (KIIs) with 20 individuals and with 20 groups, resulting in a total of 40 interviews with 105 individuals
- **Situation Analysis** to assess services, access, and quality of MoSS's Mansoura shelter
- **Structured, on-site observations** and interviews of one of the Safe Cities' Safe Spaces
- **Legal review** of adjudicated survivor cases since 2016
- **Cairo University EAW volunteers survey** (n=94) conducted by paper and pencil and on line
- **NCW hotline data** (without individual identifiers)
- **Campaign metrics** using CrowdTangle (social media performance tool)

METHODOLOGIES/TOOL NUMBER EMPLOYED BY QUESTION

EVALUATION QUESTION (EQ)	QUALITATIVE	QUANTITATIVE	SA, LEGAL REVIEW AND OBSERVATION
EQ1: Services for Survivors	1,2,5,6,12	19	13
EQ2: Policy and Legal Reforms	1,2,7		14
EQ3: Institutional Capacity	1,2,5,6,17	18	
EQ4 Media Campaigns	1,2, 3, 4	16	
EQ5: Community Awareness	1,2,8,9,10,11	18	15, 20

A total of 20 tools were utilized from an original design of 19. One interview tool for which the team did not obtain security clearance, the Community Survey, was dropped and two tools were added to reflect additional stakeholder groups identified during the fieldwork stage. The choice of interviews was based on the literature review and discussions with USAID and UN Women during the tool design stage. During this stage the team identified the key stakeholders by each question. As the fieldwork unfolded, the team learned about two other stakeholder groups, not included in the original design. They then added two new interview protocols to include: (1) Takween, the design team of Safe Spaces (amending the Service Provider tool, tool 20); and (2) the Cairo University Anti-Harassment Unit members.

Field data collection took place in Greater Cairo and at the Mansoura shelter³⁴ from 7-21 November 2018. All but one interview (with the UN Women's M&E consultant) were conducted in pairs, and in a few cases with several team members. This procedure allowed one person to take notes while the other asked questions. However, in most cases, both the questioner and observer took notes. Either way following the interviews, the pairs checked and corroborated each other's notes and eventual findings.

The interviews were primarily semi-structured with informed consent and anonymous, except for some well-known leaders and program managers, although any of their personal reflections were held in confidence. The team appreciates the considerable time everyone gave to this evaluation. Although we expected most of the interviews to take an hour (and asked for up to that amount of time), many went on for an hour and a half to two hours. All interviewees were generous with their time, candid and thoughtful.

Evaluation Limitations

The original plan was to conduct a community survey in three communities in Greater Cairo. These communities are densely populated and personal safety can be an issue. The survey included a random sampling design to assess impact and primarily addressed EQ5: Community Participation and Awareness. The questions that would have been addressed by the survey were replaced by intensive and lengthy group discussions in the NGO offices in the communities. Three group discussions were held with key participants and beneficiaries including youth volunteers, tok tok drivers, and women volunteers from the three communities. Additionally, the team held one KII with Manshiet Nasser NGO Management and two group interviews with Al Shehab and Future Eve NGO managers and staff.

Without the community survey, the team did not document the breadth of coverage of the interventions on the three target communities (e.g., to determine whether the interactive theatre, drawing activities, and sports days increased awareness of violence against women for 10,000 people). However, without consistent, long-term interventions aimed at behavior change, it is doubtful that this level of significant impact would have been documented at this stage in the 'Safe Cities' EVAW program. The group discussions and student survey instead proved to be quite effective in documenting how and why behavior change had occurred in individual lives and with groups in the communities and in providing grounded evidence for recommendations for future scaling up of activities.

The team originally planned to conduct focused observations at three Safe City sites: (1) a soccer pitch/playground at the school in Haggana; (2) Imbaba Community Garden; and (3) Zenin Market in Bulaq. Although the soccer pitch and playground were begun before the evaluation period, the team planned to see how the management had evolved. However, the Haggana site management is currently under the control of the local Ministry of Education authorities and was not accessible. Therefore, the team's analysis relied on secondary reporting from the contractor and former users rather than direct observation. The team was also not able to visit the third site, Zenin Market, as the construction contracts have only been recently signed so the site is in the demolition stage. For this site, the team relied on interviews with the primary service provider. The main limitation in not being able to access other 'Safe Spaces' sites was that

³⁴ Permission to add the Mansoura Shelter in the field work was obtained from USAID and MOSS as the 6th of October shelter in Cairo is under renovation and day-to-day operations could not be observed.

the team could not compare the relative uses and effectiveness of different kinds of sites and geographies (e.g., a market versus a park) on community awareness and participation.

Analysis and Reporting

The data instruments employed by the team were primarily qualitative, key informant interviews and group discussions, with stakeholders. The approach was first, to focus on answering each of the five evaluation question precisely and to clarify and hone the responses as the interviews and analyses progressed.

As the team began to document clear outcomes that mainly occurred during the past two years, they then focused the discussions on outcome harvesting. They also compared the derived outcomes to those specified in the project results log frame. For question five, the analysis and reporting developed into documenting the narratives of “significant change” (or not).

Determining which analytic framework to use for qualitative research is not necessarily evident at the start of research. Depending on the findings and data obtained, the analytic framework may evolve. With the team it was an iterative process in which multiple discussions about the data were held at several points over Saturday, all team meetings.

Throughout the process, every effort was made to triangulate key evolving findings of outcomes with multiple stakeholders (even from the same organizations). Validation in the strict and more rigorous qualitative sense was primarily addressed through the validation workshop and in interviews with USAID (and confirmed several “aha” insights). Reporting for the fifth question following the “significant change” approach followed a more narrative structure and storyline. In reporting the team also maintained informant confidentiality, especially as some of the interviews were with victims and/or survivors of violence (although they did not self-identify that way, nor did we ask).

The quantitative analyses were of one primary (University of Cairo Anti-Harassment Unit) and two secondary data sets, NCW recordings of complaints over time and online campaign metrics. With all quantitative data, the team focused on summary statistics (frequencies, averages and percentages) and where available and relevant, trends over time. The student survey employed a non-probabilistic, convenience sampling for both the students’ paper and pencil and online responses. Students interested in and/or involved in the unit responded. As a descriptive study, the survey provided information about the characteristics of those interested and willing to participate in this issue. Although this could provide useful information for other university units, it was both interesting and amusing that young men primarily joined the unit for social reasons.

Much of the hotline and other complaints data were missing for recent years and primarily after NCW’s office was burnt during the recent civil unrest. However, the missing data also proved to be an interesting finding for the requirements of sustaining present and future M&E efforts, and these were reported in the analysis. The earlier complaints data (prior to 2012) also provided interesting trends about which modes of communication were most used for complaints over time. More analysis should be done about different referral channel preferences and the marketing of the hotline to determine how best to increase and address referrals. The earlier data indicate that these data could be collected.

For EQ4 on communications, the evaluator used CrowdTangle to derive media metrics including response rates and reach. These were summarized in figures, frequencies by campaign, and growth rates of hits for different social media.

ANNEX IV: WORKPLAN AND TIMELINE

Safe Cities/EVAW Mid-Term Performance Evaluation Workplan and Timeline

TASK NO.	TASK / DELIVERABLE	ACTUAL AND ESTIMATED DUE DATES
Phase I		
0	Evaluation team conducts desk review (Day 5 of 5)	3-Aug-2018
1	Team Leader arrives in Egypt	3-Aug-2018
2	SIMPLE evaluation team conducts team planning workshop to develop data collection tools, coordinates field visits, finalizes proposed Workplan for presentation at the USAID Team Planning Meeting (4 - 13 Aug 18)	13-Aug-2018
3	Deliverable 1: Evaluation team conducts Team Planning Meeting with USAID	14-Aug-2018
4	USAID approves the data collection tools	15-Aug- 2018
5	SIMPLE COP issues stop order due to delays in obtaining security clearances from appropriate GOE authorities	16-Aug-2018
6	Team Leader departs from Egypt	17-Aug-2018
7	USAID provides formal written approval of data collection tools	
Phase II		
All dates under this line have been updated for implementing the second phase of the evaluation with eliminating the Community Survey tasks from the data collection (methodology) due to unavailability of security clearance from CAPMAS until SIMPLE's remobilized the team for stage 2 on 5 November 2018.		
	Team Leader returns to Egypt following COP ending stop order	5-Nov-2018
1	Team reconvenes	6-Nov- 2018
	Deliverable 2: Evaluation team conducts a midterm fieldwork oral debrief	15-Nov-2018
2	Evaluation team conducts stakeholder KIs and GDs, students' survey and site visit to Imbaba community park	19-Nov-2018
3	Evaluation team conducts 7-day Data Analysis Workshop	26-Nov-2018
4	Deliverable 3: Evaluation team conducts a validation workshop with IPs	26-Nov-2018
5	SIMPLE forwards presentation of oral debrief findings, conclusions and preliminary recommendations to USAID	5-Dec-2018

6	Deliverable 4: Evaluation team conducts oral debrief to ODG	6-Dec-2018
7	Deliverable 5: Evaluation team conducts USAID Mission-wide oral debrief	9-Dec-2018
8	International consultant/Team Leader departs from Egypt	10-Dec-2018
9	Deliverable 6: Draft evaluation report, corresponding executive summary, and associated annexes on findings, conclusions, and recommendations (English only)	19-Dec-2018
10	USAID revision and consolidated comments	6 Jan-2019
11	Deliverable 7: Final evaluation report, executive summary, and associated annexes on findings, conclusions, and recommendations (Public release only/English only)	20-Jan-2019
12	Deliverable 8: Draft Arabic translation of USAID-approved Executive Summary	3-Feb-2019
13	Deliverable 9: Draft infographic (English only) of USAID-approved Executive Summary	10-Feb-2019
14	Deliverable 10: Final Arabic translation of USAID-approved Executive Summary	14-Feb-2019
15	Deliverable 11: Final infographic (English only) of USAID-approved Executive Summary	25-Feb-2019
16	Deliverable 12: Draft Arabic translation of USAID-approved infographic	6-Mar-2019
17	Deliverable 13: Final Arabic translation of USAID-approved infographic	12-Mar-2019
18	Deliverable 14: Post USAID-approved 1) Evaluation Report (English only), 2) Executive Summary (English and Arabic) and 3), and Infographic (English and Arabic) to the DEC	14-Mar-2019
19	Deliverable 15: Printed and bound copies of USAID-approved Evaluation Report (English only), Executive Summary (English and Arabic), and Infographic (English and Arabic)	14-Mar-2019
20	Deliverable 16: Anonymized public-release datasets and supporting technical documentation	14-Mar-2019
21	Deliverable 17: Debriefing of evaluation results to GOE counterparts and other relevant stakeholders	TBD
22	Task Order End Date: To adjust for possible minor cumulative delays during the review, comment and approvals process of the 16 deliverables	15- Mar-2019

ANNEX V: REPORT REFERENCES

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ANNEX VI: EVALUATION DATA COLLECTION INSTRUMENTS

Tool No. I

KEY INFORMANT INTERVIEW PROTOCOL FOR USAID

EVALUATION OF THE OVERALL PERFORMANCE, EFFECTIVENESS AND SUSTAINABILITY OF SAFE CITIES/EVAW PROGRAM (ALL THE EQS)

You have tasked our team to review, analyze and evaluate the UN Women Safe Cities and Ending Violence against Women activities funded by USAID. We would like to begin our evaluation by learning about your experience and knowledge of this program.

Your participation is voluntary, and your responses will remain confidential unless you wish to be quoted directly. Your experience and insights are important to this evaluation, so I appreciate your taking the time to meet with us. Should you wish to halt the interview at any time and should you wish to have anything said be “off record,” we will respect your request.

As you know, you do not have to answer any question or discuss any question raised in this interview if you do not wish to do so.

Thank you in advance for your insights and please do not hesitate to ask me any questions as well in the course of this interview, which will not take more than an hour of your time.

1. Our first question is to step back to consider the overall program strategy, objectives and impact:
 - a. Considering the program overall, could you comment on its relative strengths and weaknesses?
 - b. What specific obstacles and difficulties toward meeting planned objectives have you witnessed to date and what are the threats to its impact and sustainability?
 - c. How is Safe Cities planning to overcome these difficulties/obstacles for the remaining life of the activity?
 - d. What measures are taken to ensure Safe Cities' operational and financial sustainability?
 - e. Given the current program structure, what opportunities are there ahead for the second half of the program to deepen its outcomes and impact?
2. How can you describe the synergy/partnership between the USAID, NCW, MoSS and CARE? [Probe: the role of each partner (MoSS, CARE, NCW) in this program.]
3. What have been the most important program achievements in improving the referral and case management systems? [Probe: factors contribute to this achievement/success?]
 - a. How has the coordination evolved among the responsible components of the overall case management system [Prompt – for example, does NCW's hotline refer directly to NGOs and/or MoSS shelters]?
 - b. What evidence do you have that the quality and access to the shelters have improved these past three years?
4. Since 2015, has the program achieved any significant new legal and/or policy reforms?
 - a. If so, what have these been?
 - b. Have you seen any improvements in the adjudication of violence against women cases coming from your support to NCW?

- c. How does the partnership with NCW affect the project results? How can it be improved—if needed?
5. What have been the major achievements of the media campaigns? Which ones have been the most effective, and why?
6. How were the three communities and NGOs selected?
7. If all went well, what changes would you expect to see in each of the three communities by the end of this program?
8. What kinds of programs and interventions do you think are most needed now and in the future to stop violence against girls and women in Egypt?
9. Is this an achievable vision in your lifetime?

Thank you for your time and insights!

1. دليل المقابلة الشخصية - الوكالة الأمريكية للتنمية الدولية USAID تقييم الأداء الشامل وفعالية واستدامة برنامج المدن الآمنة (جميع أسئلة التقييم)

صباح الخير / مساء الخير،

لقد قمتم بتكليف فريقنا بمراجعة وتحليل وتقييم أنشطة برنامج هيئة الأمم المتحدة للمرأة، مدن آمنة/ وإنهاء العنف ضد المرأة التي تمولها الوكالة الأمريكية للتنمية الدولية. نود أن نبدأ تقييمنا من خلال التعرف على خبرتك ومعرفتك لهذا البرنامج.

يرجى العلم أن مشاركتك تطوعية، وستظل إجاباتك سرية ما لم ترغب في أن يتم اقتباسها مباشرة. كما تُعد خبرتك ورؤيتك مهمة لهذا التقييم، لذا نقدر الوقت الذي تقضيه في الاجتماع معنا. إذا كنت ترغب في إيقاف المقابلة في أي وقت، أو إذا كنت ترغب في أن يكون أي شيء "خارج السجل"، فسوف نحترم طلبك.

وكما تعلم، لا يتعين عليك الإجابة على أي سؤال أو مناقشة أي سؤال مثير للجدل في هذه المقابلة إذا كنت لا ترغب في القيام بذلك.

نشكرك مقدماً على مشاركتك، ولا تتردد في طرح أي أسئلة في سياق هذه المقابلة، والتي لن تستغرق أكثر من ساعة من وقتك.

1. سألنا الأول يعود بنا إلى النظر في الاستراتيجية الشاملة وأهداف البرنامج ومدى تأثيرها:

(أ) بالنظر إلى البرنامج بشكل عام، هل يمكنك التعليق على نقاط قوته وضعفه؟

(ب) ما هي العقبات والصعوبات التي واجهتموها لتحقيق أهداف البرنامج المخطط لها حتى الآن؟ وما هي العوامل التي قد تهدد أثر واستدامة البرنامج؟

(ت) ماهي خطط برنامج المدن الآمنة للتغلب على هذه الصعوبات / العقبات أمام العمر المتبقي للنشاط؟

(ث) ما هي التدابير التي يتم اتخاذها لضمان الاستدامة التشغيلية والمالية للمدن الآمنة؟

ج) بالنظر إلى هيكل البرنامج الحالي، ما هي الفرص المتاحة في النصف الثاني من البرنامج لتعزيز النتائج والتأثير؟

2. كيف تصفون سبل التعاون والشراكة بين الوكالة الأمريكية للتنمية الدولية USAID وهيئة كير CARE، المجلس القومي للمرأة، وزارة التضامن الاجتماعي؟ [التطرق لدور كل من الشركاء في البرنامج]

3. ما هي أهم إنجازات البرنامج المؤدية لتحسين نظام الإحالة وإدارة الحالات؟ [التطرق للعوامل المساهمة في تحقيق هذه الإنجازات]
أ) كيف تطورت عملية التنسيق بين المكونات المسؤولة في نظام إدارة الحالات الشامل [التطرق على سبيل المثال ، هل يقوم الخط الساخن الخاص بالمجلس الوطني للمرأة بالإحالة مباشرة إلى المنظمات غير الحكومية و/ أو البيوت الأمانة التابعة لوزارة التضامن الاجتماعي؟]

ب) ما هي الأدلة التي لديك على أن الجودة والوصول إلى البيوت الأمانة قد تحسنت خلال السنوات الثلاث الماضية؟

4. منذ عام 2015، هل حقق البرنامج أي إصلاحات قانونية و/أو وضع سياسات جديدة مهمة؟

أ) إذا كان الأمر كذلك ، فماذا كانت؟

ب) هل شهدت أي تحسن في الفصل في قضايا العنف ضد المرأة نابعة من دعمكم للمجلس القومي للمرأة؟

ت) ما هو تأثير الشراكة مع المجلس القومي للمرأة على نتائج المشروع؟ كيف يمكن تحسينها- إذا لزم الأمر؟

5. ما هي أهم الإنجازات للحملات الإعلامية؟ أي منها أكثر فعالية ولماذا؟

6. كيف تم اختيار المناطق الثلاث والمنظمات غير الحكومية؟

7. إذا سارت الأمور على ما يرام، فما هي التغييرات التي تتوقع أن تراها في كل منطقة من المناطق الثلاثة بنهاية هذا البرنامج؟

8. ما هي أنواع البرامج والتدخلات التي تعتقد أنها الأكثر احتياجاً الآن وفي المستقبل للقضاء على العنف ضد النساء والفتيات في مصر؟

9. هل هذه رؤية قابلة للتحقيق على المدى القريب؟

Tool No. 2

KEY INFORMANT INTERVIEW PROTOCOL FOR UN WOMEN MANAGEMENT

EVALUATION OF THE OVERALL PERFORMANCE, EFFECTIVENESS AND SUSTAINABILITY OF SAFE CITIES/EVAW PROGRAM (ALL THE EQS)

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and EVAW activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary and vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

1. Since 2015, what legal and policy reforms have you achieved?
2. What challenges have you encountered in bringing about legal and policy reforms, and how have you addressed them?
3. To what extent has the UN Women program been able to improve referrals and services to victims, survivors, and potential victims of violence? [Prompt with hotline, case management, and shelters as needed]
4. What other challenges have you encountered and how have you addressed them (or will you address them)?

5. What are the main accomplishments of the national Public Service Announcements and social media campaigns? [Probe: the components under this activity that worked better than the others and why.. UN Woman recommendations for future campaigns?]
6. How would you describe your interactions with other project partners and stakeholders? [Can prompt USAID, NCW, Egyptian Ministries, CARE, local NGOs and target neighborhoods but best to see first their own order without prompts.]
7. How can these partnerships be improved/enhanced — if needed?
8. What are your future plans to maintain the momentum and progress you have made?
9. What measures are taken to ensure Safe Cities' operational and financial sustainability?

2. دليل المقابلة الشخصية - هيئة الأمم المتحدة للمرأة UN-WOMEN

تقييم الأداء الشامل وفعالية واستدامة برنامج المدن الآمنة (جميع أسئلة التقييم)

صباح الخير/ مساء الخير،
أنا إسمي ____ . أنا عضوة/ في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من ساعة من وقتك.

1. منذ عام 2015، ما هي الإصلاحات على مستوى القوانين والسياسات التي تم إنجازها على إثر هذا البرنامج؟
2. ما هي التحديات التي واجهتكم أثناء العمل على تلك الإصلاحات وكيف قمتم بالتعامل معها؟
3. إلى أي مدى استطاعت هيئة الأمم المتحدة للمرأة من تحسين وتعزيز نظام الإحالة والخدمات للضحايا والناجيات من العنف وضحايا العنف المحتملات؟ [التطرق هنا للخط الساخن، وإدارة الحالات، والبيوت الآمنة حسب الحاجة]
4. ما هي التحديات الأخرى التي واجهتكم وكيف تم التعامل معها (أو كيف سيتم معالجتها)؟

5. ما هي الإنجازات التي حققتها حملات التوعية العامة وحملات التوعية عبر قنوات التواصل الاجتماعي؟
[التطرق لاهم المكونات الأكثر فعالية التي تدرج تحت هذا النشاط ولماذا، أهم التوصيات للحملات المستقبلية]
6. كيف تصفون تفاعلكم مع جميع الأطراف المشاركة والمستفيدة في هذا البرنامج؟ [التطرق ل: الوكالة الأمريكية للتنمية الدولية USAID، المجلس القومي للمرأة، الوزارات ذات الصلة، هيئة كير CARE، المنظمات غير الحكومية المحلية والأحياء المستهدفة]
7. كيف يمكن تحسين / تعزيز هذه الشراكات - إذا لزم الأمر؟
8. ما هي خططكم المستقبلية للحفاظ على الزخم والتقدم الذي أحرزته البرنامج حتى الآن؟
9. ما هي التدابير التي يتم اتخاذها لضمان الاستدامة التشغيلية والمالية للمدن الآمنة؟

Tool No. 3

KEY INFORMANT INTERVIEW PROTOCOL FOR

UN WOMEN COMMUNICATIONS MANAGER

EVALUATION OF EFFECTIVENESS OF PUBLIC AWARENESS CAMPAIGNS, SOCIAL MEDIA AND COMMUNITY-BASED MOBILIZATION EFFORTS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE project to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. I estimate that this interview will take one hour of your time. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion.

Position/title, tenure at the organization, composition of the communications team and reporting lines (by gender and professional background).

1. Can you please describe your involvement in the public awareness campaigns? [Prompt: Did you develop a communications plan? Were there specific targets identified for the campaign? Was all planning done in-house or did the agency (ies) contribute at this stage? If they did, how so?]
2. Could you please describe how the campaign was rolled out?
 - a) TV – Were shorter versions of the TV copies (TVCs) produced, and if yes, how were they utilized?
 - b) Radio - Did any radio programs feature the campaign? –if so, which ones?
 - c) Digital campaign – what were the main online activities implemented? (e.g., posts, video/song uploads, contests or any types of activities to engage with audience online)
3. How did you capitalize on this campaign to promote audience engagement through other events and activities? Prompts:
 - a) Public relations activities or events, press briefings
 - b) On-ground activations
 - c) Digital media contests
 - d) Sponsorships, celebrity endorsement(s)
 - e) List all supporting activities implemented to leverage the impact of the nationwide campaign
4. What types of on-ground activations were implemented for “Speak Up” to raise awareness and advocate for combating violence against girls and women in Greater Cairo?
5. What is your overall assessment of the Speak Up campaign?
6. In your view, which campaign channel succeeded most in reaching the intended audience, and why?
7. What types of joint communication activities or events have taken place with NCW [Prompt: Ta’a Marbouta? Ask interviewee to elaborate on all these joint activities.]
8. How useful was the collaboration to your work, and why?
9. What measures do you use to assess the effectiveness of the “Above the Line” campaign (TV/radio and outdoor)?
10. Are they sufficient? Why or why not?
11. How did you assess digital campaign effectiveness?
12. Do those measures capture campaign impact? Why or why not?
13. What were the most important lessons learned from your public awareness work?
14. In the future, what would you do again or differently to augment the impact of the public awareness activities?

Thank you for your time!

3. دليل المقابلة الشخصية لإدارة الاتصال والإعلام

هيئة الأمم المتحدة للمرأة

تقييم حملات التوعية العامة والتواصل الاجتماعي على المستوى القومي وتنمية الوعي المجتمعي بمناطق الأنشطة

صباح الخير/ مساء الخير،

أنا إسمي _____ . أنا عضو/ة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهرلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بالوكالة الأمريكية للتنمية الدولية لتعزيز الأثر من البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه وعلينا احترام رغبتك في ذلك. من المتوقع أن تستغرق المقابلة حوالي ساعة. أشرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

- النوع
- المسمى الوظيفي
- مدة عمله في المنظمة
- الهيكل الوظيفي وتبعية إدارة الاتصال والإعلام
- الخلفية الوظيفية

1. هل يمكنك وصف مشاركتك في حملات التوعية العامة؟ [تطرق إلي: هل قمت بتطوير خطة اتصالات؟ هل تم تحديد أهداف محددة للحملة؟ هل تم التخطيط كله داخل الهيئة أو هل ساهمت الشركات المنفذة (الوكالات الإعلانية) في هذه المرحلة؟ إذا شاركوا ، ماذا كانت مساهمتهم في هذه المرحلة؟]
تطرق إلي: هل قمت بتطوير خطة اتصالات؟ هل تم تحديد أهداف محددة للحملة ؟ هل يتم التخطيط كله داخل المنظمة أو يتم الاستعانة بشركات الإعلان في مرحلة التخطيط؟ وكيف يتم ذلك)

2. كيف تم إطلاق وتنفيذ "ماتسكتوش"؟

التلفزيون - هل تم إنتاج أي إصدارات قصيرة (30 ثانية) من نسخ الإعلان وإذا كانت الإجابة بنعم ، كيف تم استخدامها؟
الراديو - هل تم التطرق للحملة في أي من البرامج الإذاعية؟ وإذا كانت الإجابة بنعم، ما هي؟

3. الحملة الإعلامية الرقمية - ما هي الأنشطة الرئيسية التي تم تنفيذها من خلال الحملة الرقمية؟ (على سبيل المثال، المشاركات أو تحميلات الفيديو / الأغنيات أو المسابقات أو أي نوع من الأنشطة للتفاعل مع الجمهور عبر الإنترنت)

4. كيف تم الاستفادة من إطلاق هذه الحملة لتشجيع تفاعل الجمهور وتأييده لمناهضة كافة أشكال العنف ضد النساء من خلال أنشطة أخرى أو فعاليات؟
- تطرق إلي: أنشطة العلاقات العامة وتنظيم الفعاليات، المؤتمرات الصحفية، الأنشطة المجتمعية التوعوية، المسابقات عبر المنصات الرقمية، الرعاية، تأييد المشاهير) - قم بعمل قائمة بجميع الأنشطة الداعمة التي تم تنفيذها لتعزيز الأثر من تأثير الحملة
5. ما هي الأنشطة التوعوية والتنشيطية التي تم تنفيذها داخل المجتمعات المستهدفة من برنامج مدن آمنة في القاهرة الكبرى؟
6. بوجه عام، ما هو تقييمكم لحملة ماتسكتوش؟؟
7. أي من قنوات الاتصال كانت أكثر فاعلية في الوصول للفئات المستهدفة من الحملة؟ ولماذا؟
8. ما هي الحملات المشتركة أو الأنشطة التي تمت بالتعاون مع المجلس القومي للمرأة؟ (تطرق إلي: حملة تاء مربوطة واطلب توضيح كافة الأنشطة المشتركة في مجال التوعية العامة
9. كيف كان تأثير هذه الأنشطة المشتركة علي عملكم من وجهة نظركم؟
10. ما هي المقاييس/المعايير المستخدمة لتقييم فعالية حملة التوعية العامة (التلفزيون / الراديو وإعلانات الطرق)؟
11. هل كانت كافية من وجهة نظرك؟ لما أو لما لا؟
12. كيف يتم تقييم مدى نجاح الحملات الرقمية والتواصل مع الجمهور عبر منصات التواصل الاجتماعي؟
13. هل كانت المقاييس المستخدمة كافية؟ لما أو لما لا؟
14. ما هي أهم الدروس المستفادة من تنفيذ حملات التوعية العامة لمناهضة العنف؟
15. في المستقبل، ماذا تقترحون تطبيقه مرة أخرى أو تنفيذه بشكل مختلف لتعزيز الأثر من تلك الحملات؟

Tool No. 4

KEY INFORMANT INTERVIEW PROTOCOL FOR MEDIA PROFESSIONALS

EVALUATION OF EFFECTIVENESS COMMUNITY-BASED AWARENESS CAMPAIGNS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and EVAW activities. The USAID Office of Democracy and Governance is funding two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but your participation is considered vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion, which should take no more than an hour of your time.

Gender _____

Personal and Professional Background

Type of Media (e.g., TV/radio/print/digital) position/title, media specialization (if any), and other background characteristics (e.g., how became interested in topic)

1. How did you learn about Safe Cities/Ending Violence against Women media training?
2. What motivated you to participate in this training?
3. In which training workshop(s) did you participate? (Name of training, when, and who delivered)?
4. What is your overall assessment of the training(s), and why did you come to this assessment?
5. What do you recall most from this training?

6. In case the training was replicated, what do you think should be done differently?

7. What steps are you taking to apply the knowledge and skills into your work? If you have applied those skills what was the result?

8. Are there any challenges that you face in trying to apply your knowledge and skills here? (If yes, please specify.)

9. What do you think are the most important actions and policies to strengthen media's role of the media in combating violence against women and girls? [Prompt: How can these actions/policies be activated or reinforced?]

10. In the case of future collaboration and training with the media, do you have any recommendations for enhancing the usefulness and impact? [Prompt: Would you attend this training if repeated?]

4. دليل المقابلة الشخصية - المجلس القومي للمرأة

تقييم فعالية نظام الإحالة وأثر الشراكة على إصلاح السياسات والأطر القانونية

صباح الخير/ مساء الخير،

أنا إسمي _____ . أنا عضوة/ في فريق تابع ل SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء ERAW & Safe Cities التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أتوقع أن تستغرق هذه المقابلة ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

1. كيف تصفون دور المجلس القومي للمرأة في إصلاح وتعزيز السياسات والأطر التشريعية لمناهضة العنف ضد النساء والفتيات؟

2. إلي أي مدى وكيف تساهم استراتيجية التمكين الاقتصادي للمرأة المصرية في مناهضة العنف ضد النساء؟
3. بما أن المادة 214 من الدستور المصري يعطي للمجلس "الحق في إبلاغ السلطات العامة عن أي انتهاك يتعلق بمجال عمله"، فما هي نوعية الانتهاكات التي تقومون بالإبلاغ عنها فيما يتعلق بالعنف ضد النساء والفتيات؟
4. ما هو نوع الدعم الذي يقدمه مكتب الشكاوى للمتعرضات والناجيات من العنف؟ (تطرق إلي: هل يعتبر هذا الدعم كافياً أم يحتاج إلى تطوير)
5. ما هي التحديات التي واجهها مكتب الشكاوى في تقديم الخدمات المخطط لها؟
6. كيف تقومون بتوثيق حالات الإبلاغ والإحالة؟ هل من المتاح الاطلاع على البيانات والسجلات المتعلقة بالخط الساخن لتحليلها في سياق هذا التقييم؟
7. ما هو دور المجلس في التوعية بأهمية مناهضة العنف على المستوي القومي بوجه عام، وكذلك في مناطق التدخل الخاص ببرنامج مدن آمنة في كل من منشية ناصر وعزبة هجانة وإمبابية) (تطرق إلي: كيف يتم تقييم فعالية هذه الجهود التوعوية)
8. ما هي الخطط المستقبلية والأولويات الخاصة لعملكم في برنامج مدن آمنة خالية من العنف ضد النساء والفتيات؟ (تطرق إلي: ما هي مقترحاتكم للتغيير أو التطوير في هذا البرنامج)
9. كيف يمكن الحفاظ على استدامة هذه التدخلات / الخدمات ذات الأولوية في المستقبل؟ (تطرق إلي: التوصيات المقترحة لتغيير المنهجية أو الأولويات أو أي من مكونات هذا البرنامج)

Tool No. 5

KEY INFORMANT INTERVIEW PROTOCOL FOR NCW MANAGEMENT

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS AND PARTNERSHIP IMPACT ON REFORMS OF THE POLICY AND LEGAL FRAMEWORKS

Good morning/afternoon. My name is _____. I am a member of a team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls (SC).

As you are aware, the evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded Safe Cities activities. USAID's Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but essential to this important initiative. Should you wish to stop the interview at any time, I will respect your request. You do not have to answer any question or discuss

an issue if you do not wish to do so. I would be glad to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

1. What has been NCW's role in reforming and strengthening policies and legislation for eliminating violence against girls and women?
2. To what extent and how does the National Strategy for the Economic Empowerment of Women (NSEEW) support ending violence against women?
3. Given that Article 214 in the Constitution grants the Council the right to "report to the public authorities any violations pertaining to its field of work," what kinds of violations do you continue to report related to violence against women and girls?
4. What kind of support does the ombudsperson office provide to victims and survivors of violence?
[Prompt: Is this support satisfactory or needs improvement?]
5. What challenges has the ombudsperson office faced in providing services as planned?
6. How do you document referrals and cases? Can you share any reporting and also recording of hotline calls?
7. What is the Council's role in increasing awareness of ending violence against girls and women in Manshiet Nasser, Ezbet Hagana, and Imbaba and nationally? [Prompt: How are these awareness activities assessed?]
8. What are the Council's future plans and priorities for your work with Safe Cities and eliminating violence against women? [Prompt: Recommendations for changes and/or improvements?]
9. How can those priority interventions/services be sustained in the future? [Prompt: Any proposed changes to implementation approach or to program components or priorities?]

Thank you for your contribution!

5. دليل المقابلة الشخصية - المجلس القومي للمرأة

تقييم فعالية نظام الإحالة وأثر الشراكة على إصلاح السياسات والأطر القانونية

صباح الخير/ مساء الخير،

أنا إسمي _____. أنا عضو/ة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء EVAW & Safe Cities التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز

البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أتوقع أن تستغرق هذه المقابلة ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

1. كيف تصفون دور المجلس القومي للمرأة في إصلاح وتعزيز السياسات والأطر التشريعية لمناهضة العنف ضد النساء والفتيات؟
2. إلى أي مدى وكيف تساهم استراتيجية التمكين الاقتصادي للمرأة المصرية في مناهضة العنف ضد النساء؟
3. بما أن المادة 214 من الدستور المصري يعطي للمجلس "الحق في إبلاغ السلطات العامة عن أي انتهاك يتعلق بمجال عمله"، فما هي نوعية الانتهاكات التي تقومون بالإبلاغ عنها فيما يتعلق بالعنف ضد النساء والفتيات؟
4. ما هو نوع الدعم الذي يقدمه مكتب الشكاوى للمتعرضات والناجيات من العنف؟ (تطرق إلي: هل يعتبر هذا الدعم كافياً أم يحتاج إلى تطوير)
5. ما هي التحديات التي واجهها مكتب الشكاوى في تقديم الخدمات المخطط لها؟
6. كيف تقومون بتوثيق حالات الإبلاغ والإحالة؟ هل من المتاح الاطلاع على البيانات والسجلات المتعلقة بالخط الساخن لتحليلها في سياق هذا التقييم؟
7. ما هو دور المجلس في التوعية بأهمية مناهضة العنف على المستوى القومي بوجه عام، وكذلك في مناطق التدخل الخاص ببرنامج مدن آمنة في كل من منشية ناصر وعزبة هجانة وإمبابية) (تطرق إلي: كيف يتم تقييم فعالية هذه الجهود التوعوية)
8. ما هي الخطط المستقبلية والأولويات الخاصة لعملكم في برنامج مدن آمنة خالية من العنف ضد النساء والفتيات؟ (تطرق إلي: ما هي مقترحاتكم للتغيير أو التطوير في هذا البرنامج)
9. كيف يمكن الحفاظ على استدامة هذه التدخلات / الخدمات ذات الأولوية في المستقبل؟ (تطرق إلي: التوصيات المقترحة لتغيير المنهجية أو الأولويات أو أي من مكونات هذا البرنامج)

Tool No. 6

COORDINATION UNIT INTERVIEW GUIDE

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS AND IMPACT OF PARTNERSHIP

ON POLICY AND LEGISLATIVE FRAMEWORK

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities & EVAW activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. We thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your valuable time.

1. The NCW Coordination Unit has three main objectives. To what extent do you agree or disagree that each of these objectives remains relevant and achievable, and why (or why not)?
 - a) Enhancing the political and legislative framework to protect and prevent all forms of violence against women.
 - b) Changing perceptions and attitudes towards gender roles and violence against women through awareness activities and door-to-door campaigns.
 - c) Enhancing the awareness of national stakeholders and partners about the referral system.
2. Could you describe NCW's hotline referral and case management systems for victims of violence?
 - a) How is feedback from survivors/potential victims assessed?
 - b) How do you measure satisfaction with the quality of services they receive?
 - c) Strengths of the current system
 - d) Weaknesses of the current system
 - e) Recommendations for improvement
3. Could you tell me about the training you have conducted for this program?
 - a) How often the trainings were held
 - b) How you decided who should receive training
 - c) Who delivered the training
 - d) How you determine which topics should be covered
 - e) What other topics should or could be covered
 - f) How do you solicit feedback from the trainees to assess effectiveness? [Prompt: Do you keep this documented in evaluation forms or other ways?]
4. How have you implemented the major recommendations of the Capacity Needs Assessment of the Women's Complaints office to date? [Prompt: What was not implemented of those recommendations and why?]
5. To what extent do you believe that the community awareness component was successful and effective, and why?
6. Is there anything you would change with these activities in the future? (If yes, probe how can it be changed and why.)
7. Finally, what are your most important achievements to date and how will this work be continued and sustained?

6. دليل المقابلة الشخصية

وحدة التنسيق بالمجلس القومي للمرأة

تقييم فعالية نظام الإحالة وأثر الدعم المؤسسي على تقديم الخدمات وإصلاح السياسات والأطر القانونية

صباح الخير/ مساء الخير،

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سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. ستستغرق هذه المقابلة حوالي ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا

1. وحدة التنسيق لديها ثلاثة أهداف رئيسية. (يتم ذكرها) إلى أي مدى توافق أو لا توافق على أن هذه الأهداف مازالت هامة وقابلة للتحقيق، ما سبب ذلك؟ أو لم لا؟

- a. تعزيز الإطار السياسي والتشريعي لمناهضة وكذلك حماية المرأة والفتيات من جميع أشكال العنف؟
- b. تغيير الاتجاهات والسلوكيات تجاه أدوار الجنسين والعنف ضد المرأة من خلال حملات التوعية العامة وكذلك حملات طرق الأبواب
- c. التواصل مع كافة الأطراف المعنية على المستوى القومي وكذلك الشركاء لتوعيتهم بنظام الإحالة

2. برجاء وصف نظام الإحالة عبر الخط الساخن ونظام إدارة الحالات المتبع من قبل المجلس؟

- a. كيف يتم الحصول على رأي الناجيات/الضحايا المحتملات
- b. كيف يتم قياس رضا المستفيدات حول جودة الخدمة
- c. نقاط القوة في نظام الإحالة
- d. نقاط الضعف في نظام الإحالة
- e. مقترحاتكم لتطوير نظام الإحالة

3. عن الدورات التدريبية التي تم تنفيذها في إطار البرنامج:

- a. هل تعقد دورياً؟ (أسبوعياً/شهرياً/كل 3 شهور/ أخرى؟)
- b. كيف تقرررون الفئة المستهدفة من التدريب؟
- c. من قام بالتدريب؟
- d. كيف تقرررون الموضوعات التي يجب تناولها في التدريبات؟
- e. ما هي الموضوعات الأخرى التي يمكن تناولها أو التي يجب تناولها؟
- f. كيف تحصلون على ردود أفعال المتدربين لتقييم الفعالية؟ (تحقق من: هل تحتفظون بهذا التقييم موثقاً في نماذج التقييم أو بطرق أخرى؟)

4. كيف تم تنفيذ التوصيات الرئيسية الخاصة بدراسة "تقييم الاحتياجات المؤسسية" والذي قام به مكتب شكاوى المرأة حتى الآن؟ (تحقق من: ماذا لم يتم تنفيذه من تلك التوصيات ولماذا؟)
5. كيف تصفون دور وحدة التنسيق في التوعية المجتمعية وماذا تم إنجازه حتى الآن؟ هل ترون ضرورة لتغيير أو تعديل أي من هذه الأنشطة في المستقبل؟ (تطرق إلي: كيف يمكن تغييرها ولماذا؟)
6. ما هي من وجهة نظركم أهم الإنجازات التي تحققت حتى الآن؟ وكيف يمكن تحقيق استمرارية واستدامة هذه الجهود؟
-

Tool No. 7

7. KEY INFORMANT INTERVIEW PROTOCOL

FOR NCW LAWYERS

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS AND INSTITUTIONAL CAPACITY OF NCW TO OFFER SERVICES AND LEAD REFORM

OF LEGAL AND POLICY FRAMEWORKS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and Ending Violence against Women (EVAW) activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

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1. What is your legal degree at the Egyptian Bar Association (e.g., associate attorney, senior attorney) and specialization?
2. How did you obtain your position as a lawyer in the Ending Violence against Women (EVAW) program, and what legal experience did you have before joining the program?
3. Did you participate in any legal /gender training at EVAW program? (title/topic, how long, when)
 - a) Most useful aspects of training (and why)
 - b) Least useful aspects of training (and why)
 - c) Impact on your day-to-day work (if any)
4. How much legal advice (sessions) do you provide each week /month?
 - d) What is the highest level of legal service that you provide?
 - e) How many legal advice sessions do you provide for the hotline NGOs per week?
 - f) Which geographic area has the highest number of requests for legal advice?
 - g) Is the community well informed about the existence of this service?
5. How many cases were referred to the court until now? (Please describe the process.)
6. How many cases received a final sentence from Egyptian courts? Can you describe any final sentence?
7. How did the survivors provide feedback on the quality of legal services they received? Please give some examples? [Prompt: How do you measure their satisfaction level, and how is it rated?]
8. What is your assessment of the effectiveness of legal services at the EVAW program? And how can we improve it?

7. دليل المقابلة الشخصية للمحامين بالمجلس القومي للمرأة

تقييم فعالية نظام الإحالة وأثر الدعم المؤسسي على تقديم

الخدمات وإصلاح السياسات والأطر القانونية

صباح الخير / مساء الخير،

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يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أتوقع أن تستغرق هذه المقابلة ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

- 1- ماهي درجاتكم في نقابة المحامين (محامي ابتدائي، استئناف) وما هو نطاق تخصصكم؟
- 2- كيف حصلت علي وظيفتكم كمحامي في برنامج القضاء علي العنف تجاه النساء والفتيات وماهي خبراتكم القانونية السابقة قبل الالتحاق بالبرنامج؟
- 3- هل حصلت علي اي تدريبات قانونية /تدريب لنوع الاجتماعي في برنامج القضاء علي العنف تجاه النساء والفتيات؟(اسم التدريب/الموضوع/ مدة / مني)؟
 - a. أكثر موضوعات التدريب إفادة ولماذا
 - b. أقل موضوعات التدريب إفادة ولماذا
 - c. الأثر علي أداء عملكم اليومي (إن وجد)
- 4- ماهو عدد النصائح القانونية التي تقدمها كل اسبوع / شهر؟
 - أ- ما هو أعلى مستوى من الخدمة والاستشارات القانونية التي تقدمها؟
 - ب- كم عدد جلسات الاستشارات القانونية التي تقدمها لمنظمات او عن طريق الخط الساخن في الأسبوع؟
 - ت- أي منطقة جغرافية لديها أكبر عدد من طلبات المشورة القانونية؟
 - ث- هل المجتمع علي دراية كافية بوجود مثل هذه الخدمات القانونية؟
- 5- كم عدد الحالات التي أحيلت إلى المحكمة حتى الآن؟ (يرجى الوصف)
- 6- كم عدد الحالات التي حصلت علي حكم نهائي من المحاكم المصرية؟ هل يمكنك وصف أي حكم نهائي؟
- 7- ما هي ردود فعل الناجيات علي جودة الخدمات القانونية التي تلقينها؟ يرجى إعطاء بعض الأمثلة؟ كيف قمت بقياس مستوى رضائهن عن الخدمات المقدمة وكيف تم تقييم القياس
- 8- ما هو تقييمك لفعالية الخدمات القانونية في برنامج القضاء علي العنف تجاه النساء؟ وكيف يمكن تحسين تلك الخدمات

Tool No. 8

8. KEY INFORMANT INTERVIEW PROTOCOL

FOR NGOs MANAGEMENT

EVALUATION OF THE EFFECTIVENESS OF THE REFERRAL SYSTEM AND COMMUNITY/ BASED AWARENESS EFFORTS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls (SC). The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

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Your participation is entirely voluntary but your participation is considered vital to this important initiative. Should you wish to stop participating at any point or choose not to answer a question, we will respect your wishes. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion. This interview should not take more than an hour of your time.

1. What results have you achieved of which you are most proud, and why?
2. What challenges and obstacles have you encountered, and how have you addressed them? [Prompt: what are the causes of these obstacles?]
3. Which activities have been the most effective in increasing community responses to VAW?
 - a) How do you assess the community awareness?
 - b) How do you believe we can improve/increase the level of awareness?
 - c) Was the media campaign enough as well as the national PSAs?
4. What threats could overturn your good work (and how and by whom could these be addressed)?
5. How would you describe your interactions with all involved in this project?

- a) Local community and its leaders
 - b) Volunteers [here prompt about referral and case management]
 - c) Other NGOs
 - d) UNW and CARE
 - e) NCW and MoSS (if relevant)
6. What are your plans for the future to deepen the impact of Safe Cities/EVAW program within the scope of your work?
7. How do you believe we could improve/enhance the impact of your work with regards to improving service provision to survivors/potential victims and increasing the community awareness on EVAW?

8. دليل المقابلة الشخصية - الجمعيات غير الحكومية

تقييم فعالية نظام الإحالة والأنشطة والتوعية المجتمعية

صباح الخير/ مساء الخير،
أنا إسمي _____. أنا عضوة/ في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. يقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة و القضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

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1. ما هي النتائج التي قمت بتحقيقها والتي تفخرون بها ولماذا؟
2. ما هي التحديات والعقبات التي واجهتكم وكيف قمت بالتعامل معها؟ [التطرق لأسباب هذه المعوقات]
3. ما هي الأنشطة التي كانت الأكثر فعالية في زيادة تجاوب المجتمع نحو قضايا العنف ضد النساء؟

(أ) كيف تقيمون الوعي المجتمعي الحالي بتلك القضايا؟
(ب) في اعتقادكم، ما الذي يمكن عمله لتحسين / زيادة مستوى الوعي؟
(ت) هل كانت حملات التوعية العامة كافية لرفع الوعي المجتمعي؟

4. ما هي العوامل التي قد تهدد إنجاز عملكم (وكيف يمكن معالجة ذلك ومن قبل من)؟

5. كيف تصفون تفاعلكم مع جميع الأطراف المشاركة في هذا البرنامج؟

- المجتمع المحلي وقادته
- المتطوعون [من المهم هنا التطرق لنظام الإحالة وإدارة الحالات]
- المنظمات غير الحكومية الأخرى
- منظمة الأمم المتحدة للمرأة UN Women، هيئة كير CARE Egypt
- المجلس القومي للمرأة، وزارة التضامن الاجتماعي

6. ماهي خططكم للفترة القادمة لتعميق تأثير برنامج مدن أمنة/القضاء على العنف ضد النساء ضمن نطاق عملكم في البرنامج؟

7. في اعتقادكم، كيف يمكن للبرنامج تحسين / تعزيز تأثير عملكم فيما يتعلق بتحسين توفير الخدمات للناجيات / الضحايا المحتملات وزيادة الوعي المجتمعي حول القضاء على العنف ضد النساء؟

Tool No. 9

KEY INFORMANT INTERVIEW PROTOCOL

FOR CARE MANAGEMENT

EVALUATION OF COMMUNITY-BASED ACTIVITIES

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

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1. Could you describe the role of CARE in Safe Cities/EVAW program? How do you assess this role in enhancing the achievement of program results?
2. What have you achieved in this program of which you are the proudest, and why?
3. What challenges and obstacles have you encountered and how have you addressed them? [Prompt: reason/cause behind these challenges and obstacles]
4. Which activities have been the most effective in increasing community responses to VAW?
5. What obstacles or threats could overturn (or are overturning) your work and progress, and how and by whom should these be addressed?
6. How would you describe your interactions with all the different partners and stakeholders involved in this project? [Prompt: conflicts or disputes arise- if any]
 - a) The local NGOs
 - b) Local community and its leaders
 - c) Volunteers [here prompt about capacity building, referral and case management]
 - d) Other NGOs
 - e) UNW
 - f) NCW and MoSS (if relevant)
7. Have you had any conflicts or disputes that you have had to resolve and if so, with whom and how was it resolved?
8. What are your future plans to deepen the impact of Safe Cities/EVAW program within the scope of your role in the program?
9. How do you believe we could improve/enhance the impact of your work in regards to improving the services provision to survivals/potential victims and increasing the community awareness on EVAW?

9. دليل المقابلة الشخصية - هيئة كير CARE

تقييم الأنشطة والتوعية المجتمعية

صباح الخير/ مساء الخير،

أنا إسمي _____. أنا عضو/ة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. يقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة إلى أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب/ي الإجابة عليه، فسوف نحترم رغبتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من ساعة من وقتك.

8. ما هو دور هيئة كير في برنامج مدن آمنة؟ كيف تقيمون مساهمة هذا الدور في تعزيز تحقيق نتائج البرنامج؟

9. ما هي النتائج التي قمتم بتحقيقها والتي تفخرون بها ولماذا؟

10. ما هي التحديات والعقبات التي واجهتكم وكيف قمتم بالتعامل معها؟ [التطرق للأسباب المؤدية لتلك التحديات والعقبات]

11. ما هي الأنشطة التي كانت الأكثر فعالية في زيادة تجاوب المجتمع نحو قضايا العنف ضد النساء؟

12. ما هي العوامل التي قد تهدد إنجاز عملكم (وكيف يمكن معالجة ذلك ومن قبل من)؟

13. كيف تصفون تفاعلكم مع جميع الأطراف المشاركة في هذا البرنامج؟ [التطرق للخلافات أو النزاعات التي طرأت – إن وجد]

- المنظمات غير الحكومية المحلية
- المجتمع المحلي وقادته
- المتطوعون/ات [من المهم هنا التطرق لنظام الإحالة وإدارة الحالات]
- المنظمات غير الحكومية الأخرى
- منظمة الأمم المتحدة للمرأة UN Women
- المجلس القومي للمرأة، وزارة التضامن الاجتماعي (وغيرها من المؤسسات ذات العلاقة)

14. هل واجهتم أي نزاعات أو خلافات كان يجب عليكم حلها، وإذا كان الأمر كذلك، فما هي أسبابها وكيف تم حلها؟

15. ماهي خططكم للفترة القادمة لتعميق تأثير برنامج مدن أمنة/القضاء على العنف ضد النساء ضمن نطاق عملكم في البرنامج؟

16. في اعتقادكم، كيف يمكن للبرنامج تحسين / تعزيز تأثير عملكم فيما يتعلق بتحسين توفير الخدمات للناجيات / الضحايا المحتملة وزيادة الوعي المجتمعي حول القضاء على العنف ضد النساء؟

Tool No. 10

KEY INFORMANT INTERVIEW PROTOCOL FOR

SAFE CITIES SERVICE PROVIDERS

EVALUATION OF COMMUNITY-BASED ACTIVITIES

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by the SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and EVAW activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but your participation is considered vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion, which should take about an hour.

Gender:

Position/title - length of tenure with CSO or firm

1. How did you come in contact with or learn about UN Women's Safe Cities/Ending Violence Against Women program?
2. Could you please describe your previous experience in implementing similar interventions for preventing or responding to violence against women in this neighborhood(s)?
3. What services have you provided to this program since 2015?

4. Overall, how did the neighborhood respond to the services you provided?
5. Did this change from one area to another? If yes, please explain
6. Compared to other services you have delivered, what differentiates Safe Cities in your view?
7. In light of your field implementation experience, what Ending Violence against Women issues are most prevalent in the neighborhoods and should be addressed?
8. What were the main lessons learned based on your previous experience? And what could be done better?
[Prompt: recommendations for improvement]
9. What types of metrics did you use to assess the effectiveness of your service delivery?
10. How did you obtain the participants' feedback on the quality of the services and what were some of their observations? Could you please give us examples?
11. How did you find the collaboration with UN Women and other Safe Cities program partners?
[Prompts: UN Women / NCW/ CARE / the Local NGO(s) – as relevant]
12. What is needed or required to ensure the services continue after you and UN Women are no longer working in these neighborhoods?

10. دليل المقابلة الشخصية - مقدمي الخدمات

تقييم جهود الوعي المجتمعي

صباح الخير/ مساء الخير،
أنا إسمي _____. أنا عضوة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سبقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة و القضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية و مجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أتوقع أن تستغرق المقابلة ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

النوع:

الوظيفة:

1. كيف تعرفت علي برنامج مدن آمنة خالية من العنف ضد السيدات والذي يقوم بتنفيذه هيئة الأمم المتحدة للمرأة؟
2. هل تصفون لي خبراتكم السابقة في تنفيذ تدخلات/أنشطة للوقاية من العنف ضد النساء والفتيات و(أو) الإستجابة له في هذه المنطقة (المناطق) التي يشملها برنامج مدن آمنة؟
3. ما هي التدخلات أو الخدمات التي تم تنفيذها لبرنامج مدن آمنة/القضاء علي العنف ضد السيدات والفتيات منذ 2015؟
4. بوجه عام، كيف كانت استجابة المجتمعات المستهدفة للأنشطة أو الخدمات التي تم تنفيذها؟
5. هل كانت استجابة المجتمع مختلفة من منطقة إلي أخرى؟ وكيف كان ذلك؟
6. بالمقارنة بأنشطة أخرى قمت بتنفيذها، ما الذي يميز تدخلات برنامج مدن آمنة علي وجه التحديد؟
7. من خلال خبرتكم الميدانية أثناء التنفيذ، ما هي أبرز الموضوعات المتعلقة بالعنف ضد المرأة شيوعاً في مناطق التدخلات وترون ضرورة التعامل معها؟
8. ما هي الدروس المستفادة الرئيسية بناء على تجربتك السابقة؟ وماذا يمكن عمله بشكل أفضل؟ (تطرق إلي: توصيات لتطوير الأداء)
9. كيف تقيمون مدى نجاح التدخلات وفعاليتها؟ ما هي المعايير/المقاييس المستخدمة؟
10. كيف ترصدون ردود أفعال الفئات المستهدفة من الخدمات/الأنشطة حول الجودة وماذا كانت أبرز الملاحظات التي تم رصدها؟
11. كيف تقيمون التعاون بينكم وبين هيئة الأمم المتحدة للمرأة وغيرها من الشركاء في برنامج مدن آمنة؟ (تطرق إلي: المجلس القومي للمرأة/ هيئة كير / الجمعيات الأهلية القاعدية/ أو غيرها)
12. ما الذي يحتاجه البرنامج من وجهة نظركم لضمان استمرارية واستدامة الجهود المبذولة بعد انتهاء فترة عملكم في المناطق المستهدفة؟

Tool No. 11

KEY INFORMANT/GROUP INTERVIEW PROTOCOL

FOR YOUTH (INCLUDING TOK-TOK DRIVERS)

EVALUATION OF COMMUNITY-BASED AWARENESS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and EVAW activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but vital to this important initiative. Should you wish to stop the interview at any time we will respect your request. You also do not have to answer any question or discuss an issue if you do not wish to do so. I thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion, which should not take more than 90 minutes.

1. How did you contribute to ending violence against women and girls in Cairo?
2. What were the most useful ending violence against women activities for your own work, and why? [Prompt with street campaigning, community theatre, etc. but you want to see what they remember first]
3. **Youth only:** What did your volunteering units do?
 - a) Did you succeed in combatting violence against women? Why or why not?
 - b) What challenges did you face and/or still face in combating violence against women?
 - c) How did you overcome these challenges?
 - d) How have you personally benefitted from participating on the youth volunteering unit? If yes, how?
 - e) Would you advise others to participate as well? Why or why not?
4. **Youth only:** Are you a member of the NCW's Youth Committee?
 - a) If so, why did you decide to join and how has this helped your own work?
 - b) Have you ever participated in any NCW awareness raising campaigns?
 - c) If so, what was your role?
 - d) If so, what impact did they have on you and your friends?
5. **Tok-tok drivers only:** Did you participate in any training to combat violence against women?
 - a) If yes, please tell me about the training.
 - b) Have you have been able to use it in your own life and work?
 - c) Do you have any recommendations for future training activities?
6. Do you have any plans and/or suggestions to combat violence against women?

11. دليل المقابلة الشخصية - الشباب وسائقي التوكتوك

تقييم الأنشطة والتوعية المجتمعية

صباح الخير/ مساء الخير،

أنا إسمي ____ . أنا عضو/ة في فريق تابع ل SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. يقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهر المصدر.

يجب الإشارة إلى أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب/ي الإجابة عليه، فسوف نحترم رغبتك. أشكر مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من 90 دقيقة من وقتك.

1. ماهي مساهمتك في القضاء على العنف ضد النساء والفتيات في القاهرة؟
2. من خلال عملكم، ما هي الأنشطة الأكثر نفعاً في القضاء على العنف ضد النساء والفتيات ولماذا؟ [التطرق إلى حملات التوعية بالشارع، والمسرح المجتمعي، وما إلى ذلك]
3. للشباب فقط: ما هي انجازات وحدات التطوع الخاصة بكم؟
 - هل نجحت في مكافحة العنف ضد النساء والفتيات؟ لما ولما لا؟
 - ما هي التحديات التي واجهتها الوحدة أو ما زالت تواجهها في مكافحة العنف ضد المرأة؟
 - كيف تغلبتم على هذه التحديات؟
 - كيف استفدت شخصياً من المشاركة في وحدة التطوع الشبابية؟ في حالة الإجابة بنعم، كيف كان ذلك
 - هل تنصح الآخرين بالمشاركة أيضاً؟ لما ولما لا؟
4. للشباب فقط: هل أنت عضو في لجنة شباب المجلس القومي للمرأة؟
 - إذا كان الأمر كذلك، فلماذا قررت الانضمام وكيف ساعد هذا في عملك؟
 - هل سبق لك أن شاركت في أي من حملات التوعية الوطنية التابعة للمجلس القومي للمرأة؟
 - ماذا كان دورك في هذه الحملات – برجاء التوضيح
 - إذا كان الأمر كذلك، فما هو مدى تأثيرها عليك وعلى أصدقائك؟
5. لسائقي التوكتوك فقط: هل شاركت في أي تدريب لمكافحة العنف ضد المرأة؟
 - إذا كانت الإجابة بنعم، من فضلك أخبرني عن التدريب؟
 - هل تمكنت من تطبيق ما تعلمته في حياتك الخاصة وعملك؟

■ هل لديك أي اقتراحات أو توصيات لأنشطة التدريب المستقبلية؟

6. هل لديك أي خطط و/أو اقتراحات لمكافحة العنف ضد المرأة؟

Tool No. 12

KEY INFORMANT INTERVIEW PROTOCOL FOR THE MINISTRY OF SOCIAL SOLIDARITY EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS

Good morning/afternoon. My name is _____. I am a member of a team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls.

An evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and Ending Violence Against Women (EVAW) activities. USAID's Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but essential to this important initiative. Should you wish to stop the interview at any time, I will respect your request. You do not have to answer any question or discuss an issue if you do not wish to do so. I would be glad to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

1. Based on your memorandum of understanding (MOU) with UN Women, MoSS is: (a) upgrading national shelters across Egypt, (b) enhancing the capacity of Ministry and NGO staff; and (c) increasing the shelters' outreach to respond more efficiently to provide rehabilitation, protection and provision services to survivors of violence. Can you tell us how your work is progressing in each of these three areas?
 - a) Shelter upgrading
 - b) Capacity building of MoSS and NGO staff
 - c) Shelter services and outreach
2. How are you promoting shelter availability to women who need these services?
3. Can you discuss any obstacles you encounter in providing quality services to women survivors and how you overcame them?
4. Can you describe the tools and procedures you are using to monitor these three activities?

5. What shelter services are provided in all governorates and what are your plans for upgrading the 6th October shelter along with the physical renovation of the facility?
6. Ideally what would you recommend for shelter development in Greater Cairo?
7. How do you assess the coordination and cooperation between you and the other program partners? (NCW, NGOs, and UNW) If this program is repeated in the future, could it be done better? How?
8. What are your future plans for improving services and support for girls' and women survivors of violence?

12. دليل المقابلة الشخصية - وزارة التضامن الاجتماعي

تقييم فاعلية نظام الإحالة

صباح الخير/ مساء الخير،

أنا إسمي _____ . أنا عضوة/ في فريق تابع ل SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة و القضاء على العنف ضد النساء Safe Cities & EVAW التي تمويلها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية و مجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من ساعة من وقتك.

1. بناءً على مذكرة التفاهم المبرمة بين وزارة التضامن الاجتماعي وهيئة الأمم المتحدة للمرأة، فإن الوزارة مسؤولة عن: (أ) تحسين أوضاع

البيوت الآمنة في جميع أنحاء مصر، (ب) تعزيز قدرات موظفي/ات الوزارة والمنظمات غير الحكومية ذات الصلة؛ (ج) زيادة نسبة الوصول إلى البيوت الآمنة لتعزيز الاستجابة بشكل أكثر فعالية لتوفير خدمات إعادة التأهيل والحماية وتوفير الخدمات للناجيات من العنف. هل يمكن أن نخبرنا عن التقدم الذي أحرزته الوزارة في كل من هذه المجالات الثلاثة؟

أ. تحسين أوضاع البيوت الآمنة

ب. بناء قدرات الموظفين في كل من الوزارة والمنظمات غير الحكومية المعنية

ج. الخدمات المقدمة في البيوت الآمنة وتعزيز الوصول للفئة المستهدفة

2. كيف تقومون بالترويج للبيوت الآمنة والخدمات المتوفرة لتشجيع النساء اللاتي يحتجن إلى هذه الخدمات؟

3. هل يمكنك التطرق للعقبات التي تواجهونها لتقديم خدمات عالية الجودة للنساء الناجيات من العنف؟ وكيف تغلبتم عليها؟

4. هل يمكنك وصف الأدوات والإجراءات التي تستخدمونها لمراقبة هذه الأنشطة الثلاثة؟

5. ما هي خدمات البيوت الآمنة المتوفرة في كافة المحافظات وما هي خططكم لتحسين أوضاع البيت الآمن الواقع في 6 أكتوبر إلى جانب التجديدات المادية التي تمت للمنشأة؟
6. من الناحية المثالية، ماذا الذي تتصحبون به لتطوير البيوت الآمنة في القاهرة الكبرى؟
7. كيف تقيمون التنسيق والتعاون بينكم وبين شركاء البرنامج الآخرين؟ (المجلس القومي للمرأة، المنظمات غير الحكومية، وهيئة الأمم المتحدة للمرأة). في حالة تكرار هذا البرنامج في المستقبل، ما الذي يمكن تحسينه وكيف يتم ذلك؟
8. ماهي خططكم المستقبلية لتطوير الدعم والخدمات الموجهة للناجيات من العنف من السيدات والفتيات؟
-

Tool No. 13

STANDARDS CHECKLIST FOR SHELTERS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities Free from Violence against Women and Young Girls. Our team is evaluating the USAID-funded Safe Cities project activities carried out by UN Women to determine whether they have achieved their objectives.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and Ending Violence against Women (EVAW) activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation and your participation will be confidential and anonymous.

As part of our research, we would like your help in filling out the following shelter checklist. We would prefer that you receive permission to interview both shelter staff and women service users in the shelter in order to obtain their views. If that is not possible, please ask the help of the shelter staff and ask if you can observe the shelter interactions for an hour.

The participation of everyone concerned, including your own, is entirely voluntary. Should you wish to stop participating at any point, we will respect your wishes. However, your input and help with this checklist is vital to this important initiative. Thank you in advance for your valued contribution and I would be pleased to answer any questions that you may have in the course of our discussion.

The checklist that follows reflects standards proposed by UN Women and adopted by MOSS to improve shelter service accessibility and delivery. These standards comply with international ones but have been adapted to the Egyptian culture and context. We are asking your help in determining to what extent the shelter has attained these standards. Going through this checklist may take about two hours of your time.

Please use “+” if the standard is attained, and “-” if it is not attained. Feel free to add your comments.

STANDARDS		+	-
Core Minimum Standards			
Respect and Dignity	Service users are treated with respect and dignity at all times within a safe, clean, and comfortable environment		
	User’s confidentiality is maintained at all times. Any written or spoken communication that identifies the service user is only passed to others with the woman’s informed consent. The only exceptions are: (1) To protect the service user, when her life, health or freedom may be at risk; and (2) to protect the safety of others, when they may be at risk.		
Safety and Security	Safety and security are paramount. This includes the safety of the service user, her children and vulnerable persons related to her case, and staff. Safety here is not just immediate physical protection, but psycho-social safety as well		
	Crisis services are accessible around the clock, i.e. 24 hours a day, 365 days a year.		
Accessibility	Services needed are accessible to all women and if not readily available, may be provided by someone outside.		
	All users have equal opportunity to avail themselves of the services		
	Services are free of charge.		
Children	Service providers respect the needs of all users’ children and address any special requirements of young girls.		
Staff	Staff are qualified and receive training as part of their employment contracts.		
Empowerment	Services are managed democratically. Both staff and service users have opportunities to participate.		
	Service users are informed of their legal and human rights.		
	Service user’s right to receive information and support is not conditional upon making an official complaint or agreement to attend any kind of program/group/service.		
	All information, advice and counselling is based on empowerment and victim rights models: • Informed consent is obtained before any action or procedure is undertaken; • All service providers prioritize the best interests of the service user; • It is the service users’ decision whether to make an official report to the police or not.		
	Service users have the right to access their own records, including making comments and request that they be amended or updated.		
Provision	Services develop through attention to service user needs; actively seek the views of service users and taking their view into account.		
	Services should have clear complaints procedures that the survivors are aware of.		
	Data are collected and maintained anonymously in a systematic way on service user demographics and nature of offences.		
Service-Specific Standards			
Help/Hotline	Specialist staff are trained to deal with all forms of violence against women.		
	Staff provide crisis/emergency counselling/support		
	The hotline is advertised, listed in telephone directories and advertised in hospitals and health centers.		
Advice and Advocacy	Advocates have sufficient knowledge of other services and staff are able to provide information, advice and referrals on (check all that apply): • Support and health services • Legal rights and protections • Welfare and pensions • Education		

STANDARDS		+	-
	• Job training and employment • Housing • Child care • Child protection • Alcohol and drug services • Services for persons with disabilities		
	Staff training includes a minimum of 30 hours on: • Violence against women VAW • Crisis intervention • Confidentiality • Communication • Referrals • Trauma (PTSS), coping and survival • The criminal and civil justice system and relevant laws • Community and national resources • Non-discrimination and fairness		
Counselling	Counsellors have had at least 30 hours of training and has covered EVAW analysis, crisis intervention techniques, PTSS, social inclusion, communication skills, confidentiality, the criminal and civil justice system and relevant laws		
	Referrals to other therapeutic services are to qualified professionals.		

[Additional physical and social checklist provided by Evaluation Team]

Please check if you observe whether the shelter premises:	Yes	No
Are clean and well kept		
Well-lit and with adequate windows and ventilation		
Provide a good bed for each occupant (including infants and children)		
Offer recreational and living spaces		
Provide a clean and adequate kitchen		
Have first aid equipment		
Have fire extinguishers		
Have a number posted to call in emergency		
Provide a telephone for occupants to use in case of emergency		
Have clean and enough bathrooms for the occupants		
Have cold and hot water in the showers/bathtubs/sinks		
Have security accessible from the inside		

Have separate rooms for counseling and other private communication		
Have adequate bedding for the women and their children		
Provide adequate clothing for the women and their children		

- Please provide any other observations or concerns to improve the shelter living conditions.

- In addition, please ask one or two women and a staff member about the process used for resolving any disputes among occupants and among occupants and staff?

13. قائمة مراجعة المعايير الخاصة بالبيوت الآمنة

صباح الخير/ مساء الخير،
 أنا إسمي _____. أنا عضوة/ في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. يقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. ستكون نتائج هذا التقييم ومشاركاتك سرية ومجهلة المصدر.

كجزء من بحثنا، نود مساعدتكم لنا في ملء قائمة مراجعة المعايير الخاصة بالبيوت الآمنة وتعتبر مشاركتكم طوعية تماماً. إلا أن مشاركتكم مهمة جداً حيث ستفيد هذه المراجعة للمعايير الخاصة بالبيوت الآمنة في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية لتعزيز البرنامج. نشكركم مقدماً على مساهمتكم القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديكم في سياق هذه المراجعة.

تعكس قائمة المراجعة المعايير التي اعتمدتها وزارة التضامن الاجتماعي وفقاً لتوصيات منظمة الأمم المتحدة للمرأة لتحسين إمكانية الوصول إلى الخدمات وتوفيرها في البيوت الآمنة. تتطابق هذه المعايير مع المعايير الدولية بما يتلاءم مع الثقافة والسياق المجتمعي المصري. ولذلك نود مساعدتكم في التحقق مما إذا كانت البيوت الآمنة تتطابق مع هذه المعايير.

يرجى استخدام "+" إذا تم تحقيق المعيار، و "-" إذا لم يتم تحقيقه. لا تترددوا في إضافة تعليقاتكم إن وجدت.

المعايير الأساسية		-	+
المعايير الأساسية	الاحترام والكرامة	المستفيدات من الخدمات يعاملون باحترام يحفظ كرامتهن في كل الأوقات من خلال بيئة آمنة، نظيفة ومريحة	
		السرية مكفولة بما يضمن أن أي مكاتبات أو تواصل لفظي أو معلومات أخرى تحتوي على أي شيء يحدد هوية مستخدمي الخدمة لا يتم نقله إلا بموافقتها الواعية. الإستثناءات الوحيدة هي: - حماية المستفيدة من أي خطر يهدد حياتها، صحتها أو حريتها - حماية الآخرين في حال وجود أي خطر يتم شرح السياسة المتعلقة بالسرية بشكل واضح لكافة المستفيدات من الخدمات	
السلامة والأمن		تعتبر السلامة والأمن الأولوية القصوى. وهذا يشمل سلامة المستفيدة من الخدمة وأي أطفال أو أشخاص أكثر عرضة للخطر ممن يرتبطوا بحالتها وكذلك سلامة وأمن الموظفين. السلامة هنا ليست مجرد حماية من المخاطر ولكنها تشمل أيضاً كافة أوجه السلامة النفسية والاجتماعية بما في ذلك الإدماج الاجتماعي	
		الخدمات المتعلقة بالأزمات والطوارئ متاحة ويمكن الوصول إليها على مدار الساعة (24 ساعة يومياً، 365 يوماً في العام)	
الإتاحة		الخدمات متاحة لجميع النساء. وقد يتطلب ذلك التوعية بوجود الخدمة، في حالة عدم توافر ذلك، يتم إحالة وتوجيه المستفيدة للحصول على الخدمة المتاحة لدى جهة أخرى	
		الخدمات ليست تمييزية وهناك سياسة واضحة تضمن تكافؤ الفرص بين العاملين وكذلك الحاصلين على الخدمة	
		الخدمات مجانية	
الأطفال		يراعي مقدمي الخدمات احتياجات جميع أطفال المستفيدات بما في ذلك أي متطلبات خاصة للفتيات الصغيرات	
	العاملون	الموظفون مؤهلون بشكل مناسب وقد تلقوا تدريبات أولية ومستمرة كجزء من تعاقدتهم الوظيفي، وتشمل التدريبات فهم ديناميات وعلاقات القوى غير المتكافئة المؤدية للعنف القائم على النوع، والوعي بكافة أشكال العنف ضد النساء ومكافحة التمييز والتنوع والحقوق القانونية وحقوق الرعاية الاجتماعية	

المعايير الأساسية		-	+
التمكين	تتم إدارة الخدمات بشكل ديمقراطي. حيث يتمتع كل من الموظفين والمستفيدات بفرص متكافئة من المشاركة في إدارة الخدمات		
	يتم توعية المستفيدات من الخدمات بحقوقهن، أي الخدمات التي يحق لهن الحصول عليها وما هي حقوقهن القانونية وحقوق الإنسان		
	حقوق المستفيدات من الخدمة في تلقي المعلومات والدعم ليس مشروطاً بتقديم شكوى رسمية أو الموافقة على الحصول على أي خدمة أو حضور أي نوع من البرامج أو مجموعات الدعم		
	تستند جميع المعلومات والدعم والمشورة إلى نماذج تعتمد التمكين وحقوق الناجيات من العنف: • يتم الحصول على الموافقة المسبقة قبل اتخاذ أي إجراء يتعلق بالمستفيدات • يولي جميع مقدمي الخدمات الأولوية لمصلحة المستفيدات • تعتبر المستفيدة من الخدمة هي صاحبة القرار في تقديم تقرير رسمي للشرطة من عدمه		
	يحق للمستفيدة من الخدمة الاطلاع على سجلاتها الخاصة بما في ذلك تقديم أية ملاحظات عليها أو طلب تعديلها أو تحديثها		
تقديم الخدمة	يتم تطوير الخدمات من خلال الاهتمام بتلبية احتياجات المستفيدات، والسعي المستمر للحصول على ردود أفعالهن وآرائهن حول الخدمات المقدمة وأخذ رأيهن في الاعتبار		
	يجب أن يكون لدى الخدمات إجراءات واضحة للشكاوى وأن تكون الناجيات على علم بها		
	يتم جمع البيانات والحفاظ عليها بطريقة منهجية حول المعلومات الأساسية للمستفيدات وطبيعة الجرائم أو الانتهاكات بما لا يتعارض مع سرية البيانات		
معايير خاصة بالخدمات			
الخط الساخن	العاملين المتخصصين مدربين على التعامل مع جميع أشكال العنف ضد النساء		
	يقوم العاملون بتقديم المشورة والدعم في الأزمات / الطوارئ		
	يتم الإعلان عن الخط الساخن وإدراجه في دليل الهاتف وكذلك الإعلان عنه في الجهات ذات الصلة مثل المستشفيات والوحدات الصحية		
النصح والمناصرة	لدى العاملين في المناصرة المعرفة الكافية بالخدمات الأخرى ويمكن للموظفين تقديم المعلومات والنصائح والإحالات بشأن كل مما يلي: • الدعم والخدمات الصحية • تطبيق القانون • الحقوق القانونية • حقوق الرعاية الاجتماعية، التعليم، التدريب الوظيفي • السكن الآمن قصير الأجل أو الانتقالي أو الدائم • خدمات رعاية الطفل والتدريبات التربوية		

-	+	المعايير الأساسية	
		• حماية الطفل • الخدمات المتعلقة بإدمان الكحول والمخدرات • خدمات للأشخاص ذوي الاحتياجات الخاصة	
		تدريب الموظفين يحتوي على ما لا يقل عن 30 ساعة تدريبية تتضمن: • تحليل نوعي للعنف ضد المرأة • أساليب التدخل في الأزمات • السرية • مهارات الاتصال وأساليب التدخل. • نظم الإحالة المناسبة • معلومات عن الصدمات النفسية والتأقلم والبقاء على قيد الحياة • نظرة عامة على أنظمة العدالة الجنائية والمدنية • معلومات حول القوانين ذات الصلة • معلومات حول الموارد المتاحة (الحكومية والمجتمعية) • التنوع وعدم التمييز	
		تدريب مقدمي المشورة (Counsellor) يحتوي على ما لا يقل عن 30 ساعة تدريبية تتضمن: • تحليل نوعي للعنف ضد المرأة • أساليب التدخل في الأزمات • الصدمات النفسية والتأقلم والبقاء • السرية • مهارات الاتصال وأساليب التدخل • نظرة عامة على أنظمة العدالة الجنائية والمدنية • معلومات حول القوانين ذات الصلة	المشورة
		الإحالات إلى الخدمات العلاجية الأخرى تكون موجهة للمهنيين المؤهلين بشكل مناسب من ذوي الخبرة المتخصصة	

[قائمة مرجعية إضافية مقدمة من فريق التقييم حول حالة البيوت الآمنة]

لا	نعم	يرجى التحقق بأن مبني البيت الآمن يتمتع بالموصفات التالية أو يحتوي على الآتي:
		نظيف ومرتب
		مضاء جيداً وبه نوافذ وجيدة التهوية
		سرير جيد لكل نزيلة (بما في ذلك الرضع والأطفال)
		مساحة ترفيهية / غرفة معيشية
		مطبخ نظيف وكاف
		عدة الإسعافات الأولية
		طفايات حريق

		رقم معلن للاتصال في حالات الطوارئ
		هاتف متاح للنزليات لاستخدامها في حالة الطوارئ
		حمامات نظيفة وكافية لعدد النزليات
		يحتوي على مياه باردة وساخنة في الحمامات وأحواض الاستحمام
		توفر الحراسة والأمن للمكان
		غرفة منفصلة للمشورة أو أي نوع من التواصل الخاص بالناجية
		مفارش أسرة وأغطية مناسبة للنساء وأطفالهن
		توفير ملابس كافية للنساء وأطفالهن

برجاء تدوين أي ملاحظات أو تحفظات ترونها ضرورية لتحسين الظروف المعيشية للبيت الآمن:

بالإضافة إلى ذلك، يرجى سؤال واحدة أو اثنتين من النزليات وأحد العاملين عن الإجراءات المتبعة لحل أي نزاعات قد تطرأ بين النزليات أو بين النزليات والعاملين؟

Tool No. 14

LEGAL CASE REVIEW PROTOCOL

FOR NCW LAWYERS

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS AND IMPACT OF NCW PARTNERSHIP ON POLICY AND LEGAL FRAMEWORKS

Good morning/afternoon. My name is _____. I am a member of an evaluation team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls. The evaluation team will review, analyze and evaluate the USAID-funded Safe Cities project activities carried out by UN Women and the degree to which they have achieved their objectives.

The evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and Ending Violence against Women (EVAW) activities. The USAID Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but vital to this important initiative. Should you wish to stop the interview at any time, we will respect your request. You do not have to answer any question or discuss an issue if you do not wish to do so. Thank you in advance for your valuable contribution. I would be pleased to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

General information:

1. Defendant: (father, brother, spouse, etc...)
2. Plaintiff: (daughter, wife, etc...)
3. Case name:
4. Date of filing:

Legal information:

5. Nature of case:
6. The court:
7. Date of decision:
8. The decision (final sentence):
9. Appellate decision:
10. A brief summary of the case:

The legal process:

11. Please describe the process from the survivor's report until the final sentence:

12. What were the difficulties and constraints, and how were they overcome?

14. دليل مراجعة قضية قانونية خاصة بالعنف ضد المرأة

تقييم فعالية نظام الإحالة وأثر الدعم المؤسسي على تقديم

الخدمات وإصلاح السياسات والأطر القانونية

صباح الخير/ مساء الخير،

أنا إسمي _____ . أنا عضو/ة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة والقضاء على العنف ضد النساء Safe EVAW & Cities التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية ومجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءكم، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. ستستغرق هذه المقابلة حوالي ساعة من وقتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا.

معلومات عامة:

1- المدعى عليه: (الأب، الأخ، الزوج، الخ...)

2- المدعي: (ابنة، زوجة، إل ...)

3- اسم القضية:

4. تاريخ تقديم الدعوي:

المعلومات القانونية:

5- طبيعة القضية:

6- اسم المحكمة:

7- تاريخ القرار:

8- ماهو الحكم النهائي:

9- ماهو حكم الاستئناف:

10- ملخص موجز للقضية:

العملية القانونية:

11- يرجى وصف العملية القانونية من اول بلاغ السيده حتى الحكم النهائي؟

12- ما هي الصعوبات والقيود وكيف تم التغلب عليها؟

Tool No. 15

PROTOCOL FOR OBSERVATION OF SAFE CITIES INFRASTRUCTURE EVALUATION OF COMMUNITY-BASED ACTIVITIES

Purpose:

To verify the Safe Cities infrastructure upgrades since 2015 – specifically the Imbaba community park and in Zenin market in Bulaq – to determine current status and sustainability (as found in the QPRs).

Preliminary Interview:

We will ask UN Women to determine precisely what infrastructural improvements were made with their funding and focus on those improvements during an observational visit. We will also verify that these were the only two sites, Safe Cities improvements made during 2015 to the present.

Method:

Observation of these two sites during working hours.

Evidence:

Observation notes will be provided as evidence will be sought on whether these Safe Spaces have been sustained and operational since inauguration or not.

15. بروتوكول لملاحظة تطوير البنية التحتية لبرنامج المدن الآمنة

تقييم أنشطة الحشد المجتمعي وزيادة الوعي بأهمية مناهضة العنف ضد النساء والفتيات

الغرض: التحقق من تطوير البنية التحتية للمدن الآمنة منذ عام 2015 - تحديدًا منتزه إمبابة المجتمعي وسوق زينين في بولاق - لتحديد الوضع الحالي وسبل الاستدامة (كما هو مذكور في QPRS).

مقابلة تمهيدية: سنطلب من هيئة الأمم المتحدة للمرأة تحديد ما هي التحسينات في البنية التحتية التي تمت بدعم مالي من قبلها والتركيز على تلك التحسينات أثناء زيارة الملاحظة. وسوف نتحقق أيضًا من أن هذين الموقعين هما الموقعان الوحيدان اللذان تم تطويرهما منذ عام 2015 حتى الآن.

الطريقة: سيتم ملاحظة هذين الموقعين خلال ساعات العمل.

الأدلة: توثيق للمشاهدات العامة للمساحات الآمنة لإدراجها في التقييم والوقوف على مدى استمرارية واستخدام هذه الأماكن بعد إعلانها مساحات آمنة للسيدات والفتيات.

Tool No. 16

ASSESSMENT OF SOCIAL MEDIA CAMPAIGN

EVALUATION OF SOCIAL MEDIA CAMPAIGN EFFECTIVENESS

The following metrics will be analyzed to assess the efficacy of the social media campaigns in terms of exposure and engagement

1- Message reach /Exposure metrics		
<i>These metrics provide us with insights on message reach and how far the content of EVAW digital campaigns were disseminated online</i>		
Total message reach ○ Speak Up Campaign ○ Ta'a Marbouta Campaign	Assess campaign messages' reach	A count of total reach for all EVAW supported digital media campaigns.
Website traffic trends <i>(November 2015-todate)</i>	Assess whether the digital media campaigns promoted more traffic on IP/Partner websites	Traffic growth trend comparing pre-campaign website traffic to during and post-campaign numbers
Website Traffic sources	Assess whether the social media campaign content was successfully driving traffic to UN Women website or not	Comparison of pre- and post-campaign website traffic sources
2- Engagement metrics		
<i>These metrics provide us with insights on how successful the social media campaigns were in engaging and promoting action for VAW prevention</i>		
Shares, likes and reactions	Assess audience engagement with the social media campaign content	A count of total shares, likes and reactions across all platforms utilized
# of comments	Assess audience engagement with the social media campaign content	A count of total comments on campaign posts on Facebook and YouTube video uploads
Online sentiment	Assess the sentiment of the conversations created by the social media campaigns	% of positive vs. negative sentiment generated by the social media campaign
Audience growth/Rate of followers	Assess how the campaigns are engaging people on EVAW issues over time	Pre- and post campaign comparisons to see how the campaign is engaging more audience over time
Influencers' and celebrity endorsements	Assess whether influencers or celebrities were engaged in EVAW digital advocacy	A description of influencers' and/or celebrity endorsement of campaign content

16. رصد لمقاييس أساسية وتحليل محتوى لتقييم فاعلية حملة التوعية عبر المنصات الرقمية

سيتم تحليل المقاييس التالية لتقييم فاعلية الحملة الرقمية من حيث الوصول للجمهور وتشجيع التواصل معهم حول قضايا الخاصة بالعنف ضد المرأة

المقاييس	الهدف	التحليل
مقاييس وصول الرسائل للجمهور/ التعرض للرسائل (تقدم لنا هذه المقاييس فكرة حول مدى وصول الرسائل وانتشار محتوى حملات EVAW الرقمية عبر الإنترنت)		
وصول وانتشار الرسائل - مانتسكتوش - تاء مربوطة	تقييم مدى وصول وانتشار الرسائل الخاصة بحملات التوعية العامة	إجمالي عدد الزيارات على مواقع مستخدمة في الحملة وإجمالي مشاهدات الاعلانات المصورة والأغنية التي تم إنتاجها (نور)
إجمالي عدد زيارات الموقع (رصد للفترة من ديسمبر 2015- للآن)	تقييم فاعلية الحملة الرقمية في جذب المزيد من الزائرين للموقع الالكتروني الخاص بالهيئة وشركائها	تجاه نمو حركة المرور الذي يقارن حركة مرور موقع الويب قبل الحملة بأرقام ما أثناء الحملة وما بعدها.
قنوات الوصول للموقع الالكتروني	معرفة من أي قنوات جاء زوار الموقع الالكتروني للهيئة وذلك لتقييم مدى فاعلية كل قناة من قنوات الاتصال المستخدمة في جذب الجمهور لمعرفة المزيد عن موضوعات الحملة	مقارنة عدد زيارات المواقع والمنصات الرقمية الخاصة بالهيئة قبل وأثناء وبعد الحملة
مقاييس المشاركة والتفاعل (تزودنا هذه المقاييس فكرة حول مدى نجاح الحملة الإعلامية الرقمية في إشراك الجمهور وتفاعله مع القضايا المطروحة)		
نشر المحتوى/ التفاعل معه	تقييم تفاعل الجمهور مع المحتوى المقدم من خلال الحملة (ات)	إجمالي المشاركات وردود الفعل عبر جميع الوسائط الرقمية المستخدمة في الحملة
تحليل محتوى المشاركات	معرفة الاتجاهات والآراء التي أثارها جمهور المشاركين في الحملة الالكترونية عبر منصات التواصل الاجتماعي	نسبة المشاركات الإيجابية/السلبية من إجمالي مشاركات الجمهور المتفاعل مع الحملة عبر المنصات الرقمية المختلفة
زيادة عدد المشاركين / معدل المتابعين	تقييم مدى النجاح في إشراك الحملات للجمهور في قضايا مناهضة العنف مع مرور الوقت	مقارنات لأرقام المتابعين والمشاركين في منصات التواصل الاجتماعي ما قبل الحملات وما بعدها لمعرفة مدى جذب الحملة لعدد أكبر من الجمهور بمرور الوقت
تأييد المشاهير والمؤثرين	تقييم مدى نجاح الحملة في حشد تأييد المشاهير والمؤثرين عبر منصات التواصل الرقمي الخاصة بهم	رصد لتأييد المؤثرين أو المشاهير لمحتوى الحملة

Tool No. 17

17. KEY INFORMANT INTERVIEW PROTOCOL FOR THE ANTI-HARASSMENT UNIT AT CAIRO UNIVERSITY EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS

Good morning/afternoon. My name is _____. I am a member of a team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls.

An evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and Ending Violence Against Women (EVAW) activities. USAID's Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but essential to this important initiative. Should you wish to stop the interview at any time, I will respect your request. You do not have to answer any question or discuss an issue if you do not wish to do so. I would be glad to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

1. Please describe for us your involvement in the project.
2. How does the work of the Anti-Harassment Unit fit into the wider institutional mandate of Cairo University?
3. How does the unit handle harassment incidences reported on-campus? (chart the case management process here)
4. In your view, did the cases reported to the unit succeed to access justice? Why or why not?
5. Please describe the role of UNW in building capacities of anti-harassment unit. [Prompts: most and least effective tactics/trainings for youth.]
6. Please help us identify the changes that the Units helped to bring about in the fight against harassment? (or violence more broadly)

7. What are the most prevalent issues of VAW on campuses in your view?
8. What challenges have you encountered in implementing the Unit's mandate, and how did you overcome them?
9. How would you assess the quality of your interactions with other project partners and stakeholders?
10. How can these partnerships be improved/enhanced — if needed?
11. Please describe the role of the unit in 'case management' of VAW survivors?
12. What are your future plans to maintain the momentum and progress you have made?

17. دليل المقابلة الشخصية - وزارة التضامن الاجتماعي

تقييم فاعلية نظام الإحالة

صباح الخير/ مساء الخير،

أنا إسمي ____ . أنا عضو/ة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة و القضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية و مجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من ساعة من وقتك.

1. يرجى وصف طبيعة مشاركتك في المشروع
2. كيف يتلاءم عمل وحدة مكافحة التحرش مع إطار العمل العام لجامعة القاهرة؟
3. كيف تتعامل الوحدة مع حالات التحرش التي يتم الإبلاغ عنها داخل الحرم الجامعي؟ (ارسم عملية إدارة الحالة هنا)
4. في نظرك، هل نجحت الحالات المبلغ عنها للوحدة في الوصول إلى العدالة؟ لما و لما لا؟
5. يرجى وصف دور مكتب الأمم المتحدة للمرأة في بناء قدرات وحدة مكافحة التحرش:
- تحقيقات: أكثر و أقل تدريب للشباب من حيث الفعالية
6. يرجى مساعدتنا في تحديد التغييرات التي ساعدت الوحدات على تحقيقها في مكافحة التحرش؟ (أو العنف على نطاق أوسع)
7. من وجهة نظرك، ما هي أكثر قضايا العنف ضد المرأة التي ظهرت داخل الحرم الجامعي؟
8. ما هي التحديات التي واجهتك في تنفيذ إطار عمل الوحدة؟ وكيف تغلبت عليهم؟
9. كيف تقيم طبيعة تفاعلك مع شركاء المشروع الآخرين؟

10. كيف يمكن تحسين/تعزيز هذه الشراكات - إذا لزم الأمر؟
11. يرجى وصف دور الوحدة في "إدارة الحالة" للناجيات من العنف ضد المرأة؟
12. ما هي خططك المستقبلية للحفاظ على التقدم الذي أحرزته؟
-

Tool No. 18

Online Survey for University Students

This questionnaire is part of a mid-term evaluation for USAID of the UN Women's Safe Cities and Ending Violence against Women program. You have been asked to participate in filling out the questionnaire because of your involvement in this program.

Your responses and insights will be very helpful in informing, improving, and building on the UN Women's work on ending violence against women ahead. The questions that follow should take you no more than 15 minutes to complete. Your responses will be completely confidential. Your name will not be used in any reporting and you may choose not to respond to a particular question. Your participation is entirely voluntary. If you decide to participate, thank you for taking the time to complete this questionnaire.

Thank you for your valuable contribution to this important initiative.

Do you Agree to start this questionnaire?

- ☐ **Yes, I agree → Continue to Survey**
- ☐ **No, I do not agree → Leave the link**

1. **Gender:** ☐ Male ☐ Female:

2. **Age:**

3. **Marital status:**

- ☐ Married
- ☐ Ever married
- ☐ Never married
- ☐ Widowed

4. Home Governorate:

- Alexandria
- Aswan
- Asyut
- Beheira
- Beni Suef
- Cairo
- Dakahlia
- Damietta
- Fayoum
- Gharbia
- Giza
- Ismailia
- Kafr El Sheikh
- Luxor
- Matruh
- Minya
- Monufia
- New Valley
- North Sinai
- Port Said
- Qalyubia
- Qena
- Red Sea
- Sharqia
- Sohag
- South Sinai
- Suez

5. How many years have you lived in Cairo/Giza?

6. Educational background:

a. Higher education:

i. University :

ii. Faculty:

iii. Academic discipline:

iv. If relevant, current academic year:

b. School:

- ☐ Public school
- ☐ Experiential school
- ☐ Private Arabic school
- ☐ Private English school
- ☐ International school

7. How did you learn about the university unit? (Check ONLY one option)

- ☐ University website
- ☐ Social media
- ☐ Word of mouth (e.g., family, friend, peers)
- ☐ Other (specify):

8. Why did you decide to join the university unit? (Check the MAIN response only)

- ☐ Friends' recommendations
- ☐ Personal experience of harassment/violence
- ☐ Interest in the topic
- ☐ New experience
- ☐ Desire to work on this topic
- ☐ Other (specify):

9. Have you ever been engaged in any of the units' activities? ☐ Yes ☐ No → Skip to Q12

10. If yes, on a scale of 1 to 5 (where 1 is the least and 5 is the most satisfied), how satisfied are you with the following activities conducted by the unit:

	1 Least	2	3	4	5 Most	Not Applicable
1) Awareness campaigns						
2) Child protection and legal awareness sessions						
3) Volunteering network						
4) School students' seminars						
5) Fine arts' exhibitions						

6) Student camps						
7) Gender camps						
8) Others: -----						

11. Thinking of your university unit, please rate the impact the unit has had on a scale of 1 to 5 (where 1 indicating the lowest and 5 the highest impact):

	1	2	3	4	5
1) Behavior change					
2) Social cohesion					
3) Gender equality					
4) Women's empowerment					
5) Decreased street harassment					
6) Increased safety on campus					
7) Decreased sexual violence					

12. Speaking of the safe spaces concept, would you do any of the following actions:

	Yes	No
1) Leave one of your family at home alone		
2) Stay at home alone at night		
3) Open windows while sleeping		
4) Open windows when not at home		
5) Do errands in unfamiliar places		
6) Go out for work at night alone		
7) Go out for a social event at night alone		
8) Feel comfortable if an adult female member of your family goes out alone at night		

9) Feel comfortable if a young female child in your family goes out alone		
10) Feel comfortable if a young male child in your family goes out alone		

13. On a scale of 1 to 5 (where 1 is Strongly Disagree and 5 is Strongly Agree), please rate these statements:

	1	2	3	4	5
1) The practice of religion decreases violence against women					
2) More policing decreases violence against women					
3) More people on the streets decreases violence against women					
4) Women and girls are wrong to go out alone					
5) Women and girls should wear proper clothes to prevent harassment					
6) Women and girls should pay attention to their way of walking and talking to prevent harassment					
7) The social media helps to counter violence against women					
8) Drug consumption increases violence against women					
9) Women today are better able to communicate issues related to harassment or violence					
10) Women today are better able to seek support/referral services					

14. As a member of the university units community, what did you gain from your experience?

(check any applicable answer)

- ☐ Self-confidence
- ☐ Self-awareness
- ☐ Increased knowledge
- ☐ New friends
- ☐ Inspiration and motivation
- ☐ New professional opportunities
- ☐ New professional networks
- ☐ Access to more resources
- ☐ Mentoring

Other:

15. Did any of your professional and/or academic plans change because of your experience with the university unit? If so, please describe:

16. How likely are you to recommend the university unit to your friends / colleagues as a good place to volunteer?

Please rate on a scale from 1 (least likely to recommend) to 10 (Most likely to recommend)

1	2	3	4	5	6	7	8	9	10

17. Please rate on a scale from 1 (least) to 10 (most) your overall volunteering experience at the unit

1	2	3	4	5	6	7	8	9	10

Thank you for your participation!

18. استطلاع رأي طلاب الجامعة المتطوعين حول وحدات مناهضة التحرش والعنف

هذا الاستبيان تابع لمشروع "مدن آمنة خالية من العنف ضد النساء والفتيات" التي بتنفذه هيئة الأمم المتحدة للمرأة مع هيئة كير وجمعيات أهلية مختلفة في مناطق منشية ناصر وعزبة الهجانة وإمبابة وإحنا بنعمل تقييم عن البرنامج وإيه التأثير اللي عمله عشان يساهم في مواجهة كل أشكال العنف ضد السيدات والفتيات

مشاركتك في هذا الاستبيان تطوعية طبعاً ولك الحق في رفض الإجابة عن أي سؤال أو التوقف عن الإجابة في أي وقت. وطبعاً بنحافظ على سرية الإجابات. ياترى عندك أي أسئلة قبل مانبدأ البحث؟ من المتوقع أن يستغرق هذا الاستبيان حوالي

15 دقيقة

موافق على المشاركة فيه؟

- ☐ أوافق على المقابلة
☐ لا أوافق على المقابلة ← إنهاء الاستبيان
☐

1- النوع: ☐ ذكر ☐ أنثي

2- السن:

3- الحالة الاجتماعية:

- ☐ متزوج
☐ لم يسبق له الزواج
☐ سبق لها الزواج
☐ أرمل

4- المحافظة:

- | | |
|-------------------------------------|------------------------------------|
| ☐ الإسكندرية | ☐ البحر الأحمر |
| ☐ أسوان | ☐ الشرقية |
| ☐ أسيوط | ☐ سوهاج |
| ☐ البحيرة | ☐ جنوب سيناء |
| ☐ بني سويف | ☐ السويس |
| ☐ القاهرة | ☐ الأقصر |
| ☐ الدقهلية | |
| ☐ دمياط | |
| ☐ الفيوم | |
| ☐ الغربية | |
| ☐ الجيزة | |
| ☐ الإسماعيلية | |
| ☐ كفر الشيخ | |
| ☐ مطروح | |
| ☐ المنيا | |
| ☐ المنوفية | |
| ☐ الوادي الجديد | |
| ☐ شمال سيناء | |
| ☐ بورسعيد | |
| ☐ القليوبية | |
| ☐ قنا | |

5- كم عدد السنوات التي قضيتها في القاهرة/ الجيزة؟

6- الخلفية التعليمية:

أ. التعليم العالي:

• الجامعة:

• الكلية:

• إذا كنت حالياً طالب في الجامعة، ما هو العام الدراسي الحالي؟

ب. المدرسة الثانوي:

○ مدرسة حكومية

○ مدرسة تجارية

○ مدرسة خاصة عربي

○ مدرسة خاصة انجليزية

○ مدرسة دولية

7- كيف تعرفت علي وحدة مناهضة التحرش والعنف ضد المرأة بجامعة القاهرة (قم باختيار أجابة واحدة)

○ موقع الجامعة

○ وسائل التواصل الاجتماعي

○ معرفة من احد الاصدقاء او المعارف

○ أخرى (حدد) _

8- لماذا قررت الانضمام إلى وحدة الجامعة؟ (حدد اهم اجابة)

○ توصية أحد الأصدقاء

○ تجربة شخصية للتحرش / العنف

○ الاهتمام بالموضوع

○ تجربة جديدة

○ الرغبة في العمل على هذا الموضوع

○ غير ذلك (حدد):

9- هل سبق لك أن شاركت في أي من أنشطة الوحدات؟

○ نعم ○ لا

10- من 1 الي 5 (واحد هو الأقل والخمسة هو الأكثر رضا) ما مدى رضاك عن الأنشطة التالية التي تقوم بها الوحدة:

غير منطبق	5 الأكثر	4	3	2	1 الأقل	
						1. حملات رفع الوعي
						2. دورات حماية الطفل والتوعية القانونية
						3. شبكة المتطوعين
						4. ورش عمل لطلاب المدارس
						5. معارض فنية
						6. معسكرات للطلبة

7.	معسكرات لنوع الاجتماعي					
8.	اخرى					

11- كيف تقيم تأثير وحدة مناهضة التحرش والعنف ضد المرأة (برجاء التقييم باستخدام 1-5 حيث أن 1 هو الأقل تأثيراً و5 الأكثر تأثيراً)

5	4	3	2	1	
					1. تغيير السلوك
					2. التماسك المجتمعي
					3. مساواة النوع الاجتماعي
					4. تمكين المرأة
					5. تقليل التحرش في الأماكن العامة
					6. زيادة الأمان في حرم الجامعة
					7. الحد من العنف الجنسي

12- بالتركيز على فكرة المناطق الآمنة، هل تقومون بأي من الآتي:

لا	نعم	
		1. أترك أحد أفراد عائلتي وحده في المنزل
		2. أتواجد وحدي في المنزل ليلاً
		3. أترك نوافذ البيت مفتوحة أثناء النوم
		4. أترك نوافذ البيت مفتوحة أثناء عدم تواجدي فيه
		5. أقوم بزيارة في مكان غير مألوف بالنسبة لي
		6. الخروج للعمل في وقت متأخر من الليل
		7. الخروج للفسحة في وقت متأخر من الليل
		8. أشعر بالطمأنينة في حالة خروج أحد أفراد عائلتي من السيدات وحدها ليلاً
		9. أشعر بالطمأنينة في حالة خروج أحد أفراد عائلتي من البنات (الأطفال) وحدها ليلاً

10. أشعر بالطمأنينة في حالة خروج أحد أفراد عائلتي من الأولاد (الأطفال) وحده ليلاً

13- باستخدام مقياس من 1-5 (حيث أن 1 معناه لا أوافق على الإطلاق و5 أوافق بشدة)، برجاء تقييم الجمل التالية:

5	4	3	2	1	
					(10) الالتزام بقواعد الدين يقلل من حالات العنف ضد المرأة
					(11) التواجد الأمني يقلل من حالات العنف ضد المرأة
					(12) تواجد الناس في الشارع يقلل من حالات العنف ضد المرأة
					(13) لا يجب على الفتيات والسيدات الخروج بمفردهن
					(14) على الفتيات والسيدات ارتداء ملابس مناسبة لمنع التحرش
					(15) على الفتيات والسيدات التركيز على طريقة مشيهم وكلامهم لتجنب التحرش
					(16) وسائل التواصل الاجتماعي بتساعد على التصدي للعنف ضد المرأة
					(17) تعاطي المخدرات يزيد من حالات العنف ضد المرأة
					(18) السيدات الآن أكثر قدرة على التعبير عن المشكلات المتعلقة بالتحرش والعنف
					(19) السيدات الآن أكثر قدرة على اللجوء لخدمات الدعم المتاحة لهن في حالة التعرض للعنف

14- كأحد أعضاء وحدة مكافحة التحرش والعنف في الجامعة، ما الذي اكتسبته من هذه التجربة؟ / اختار كل ما ينطبق

- ☐ الثقة بالنفس
- ☐ الوعي الذاتي
- ☐ زيادة المعرفة
- ☐ أصدقاء جدد
- ☐ الإلهام والتحفيز
- ☐ فرص مهنية جديدة
- ☐ شبكات مهنية جديدة
- ☐ التعرف على المزيد من الموارد
- ☐ التوجيه والإرشاد
- ☐ أخرى تذكر

15- هل تغيرت أي من خططك المهنية و / أو الأكاديمية بسبب خبرتك التطوعية في وحدة الجامعة؟ إذا كان الأمر كذلك، يرجى توضيح ما تغير

16- ما مدى استعدادك لتشجيع زملائك أو أصدقاءك على التطوع في الوحدة؟ (1 الأقل استعداداً و10 الأعلى استعداداً)

10	9	8	7	6	5	4	3	2	1

17- الى أي مدى تقيم تجربتك التطوعية في وحدة مناهضة التحرش والعنف ضد السيدات في الجامعة؟ (1 أقل تقييم و 10 الأعلى تقييم)

10	9	8	7	6	5	4	3	2	1

شكراً على مشاركتك

Tool No. 19

19. HOTLINE ASSESSMENT ANALYSIS PROTOCOL

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS

1. Through UN Women and from NCW Management, the KII interview team will request and obtain any hotline data that NCW maintains. We will provide assurances of confidentiality of all data and will only analyze at the population level with disaggregation by governorate.
2. We will perform checks first to assess data quality. This will be done through checking for the completeness of records, consistency of categories, and identifying the training received by data inputters. This protocol is only valid if NCW and/or NGOs are maintaining data records of calls and if the responders have been trained to record the data with each call received.
3. Assuming the data are valid, we will run frequencies on the data by quarter and year to determine service coverage.
4. We will run crosstabs on the data to determine coverage by type of call, geographic area, hotline responder (anonymous) and services provided (to the extent these data are available).
5. To the extent possible, we will assess complexity of the coverage by responders over time to assess improvements in quality.

19. تحليل بيانات الخط الساخن

تقييم فاعلية نظام الإحالة

1. من خلال إدارة كل من هيئة الأمم المتحدة للمرأة والمجلس القومي للمرأة، سيقوم فريق التقييم بطلب الحصول علي بيانات الخط الساخن والذي يحتفظ به المجلس القومي لتحليله في إطار هذا التقييم. سيتم هذا التحليل بما يضمن السرية الكاملة للبيانات وسيتم تحليل النتائج بشكل مجهل وجمعي لا يحدد حالات بعينها وسيتم التصنيف بناءً علي المحافظات
2. سيتم تقييم جودة البيانات -من خلال التحقق من اكتمال السجلات واتساق الفئات وتحديد التدريب الذي يتلقاه مدخلي البيانات. هذا البروتوكول سيتم تطبيقه فقط في حالة في احتفاظ المجلس القومي للمرأة أو المنظمات غير الحكومية بسجلات بيانات المكالمات وإذا تم تدريب المستجيبين على تسجيل البيانات مع كل مكالمة تم تلقيها.
3. في حالة التحقق من البيانات، سيتم إنشاء الجدوال التكرارية اللازمة لقياس تغطية الخدمة بشكل دوري (ربع سنوي/ سنوي)
4. سيتم عمل الإحصاءات الوصفية اللازمة لمعرفة جداول بيانات على البيانات لتحديد التغطية حسب نوع المكالمات ، المنطقة الجغرافية ، مستجيب الخط الساخن (مجهول) والخدمات المقدمة (في حدود توفر هذه البيانات).
5. سيتم تحليل البيانات للتعرف علي التطور الذي طرأ علي إجمالي حالات الإبلاغ وجودة الخدمة علي مدار الثلاث سنوات الماضية.

Tool No. 20

20. KEY INFORMANT INTERVIEW PROTOCOL FOR

Service Providers

EVALUATION OF REFERRAL SYSTEM EFFECTIVENESS

Good morning/afternoon. My name is _____. I am a member of a team endorsed by SIMPLE to conduct an evaluation of the Safe Cities free from Violence against Women and Young Girls.

An evaluation team has been tasked with a mission to review, analyze and evaluate the USAID-funded SAFE Cities and Ending Violence Against Women (EVAW) activities. USAID's Office of Democracy and Governance is funding two two-person field teams specialized in evaluation to conduct interviews, group discussions, surveys in areas of intervention and with individuals who participated in program activities.

The findings, conclusions and recommendations of this evaluation are intended to provide program recommendations and lessons learned to ensure that Safe Cities and EVAW activities in Egypt have the

highest potential to achieve their intended results in a sustainable manner. Findings of this evaluation will be managed in a confidential and anonymous manner.

Your participation is entirely voluntary but essential to this important initiative. Should you wish to stop the interview at any time, I will respect your request. You do not have to answer any question or discuss an issue if you do not wish to do so. I would be glad to answer any questions that you may have in the course of our discussion, which should not take more than an hour of your time.

1. Please describe your involvement in the project.
2. What considerations did you have for creating Safe Spaces for women?
3. What other experiences have you had in designing spaces taking into account gender?
4. What obstacles did you encounter? What worked well and why?
5. What are your thoughts on the partnership or collaboration with UN Women? CARE? Local NGOs? Any others?
6. How will these spaces be maintained?
7. What other recommendations do you have for future replication of Safe Spaces?

Thank you for your contribution!

20. دليل المقابلة الشخصية – مقدمي الخدمة

تقييم فاعلية نظام الإحالة

صباح الخير/ مساء الخير،
أنا إسمي _____ . أنا عضوة في فريق تابع لـ SIMPLE للقيام بدراسة تقييم لبرنامج مدن آمنة خالية من العنف ضد النساء والفتيات. سيقوم فريق التقييم بمراجعة وتحليل وتقييم أنشطة برنامج المدن الآمنة و القضاء على العنف ضد النساء Safe Cities & EVAW التي تمولها الوكالة الأمريكية للتنمية الدولية USAID التي تقوم بها هيئة الأمم المتحدة للمرأة ودرجة تحقيقها لأهدافها.

سيتم الاستعانة بالنتائج والاستنتاجات والتوصيات الواردة في هذا التقييم لتقديم بعض التوصيات والدروس المستفادة لضمان تحقيق البرنامج النتائج المرجوة بطريقة مستدامة. سيتم التعامل مع نتائج هذا التقييم بطريقة سرية و مجهلة المصدر.

يجب الإشارة أن مشاركتك طوعية بالكامل. إلا أن مشاركتك في هذه الدراسة مهمة جداً حيث أن آراءك، جنباً إلى جنب مع آراء الآخرين، ستفيد في تشكيل نتائج واستنتاجات وتوصيات التقييم الخاص بهيئة المعونة الأمريكية، لتعزيز البرنامج. كما يحق لك التوقف عن المشاركة

في أي وقت أو اختيار عدم الإجابة عن أي سؤال لا ترغب الإجابة عليه، فسوف نحترم رغبتك. أشكرك مقدماً على مساهمتك القيمة وسيسعدني الإجابة عن أي أسئلة قد تكون لديك في سياق مقابلتنا. يجب ألا تستغرق هذه المقابلة أكثر من ساعة من وقتك.

1. يرجى وصف مشاركتك في المشروع؟

2. ما الاعتبارات التي لديك لإنشاء مساحات آمنة للنساء؟

3. ما هي التجارب الأخرى التي لديك في تصميم المساحات الآمنة مع مراعاة النوع الاجتماعي؟

4. ما هي العقبات التي واجهتها؟ ما الذي نجح بشكل جيد ولماذا؟

5. ما هي أفكارك حول الشراكة أو التعاون مع هيئة الأمم المتحدة للمرأة؟ وزارة التضامن الاجتماعي؟ المنظمات غير الحكومية المحلية؟ أي أخرى؟

6. كيف سيتم الحفاظ على هذه المساحات؟

7. ما هي التوصيات الأخرى التي لديك لتكرار المساحات الآمنة في المستقبل؟

Tool that was cancelled

Questionnaire ID:

Area ID			Household ID			Respondent ID		

001 Imbaba

002 Manshiet Nasser

003 Ezbet El Hagganah

Community Survey

Ending Violence against Women Activity

The data of this survey are confidential and will not be used in non-project purposes

Hello, my name is, I work for and I am here to ask you questions about Violence against Women and the levels of intervention of the activities done during the past three years. This survey is to evaluate ending violence against women activities done since 2015. I want to reassure you that any information you provide will remain confidential and will be used only to improve this program. You have the right to stop the interview at any time and you do not have to answer any question that makes you uncomfortable. I estimate that this interview will take no longer than 15 min.

Do you Agree to start this questionnaire?

- ☐ Yes, I agree → Continue to Survey
☐ No, I do not agree → End the Interview

1. Date of Interview: / ... / 2018

2. Interviewer Name: Interviewer Code:

3. Reviewer: Supervisor:

Section 1: Basic Information

101. Gender: ☐ 1. Male 2. Female

102. Age in completed years:

105. Educational Level: ☐ 1. Non-literate 2. Reads and Writes (but no schooling Primary 3. Preparatory 4. Secondary 5. Above Intermediate 6. University Degree 7. Postgraduate degree 8. Postgraduate degree

103. Marital Status: ☐ 1. Never Married 2. Married 3. Widowed 4. Divorced

104. Employment Status (last 6 Months): ☐ 1. Yes 2. No | If No Skip TO Q106

105. Occupation:

106. Are you the Household head: ☐ 1. Yes 2. No

107. Who is the primary income earner:

1. Myself 2. Spouse 3. Son
4. Daughter 5. Father 6. Mother
7. Other

108. Who is the secondary income earner:

1. Myself 2. Spouse 3. Son
4. Daughter 5. Father 6. Mother
7. Other

109. Number of Household Members:

Males:

Females:

Total:

110. Number of Children under 14:

Males:

Females:

Total:

108. Household Type:

1. Nuclear family 2. Extended family
3. Female Head Household

109. Number of Years in Neighborhood:

Section 2: Referral system

201. In the last three years, how frequently did you see incidences of sexual harassment of girls or women on the streets of your neighborhood?

1. Weekly
2. Monthly
3. Yearly

4. Doesn't happen → (SKIP TO Q203)
8. Doesn't Know → (SKIP TO Q203)

202. From the following list, what are the most common types of violence against women in public?

(Mark All that Apply)

A. Physical harassment
B. Sexual harassment
C. Rape
D. Verbal abuse
E. Emotional abuse
F. Cyber bullying
G. Stalking
H. Other (mention)

203. From the following list, what are the most common types of violence against women at home?

(Mark All that Apply)

A. Verbal abuse
B. Physical violence
C. Sexual violence
D. Emotional abuse
E. Financial abuse
F. Restriction of movement
G. Other (mention)

204. In your view, what are the main reasons for sexual harassment? (Mark All that Apply)

- A. Way of dressing
- B. Way of walking
- C. Women/girls encourage men/youth
- D. Lack of religion awareness
- E. Lack of morals and manners
- F. Effect of what they watch via satellites/internet
- G. Difficulty of getting married
- H. Men/Youth misunderstand manhood
- I. Absence of police
- J. Lack of law enforcement
- K. The person who do this is drug addict
- L. Revenge
- M. Other (mention)

[illegible]

205. As a bystander, what is your reaction when you see a girl/woman being harassed on the streets or subjected to any act of violence? (Mark All that Apply)

- A. Talk with harasser
- B. Yells to harasser
- A. Intervene to protect her from the harasser
- B. Help her in reporting the incident to the police
- C. Calm her down
- D. Nothing
- E. I don't know
- F. Other (mention)

[illegible]

206. In the last three years, which (if any) of the following forms of violence have you or someone you know experienced? (Mark All that Apply)

	You	Someone you know
A. Physical harassment in public		
B. Sexual harassment in public		
C. Rape		
D. Verbal abuse in public		
E. Emotional abuse in public		
F. Cyber bullying		
G. Stalking		
H. Verbal abuse at home		
I. Physical violence at home		
J. Sexual violence at home		
K. Emotional abuse at home		
L. Financial abuse at home		
M. Restriction of movement		
N. Other (mention)		

IF you don't choose any of the above Questions → SKIP to Q210

207. What action(s) did you take? And, please rate your satisfaction with the result (Mark All that Apply)

	Answer? 1. Yes 2. No	If Yes, please rate your satisfaction with the result (1 is Unsatisfied at all and 5 is Strongly satisfied)				
		1	2	3	4	5
A. Seek help from individuals you know (e.g. relatives, friends, neighbors, colleagues)						
B. Seek help from religious leaders						
C. Seek help from community leaders						
D. Call a hotline for help						
E. Seek legal advice						
F. Seek help from an NGO/service centre						
G. Seek help from a medical professional						
H. Seek help from a bystander						
I. Went to the police station						
J. Went to a medical clinic/hospital						
K. Went to a shelter						
L. No action						
M. Other (mention)						

IF you don't Choose No Action → SKIP to Next Section

209. In case of not taking action, why not? (Mark All that Apply)

- A. Afraid of the harasser
- B. Afraid of family/community judgement
- C. I don't know what to do
- D. I don't think that anything will happen
- E. Other (mention)

Section 3: Services available to survivors and potential victims of violence

301. Are you aware of any service providers who provide help to women and girls experiencing violence?

1. Yes

2. No → (SKIP TO Q303)

302. Please mention these service providers?

303. What kinds of violence against women and girls are punishable by law? *(Mark All that Apply)*

- A. Sexual Harassment in public
- B. Sexual violence by husband (Marital rape)
- C. Physical violence by husband
- D. Sexual violence by brother
- E. Violence by a parent
- F. Violence by in-laws
- G. Deprivation of education
- H. Early marriage (before the age of 18)
- I. Forced marriage
- J. Female genital mutilation
- K. Forced prostitution/trafficking

304. In the last 3 years, have you sought any legal advice for any form of VAW/G?

--

1. Yes 2. No → (SKIP TO Q309)

305. how many times?

--	--

306. What kind of legal advice did you seek? (Mark All that Apply)

- A. Domestic abuse
- B. Sexual harassment in public
- C. Sexual abuse at home
- D. Rape
- E. Other (mention)

307. How far did the legal process go? (Mark Only One Choice)

☐

- | | |
|-------------------------------------|---|
| 1. Consulted a lawyer | 4. Case was successfully resolved |
| 2. Case went to prosecutor's office | 5. Case is pending |
| 3. Case went to court | 6. Dropped the case (please mention reason) |

If you don't choose "Dropped the case" → SKIP to Q309

308. Please mention the reason of dropping the case?

309. Have you heard of the Complaints Office at the National Council for Women?

☐

- | | |
|--------|------------------------|
| 1. Yes | 2. No → (SKIP TO Q312) |
|--------|------------------------|

310. If yes, did you seek their help?

☐

- | | |
|--------|------------------------|
| 1. Yes | 2. No → (SKIP TO Q312) |
|--------|------------------------|

311. Were they responsive?

☐

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

312. In the last three years, have you attended any VAW-related activities organized by the NCW?

☐

- | | |
|--------|--------------------------------|
| 1. Yes | 2. No → (SKIP TO Next Section) |
|--------|--------------------------------|

313. Please list them

Section 4: Public Awareness Campaigns

401. Are you aware of any public awareness campaign to combat violence against women in girls in the last three years (since 2015)?

1. Yes

2. No → (SKIP TO Q407)

402. If yes, please mark on the below list what applies. (Mark All that Apply)

- A. Speak Up Campaign
- B. Ta'a Marbouta Campaign
- C. Nour song by Zap Tharwat and Amina Khalil
- D. Other (mention)

IF you don't choose any of the above → SKIP to Q407

403. Through which channel(s) did you see those campaigns? (Mark All that Apply)

- A. TV Ad
- B. TV Program/Talkshow
- C. Radio
- D. Outdoor billboards
- E. Facebook
- F. Twitter
- G. YouTube
- H. Website (please mention)
- I. Media coverage (Articles in print or digital)
- J. Word of mouth

K. Public event

L. Street campaign

M. Other (mention)

404. Do you recall seeing this billboard on the streets of Cairo or social media? (Use the prompt)

1. Yes
2. No

3. I don't know

--



405. On a scale from 1-10 (with one (1) being least effective and 10 most effective), how do you rate the effectiveness of these public awareness campaigns in encouraging people to take action against VAW&G?

--

406. What does “Speak Up” mean to you? (Mark All that Apply)

- A. Persuade others to report incidents of violence
B. Persuade others not to engage in violence against women and girls
C. Report incidents of harassment or domestic violence
D. Refrain from engaging in any act of violence against women and girls
E. Help victims of domestic violence or sexual harassment if I can
F. I don't know
G. Other (mention)

--

407. Which sources of information do you trust the most? (Mark All that Apply)

A. TV

B. Radio

C. Film

D. Billboard

E. Print media

F. Digital Media

G. Peers

H. Social Media

I. Family

J. Religious leaders

K. Community leaders

L. Celebrities

M. Other (mention)

--

Section 5: Community-based mobilization

501. In the last three years, did you participate in any activity via an Association through CARE?

1. Yes

2. No → (SKIP TO Q507)

--

502. Mention the Association:

1. Hawaa Future for Family & Environmental Development
2. Al Shehab Association
3. Egyptian Association for Integrated Development

--

503. Which of the following activities did you participate? (Mark All that Apply)

	Answer? 1. Yes 2. No	how satisfied are you with the activity? (1 is least satisfied, and 5 is most satisfied)				
		1	2	3	4	5
A. Training /awareness sessions on drug addiction (Freedom from Drugs and AIDS,)						
B. Social empowerment training						
C. Interactive Theatre training (Imprint Movement)						
D. Parents' awareness workshop on child protection against sexual abuse (SAFE)						
E. Sports for development activities (Aspire)						
F. Advocacy activities to combat VAW						
G. Masculinity & Gender training for men						
H. Volunteer Camps						
I. Volunteer trainings						
J. Life Coaching sessions						
K. Street campaigns/ Knock-on-doors Campaigns for combating VAW&G						
L. Other (mention)						

504. On a scale from 1-10 (with one (1) being least satisfaction and 10 most satisfaction), Overall, how do you rate your level of satisfaction were you with the contact you had with (the service provider) and the quality of the activity/activities you participated in?

--

505. Thinking about how these activities' impacted your personal and/or professional life, Please indicate your level of agreement with the statements listed below:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. My participation gave me more self-confidence					
B. I gained more knowledge about issues related to gender roles and the importance of combatting all forms of violence against women and girls					
C. The activities I participated in provided me with new personal skills					
D. My interaction with the program helped me find a job or start a gainful economic activity					
E. By volunteering in community mobilization, I feel that I am more capable of impacting positive change of attitudes and behavior related to VAW&G					
F. My participation enhanced my awareness of existing services for supporting VAW survivors					
G. My participation enhanced my awareness on my legal rights					

IF you don't choose to agree with choice "C" from above list → SKIP to Q507

506. Please mention the personal skills you have gained

507. What in your view can your neighborhood do best to decrease and stop violence against girls and women? (Mark All that Applies)

A. Provide safe spaces for women	
B. Make referrals to services for women/girls impacted by violence	
C. Increase employment opportunities	
D. Report all acts of violence to police or service providers	

E. Conduct more awareness and advocacy campaigns

F. Decrease social acceptance of any forms of violence against women & girls

G. Mainstreaming a religious discourse that condemn VAW

H. Other (mention)

--

رقم المستجيب			رقم الأسرة المعيشية			رقم المنطقة		

رقم الاستمارة:

001 امبابة

002 منشية ناصر

003 عزبة الهجانة

استمارة مسح التقييم النصفى الخاص ببرنامج مدن آمنة خالية من العنف ضد المرأة

بيانات هذا المسح سرية ولن تستخدم في غير أغراض المشروع

أنا اسمي وأنا باشتغل مع مشروع مدن آمنة خالية من العنف ضد النساء والفتيات اللي بتننفذه هيئة الأمم المتحدة للمرأة مع هيئة كير وجمعيات أهلية مختلفة في مناطق منشية ناصر وعزبة الهجانة وإمبابة. وإحنا بنعمل تقييم عن البرنامج وإيه التأثير اللي عمله عشان يساهم في مواجهة كل أشكال العنف ضد السيدات والفتيات

مشاركتك في هذا البحث تطوعية طبعاً ولك الحق في رفض الإجابة عن أي سؤال أو التوقف عن الإجابة في أي وقت. وطبعاً بنحافظ على سرية الإجابات. ياترى عندك أي أسئلة قبل ما نبدأ البحث؟ من المتوقع أن يستغرق هذا الاستبيان حوالي 15 دقيقة

موافق على المشاركة فيه؟

☐ أوافق على المقابلة
☐ لا أوافق على المقابلة ← أنهى المقابلة

2018/..../....

4. تاريخ المقابلة:

كود الباحث:

5. اسم الباحث

المشرف:

6. المراجع:

القسم الأول: البيانات الأساسية

2. أنثى

1. ذكر

☐

101. النوع

102. السن بالسنوات التامة :

1. لا يجيد القراءة والكتابة 2. يقرأ ويكتب 3. ابتدائية 4. اعدادية 5. ثانوي

6. أعلى من متوسط 7. جامعي 8. دراسات عليا

105. التعليم

1. لم يتزوج 2. متزوج 3. أرمل 4. مطلق

☐

103. الحالة الزوجية

إذا كانت الإجابة بلا أنتقل إلى سؤال 106

1. يعمل 2. لا يعمل

☐

104. العمل خلال آخر 6 شهور من المسح

105. المهنة

1. نعم 2. لا

☐

106. هل انت رب الأسرة

1. انا 2. الزوج/الزوجة 3. الابن 4. الابنة
5. الأب 6. الأم 7. أخرى

☐

107. من هو مصدر الدخل الأولي:

1. انا 2. الزوج/الزوجة 3. الابن 4.
الابنة
5. الأب 6. الأم 7. أخرى

☐

108. من هو مصدر الدخل الثانوي:

☐

جملة:

☐

اناث:

☐

ذكور:

109. عدد أفراد الأسرة:

☐

جملة:

☐

اناث:

☐

ذكور:

110. عدد الأطفال داخل الأسرة اقل من 14 عام

1. نووية 2. ممتدة

☐

108. نوع الأسرة:

3. أسرة معيشية ذات رب أسرة سيدة

--

--	--

109. عدد سنوات في محل الإقامة الحالي

القسم الثاني: نظام الإحالة

--

201. خلال الثلاث سنوات التي فاتت، شفت مواقف لبنات أو ستات بتتعرض لتحرش كل قد إيه؟

5. أسبوعياً
6. شهرياً
7. سنوياً
8. لم يحدث ← انتقل الى السؤال رقم 203
9. لا أعرف ← انتقل الى السؤال رقم 203

--

202. من القائمة اللي هقولها لك، ايه أكثر أنواع العنف ضد الستات/البنت في الأماكن العامة؟ (إجابات متعددة)

- I. الاعتداء الجسدي
J. التحرش الجنسي
K. الاغتصاب
L. العنف اللفظي
M. العنف النفسي
N. الابتزاز، التهديد، التشهير الإلكتروني
O. المطاردة
P. أخرى (تذكر)

203. من القائمة اللي هقولها لك، إيه أكثر أنواع العنف ضد الستات/البنات في البيت؟ (إجابات متعددة)

- H. العنف اللفظي
- I. العنف الجسدي
- J. العنف الجنسي
- K. العنف النفسي
- L. العنف الاقتصادي (مثل الحرمان من الحق في الميراث)
- M. الحد من حرية التنقل
- N. أخرى (تذكر)

204. ما هي من وجهة نظرك أسباب التحرش؟ (إجابات متعددة)

[illegible]

- N. لبس البنات/الست
- O. أسلوب مشيها
- P. تشجيع البنات/الست للشباب والرجال
- Q. قلة الوازع الديني
- R. انحدار الأخلاق والأدب
- S. تأثير اللي الشباب بيشوفوه في الفضائيات/الانترنت
- T. صعوبة الزواج
- U. فهم غلط للرجولة
- V. عدم تواجد الشرطة
- W. عدم تطبيق القانون
- X. الإدمان
- Y. الانتقام
- Z. أخرى (تذكر)

A large, empty L-shaped box with a thick black border, intended for a drawing. It consists of a horizontal rectangle at the bottom and a vertical rectangle on the right side, meeting at a corner. The interior is white and contains no text or markings.

206. في الثلاث سنين اللي فاتت، هل اتعرضت انت شخصياً – أو حد تعرفه - لأي من أنواع العنف اللي هقولهالك؟ (إجابات متعددة)

[illegible]

- 'SAFE CITIES' EVAW MIDTERM EVALUATION | 152

Y. معملتش حاجة
Z. أخرى (تذكر)

إذا لم تختار "معملتش حاجة" ← انتقل الى القسم التالي

209. في حالة انك معملتش أي رد فعل من اللي فاتوا، ياتري إيه كان السبب؟ (إجابات متعددة)

- F. خوفي من المتحرش/المعتدي
G. خوفي من نظرة العيلة او المجتمع
H. معرفش إيه اللي ممكن يتعمل
I. عشان معتقدش إن فيه حاجة ممكن تتغير
J. أخرى (تذكر)

القسم الثالث: الخدمات المتاحة للناجيات والضحايا المحتملات

--

301. هل تعرف أي جهة بتقديم دعم وخدمات للسيدات أو البنات اللي بيتعرضوا للعنف؟

3. نعم
4. لا ← انتقل الى سؤال 303

302. اذكر الجهات اللي تعرفها

--

303. إيه من أنواع العنف اللي هقولها لك بيعاقب عليها القانون؟ (إجابات متعددة)

L. التحرش في الأماكن العامة

M. العنف الجنسي من الزوج (الممارسة الجنسية دون رضا الزوجة)

N. العنف الجسدي من الزوج (الضرب)

O. العنف من الأخ (جنسي، جسدي، معنوي... الخ)

P. العنف من أحد الأباء أو الأقرباء

Q. العنف من قبل أهل الزوج

R. الحرمان من التعليم

S. تزويج القاصرات (الفتيات دون سن 18 عام)

T. التزويج القسري (دون رغبة الفتاة)

U. الختان

V. الإجبار على ممارسة الدعارة

304. خلال الثلاث سنوات التالية، هل طلبت أي مساعدة قانونية في أي موضوع متعلق بالعنف ضد السيدات/الفتيات؟

--

4. لا ← انتقل الى سؤال 309

3. نعم

305. كم مرة ؟

--	--

306. إيه نوع المساعدة القانونية اللي طلبتها؟ (إجابات متعددة)

F. مساعدة متعلقة بالعنف المنزلي

G. التحرش الجنسي في مكان عام

H. العنف الجنسي في المنزل

I. الإغتصاب

J. أخرى (تذكر)

307. وكانت إيه هي نتيجة الإجراء القانوني اللي قمت به؟ (إجابة واحدة فقط)

7. استشرت محامي
8. القضية أحيلت للنياابة العامة
9. القضية تم إحالتها للمحكمة
10. القضية تم البت فيها بنجاح
11. القضية مؤجلة
12. تنازلت عن القضية (برجاء ذكر السبب)

□

إذا لم يتم اختيار التنازل عن القضية ← انتقل الى سؤال 309

308. برجاء ذكر السبب أو أسباب التنازل عن القضية

309. هل سمعت قبل كدة عن مكتب شكاوى المرأة الخاص بالمجلس القومي للمرأة؟

3. نعم
4. لا ← انتقل الى سؤال 312

310. في حالة الإجابة بنعم، هل لجأت لمكتب الشكاوى لطلب المساعدة؟

3. نعم
4. لا ← انتقل الى سؤال 312

311. هل كان المكتب مستجيب للشكوى بتاعتك؟

3. نعم
4. لا

312. في الثلاث سنوات اللي فاتت، هل حضرت أي أنشطة نظمها المجلس القومي للمرأة لها علاقة بالعنف ضد المرأة؟

3. نعم
4. لا ← انتقل الى القسم التالي

313. إيه هي الأنشطة دي؟

القسم الرابع – حملات التوعية العامة

401. في الثلاث سنوات اللي فاتت، هل سمعت عن أو شفت أي حملات توعية (في التلفزيون أو الراديو أو إعلانات الطرق) عن العنف ضد الستات/ الفتيات؟

3. نعم 4. لا ← انتقل الى سؤال 407

402. في حالة الإجابة بنعم، إيه الحملات اللي فاكرك إنك سمعت عنها أو شفتها؟ (إجابات متعددة)

E. حملة ماتسكنوش

F. حملة تاء مربوطة

G. أغنية نور - لزاب ثروت وأمينة خليل

H. أخرى (تذكر)

إذا لم تختار أي من الاختيارات السابقة ← انتقل الى سؤال 407

403. إزاي عرفت عن الحملات دي؟ (إجابات متعددة)

N. إعلان تلفزيون

O. برنامج تلفزيون / توك شو

P. إعلان راديو

Q. إعلانات طرق (يفط في الشوارع)

R. الفيس بوك

S. تويتر

T. يوتيوب

U. من موقع الكتروني

V. المقالات في الجرائد أو الانترنت

W. من أحد الأصدقاء/ المعارف

X. أحد الفاعليات اللي حضرتها (ندوة/ لقاء/ عرض مسرحي)

Y. من شباب خبطوا على بابنا للكلام معنا عن الموضوع

Z. أخرى (تذكر)

--

404. هل تفتكر انك شفت الصورة دي في إعلان طريق أو في أي مكان ثاني؟
(الانترنت/ التلفزيون) ؟ (استخدم الصورة المرفقة)

6. لا اعرف

4. نعم

5. لا



--

405. علي مقياس من 1-10 (1 معناه غير مؤثر إطلاقاً و 10 معناه مؤثر جداً) ، إزاي بتشوف أهمية حملات التوعية في تشجيع عدد أكبر من الناس انها تشارك في مواجهة وتقليل حالات العنف ضد الستات/الفتيات في مجتمعنا؟

406. لو بنتكلم عن العنف ضد السيدات، إيه اللي بتعنيه لك جملة زي "ما تسكتوش" ؟ (إجابات متعددة)

H. أقنع غيري انه يقوم بالإبلاغ عن حالات العنف

I. أقنع غيري انه ما يشاركش في أعمال عنف موجهة للسيدات أو الفتيات

J. أقوم بالإبلاغ في حالة التعرض للعنف

K. أمتنع عن القيام بأي من أعمال العنف ضد السيدات أو الفتيات

L. أساعد أي حد تعرض لعنف منزلي أو تحرش لو أقدر اقوم بده

M. مش عارف

N. أخرى (تذكر)

--

407. إيه أكثر مصادر المعلومات اللي بتتق فيها ؟ (إجابات متعددة)

☐	N. التلفزيون
☐	O. الراديو
☐	P. السينما
☐	Q. إعلانات الطرق
☐	R. الجرائد المطبوعة
☐	S. المقالات علي الانترنت
☐	T. الأصدقاء
☐	U. العائلة
☐	V. منصات التواصل الاجتماعي
☐	W. القادة الدينيين
☐	X. القادة المجتمعيين
☐	Y. المشاهير
☐	Z. أخرى (تذكر)

القسم الخامس- الحشد المجتمعي والتوعية علي المستوي المحلي

501. خلال الثلاث سنوات اللي فاتت هل شاركت في أي نشاط قامت به جمعية أهلية

☐

3. نعم 4. لا ← انتقل الى سؤال 507

502. برجاء ذكر اسم الجمعية:

☐

4. جمعية حواء المستقبل لتنمية الأسرة والبيئة

5. مؤسسة الشهاب

6. الجمعية المصرية للتنمية الشاملة

503. إيه من الأنشطة اللي في القائمة دي شاركت فيها؟ (إجابات متعددة)

الإجابة					
إلى أي مدى أنت راض عن الأنشطة الواردة بالقائمة (علما بأن 1 تعني الأقل رضى و5 تعني الأكثر رضى)					
1	2	3	4	5	
					M. تدريب أو ندوة عن الإدمان (Freedom from Drugs and AIDS.)
					N. تدريب التمكين الاجتماعي
					O. المسرح التفاعلي / تدريب خيال الظل
					P. تدريب الأهالي والمدرسين حول حماية الأطفال من التعدي الجنسي (SAFE)
					Q. أنشطة التوعية من خلال الرياضة (ASPIRE)
					R. أنشطة المناصرة والحشد المجتمعي للتصدي للعنف
					S. تدريب الرجولة وتدريب النوع الموجهة للرجال
					T. معسكرات المتطوعين
					U. تدريبات المتطوعين
					V. أنشطة التدريب علي المهارات الحياتية
					W. أنشطة وفعاليات طرق الأبواب
					X. أخرى (تذكر)

504. علي مقياس من 1-10 (1 معناه غير راضي و10 معناه راضي جداً) ، إيه تقييمك للأنشطة اللي شاركت فيها من ناحية جودتها

505. لو فكرت في أثر مشاركتك في النشاطات دي علي حياتك الشخصية أو العملية، قوللي/قوليلي إلي أي مدى انت موافق(ة) علي الجمل اللي جاية؟

أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق علي الإطلاق

H. مشاركتي زودت ثقتي في نفسي

I. اكتسبت معلومات جديدة عن النوع الاجتماعي وإزاي نواجه كل اشكال العنف ضد النساء

J. مشاركتي في الأنشطة أكسبتني مهارات شخصية جديدة

K. مشاركتي في الأنشطة الخاصة بالبرنامج ساعدتني ألاقي وظيفة أو ابدأ مشروع خاص بي

L. مشاركتي في أنشطة الحشد المجتمعي خلتنني أحس أنني أقدر أعمل فرق حقيقي في مجتمعي وأقلل من حالات العنف ضد السيدات/ البنات

M. مشاركتي زودت معلوماتي عن الخدمات المتاحة للسيدات/ الفتيات المتعرضات للعنف

N. مشاركتي زودت وعيي بحقوقى القانونية

إذا لم توافق على الإجابة "C" ← انتقل الى سؤال 507

506. برجاء ذكر المهارات الشخصية اللي اكتسبتها في حالة الموافقة على اختيار "C" في السؤال السابق

507. من وجهة نظرك إيه اللي ممكن يقوم به أهل منطقتك للحد من والقضاء على ظاهرة العنف ضد السيدات والفتيات؟ (إجابات متعددة)

I. إتاحة أماكن عامة آمنة للسيدات والفتيات

J. إحالة السيدات للخدمات المتاحة للمتعرضات للعنف (الخدمات الطبية والنفسية والقانونية)

K. إيجاد فرص عمل جديدة للشباب

L. الإبلاغ عن كافة حالات العنف للشرطة أو مقدمي الخدمات المتخصصة

M. القيام بأنشطة التوعية المجتمعية

N. تقليل القبول المجتمعي للعنف ضد السيدات والفتيات

O. تطوير وتوجيه الخطاب الديني للحد من هذه الظاهرة

P. أخرى (تذكر)

ANNEX VII: DOCUMENTS REVIEWED FOR FCR & TOOLS DEVELOPMENT

ENGLISH DOCUMENTS

1. 88098 Egypt Safe Cities First AR (Oct 13-Sept 14) to USAID (1).docx
2. 88098_97119 Egypt EVAW Annual (Oct2015-Sept2016)_final.docx
3. 88098_97119 Egypt EVAW Annual (Oct2015-Sept2016)_final.pdf
4. 88098_97119_EVAW_Narrative Quarterly Progress R...March 2018.docx
5. 88098_97119_Safe Cities_EVAW Annual Narrative Re...USAID_final.docx
6. AID-263-IO-13-00007 Un Women.pdf
7. Annex 1A - Summary of suggested legislative review.pdf
8. Annex 1B - Framework for Legislative review.pdf
9. Annex 3 - Success Stories.pdf
10. Annex 4 - VAW&G Preliminary Report Ufm.pdf
11. Annex 5 - National Strategy NCW.pdf
12. Annex 6 - Shelter Assessment.pdf
13. Annex 7 - VAW CAMPAIGN REPORT.pdf
14. Annex 8 - VAW Campaign detailed results presentations.pdf
15. Annex A - Safe Cities & EVAW Results logframe.ppt
16. Annex B - EVAW M&E plan.xlsx
17. Copy of USAID Dev Results Q1-Q3 plus targets (Safe cities)(1).xlsx
18. CVAW Anti Trafficking.pdf
19. CVAW Evaluation Report.pdf
20. CVAW_Report_FY2011.pdf
21. Desk review findings_template example.docx
22. Ending Violence against Women -Activity Description.docx
23. Evaluation plan.pdf
24. Evaluation+quality+review+protocol+2018.pdf
25. EVAW reporting-FY17-Q4-CARE.docx
26. EVAW Workplan Oct 15-Sept 16.xlsx
27. List of documents – Safe Cities midterm evaluation 2018.docx
28. Literature review of VAW.pdf
29. National Strategy.pdf
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40. Safe Cities & EVAW Evaluation Plan.pdf
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43. Safe Cities-USAID-Oct 2014-Sept 2015.docx
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55. USAID - EVAW report Jan- Mar 2017 (3).docx
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57. VAW CAMPAIGN REPORT- FINAL (2).pdf
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ARABIC DOCUMENTS

1. Annex 2 - Imprint Manual .pdf (Ara)
2. Imbaba.xlsx (Ara)
3. Quarterly Haggana Report Jul - Sept2017.docx (Ara)
4. Quarterly Report Jul - Sept 2017 (1).docx (Ara)
5. Council Achievements at a Glance 2017.pdf (Ara)

ANNEX VIII: FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
EQ1: Referral System and Services for Survivors		
I.1 Hotline Services		
I.1.1 Data on referral channels were not collected systematically after 2012 (due to the displacement of NCW following the civil unrest); however, based on the data collected, hotline referrals are low compared to other channels (especially walk-in cases) over time	I.1 Hotline Services: The total number of reported hotline cases remains low compared to the magnitude of the problem in the population.	I.1 The NCW hotline should provide 24/7 coverage, measure client satisfaction, expand walk in services, and document case follow up. The hotline's EVAW function needs to be advertised widely by end of 2019.
I.1.2 The number of reported cases through the telephone and hotline dropped from a high (n=945) in 2006 to a low in 2008, increased again in 2011 (n=368), and then dropped again until 2007, and only increased in 2018 (n=439). (Women's Complaints Office database)		
I.1.3 The WCO received a broad range of complaints, mainly legal issues and entitlements; however, from 2016-18, a large number are outside their scope of work and even with a dedicated EVAW number (15,115) subsidized by Egypt Telecom "WE"		
I.1.4 Hotline services are only provided until 3PM each day and not on weekends. There is also no way for callers to register satisfaction or systematic recording to date of how the caller is handled (although this is changing with new and procedures for recording complaints) ³⁵ .		
I.2 Shelter Services		
I.2.1 Mansoura Shelter has been fully renovated and the 6th of October Shelter's renovation is almost completed.	I.2 Shelter Services: shelter quality standards and the provision of a wide range of services have dramatically improved but demand for these services remains	I.2 MoSS shelters should continue moving towards organizing "one stop" and a range of services, and provider training on women's rights.
I.2.2 The Mansoura Shelter achieves 90% on the Shelter Standards Checklist based on MoSS and other shelter quality standards. (situation analysis)		
I.2.3 The Mansoura Shelter provides both accommodation and walk in services and a full range of services for both residents and walk-ins.		

³⁵ Data are based on evidenced findings during the data collection phase

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
1.2.4 Admission criteria still limit access by age, health, psychological state, absence of addiction or trafficking, etc.	weak and there are gaps in emergency services and human rights protections.	
1.2.5 MOSS bylaws are being amended to extend admission of boys from 10-12 years, duration stay from a maximum of nine to 12 months and to allow non-Egyptian women		
1.2.6 The Mansoura Shelter lacks a crisis management plan, first aid and medical rape kits.		
1.2.7 Women's names and cases are discussed openly; staff sometimes contact families without the woman's consent; and they advocate strongly for family reconciliation.		
1.2.8 The average shelter occupancy rate (across all eight shelters in Egypt) is seven persons per night (average 25-30% in Mansoura, which reportedly has the highest occupancy rates).		
1.3 Referrals and Case Management		
1.3.1 In January 2018, CARE established case management office in five local partner NGOs and has a network of service providers.	1.3 Case Management and Referrals: case management, coordination, and follow up are still under development.	1.3 NCW with the Observatory, organized by BASEERA, should develop a database and map referral services nationwide by the end of 2019.
1.3.2 Cairo University's Anti Harassment and VAW unit has case management for incidents within the university. Investigation of reported cases is handled internally with no legal follow up and sanctions are administrative.		
1.3.3 WCO has the central role and responsibility of referring EVAW cases to different service providers; there is no evidence of case management follow up. To date, there is no central data base of service providers.		
1.3.4 The referral system and coordination are reported to be more efficient at the governorate and community level than in Greater Cairo and the national level.		
1.3.5 UNW is one of several UN organizations working on EVAW along with national bodies (NCW, MOSS, and MOJ); however, there is no central coordination mechanism.		
EQ2: Policy and Legal Reforms		
2.1 EVAW Policies and Legislation		

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
2.1.1 The President approved NCW's legal mandate, originally established by Presidential Decree, through Law No. 30 (2018).	2.1 By submitting legislation that has been enacted, NCW effected legal and policy reforms to combat violence against women.	2.1.The NCW should continue to draft new laws and conduct a facilitation meetings with governmental bodies for the consolidated EVAW law before the end of 2019.
2.1.2 NCW advocated for amending the FGM penal code and Inheritance Law (2017).		
2.1.3 NCW's legal committee drafted a consolidated law to combat violence against women, which was submitted to Parliament (2017).		
2.1.4 NCW's legislative dept. drafted pillar three, the protection section, in the Egypt 20/30 women's strategy (March 2017).		
2.2. WCO's Legal Services		
2.2.1 NCW relies on the WCO, which is NCW's only service provider, for information and reporting on women's legal issue.	2.2 NCW's WCO provides the sole legal services addressing violence against women in 2017.	
2.2.2 WCO established a legal tracking system in 2017.		
2.2.3 WCO receives a minimum of four women per day requesting services in their national headquarters, with Heazbet al Haggana representing the geographic area with the most cases related to domestic violence.		
2.2.4. The EVAW project is the only project that support the filing of legal cases with the courts and in 2017, WCO received 4,312 complaints of which 202 were legal cases.		
2.2.5 In 2017, WCO lawyers, in response to the 202 legal complaints, filed 90 cases, mainly personal status and domestic violence harms, of which 40 received a final judgement and of those 40, only 24 verdicts were enforced.		
2.3 Government Partnerships		
2.3.1 The NCW lawyers primarily work through and receive training from the public prosecution.	2.3 NCW's own partnership with Ministry of Justice needs to be operationalized to improve and	2.2 The NCW should strengthen its coordination with MOJ and MOI by engaging them in EVAW training and legal services and establish a new strategic partnership with the
2.3.2 NCW established protocols with MOI and MOJ to handle domestic violence but their lawyers reported that they rarely interact with these ministries.		

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
2.3.3 NCW lawyers report that they do not directly engage with the Egyptian Bar Association.	accelerate the capacity of the legal system to respond to all forms of EVAW.	Egyptian Bar Association by the end of 2019.
2.3 WCO's Capacity to Address Legal Issues		
2.4.1 WCO provides social and legal support in all its branches but psychological support only in Cairo.	2.4 The WCO responds to the most salient VAW legal issues that Egyptian women face but their legal services and expertise need to be strengthened.	2.3 The NCW should increase the number of volunteer lawyers for the governorates and conduct a comprehensive training for all its lawyers on domestic violence, sexual harassment, inheritance, and procedural cases through the public prosecution and MOJ by the end of 2019.
2.4.2 Due to budgetary restrictions, the WCO lawyers report that they are only allowed to support up to two legal cases per woman and there is no support for inheritance cases.		
2.4.3 WCO has 12 full time lawyers and 400 volunteer lawyers while some governorates have only one lawyer to address EVAW cases.		
2.4.4 Most of the WCO lawyers have no experience with personal status law and the penal code related to domestic violence and their expertise is based on six trainings provided by the Public Prosecution and CAPMAS capacity in term of quality there is no trainings have been conducted for the volunteer lawyers and six legal trainings for the lawyer team at WCO.		
2.4.5 WCO's lawyers have been trained in the personal status, human trafficking and inheritance laws and forensic medicines but have not received training in domestic violence, sexual harassment, and procedural law (the most salient laws for EVAW) and the volunteer lawyers, who receive the highest volume of requests, have not received any training.		
EQ3: NCW Institutional Capacity		
3.1 National Strategies Implementation		
3.1.1 NCW contributed to developing the national strategies (Egypt SDS-2030, CVAW, NSEEW).	3.1 NCW has created a system for integrating and implementing the	3.1. National strategies integration: clear reporting lines and responsibilities should be drawn between the CVAWU, EOUs, Observatory and the Coordination Unit to ensure EVAW monitoring
3.1.2 NCW re-activated the EOUs across line ministries to mainstream gender equality and monitor SDS-2030 indicators.		

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
3.1.3 NCW established a Combating Violence Against Women Unit to support national EAW dissemination in the governorates.	EAW national strategies.	and documentation, identify gaps, draw lessons learned, and update line ministries on necessary actions.
3.1.4 The Observatory provides NCW on-going research and tracking for NSEEW implementation.		
3.2 NCW Management System		
3.2.1 NCW, which is UNW's national counterpart, has the mandate and staff for EAW.	3.2 NCW established a system at the management level to implement EAW, but the capacity within its departments to address these issues remains limited.	
3.2.2 In a few cases, USAID funds were disbursed for general NCW training activities on non-EAW topics.		
3.2.3 NCW's internal training department contracted out the EAW requests and was not technically engaged in these activities.		
3.2.4 The EOU's' role and activities are not consistent across the 24 established national units and line ministries (e.g., lack of allocated time for staff and differential support from ministers and governors). ³⁶		
3.3 Women's Complaints Office (WCO)		
3.3.1 NCW's WCO Director, hired in September 2018, is seen as a recognized leader and an insider dedicated to improving services.	3.3 WCO's capacity is institutionalized at the top management level, but its capacity at the central and governorate staff levels is still not fully developed.	
3.3.2 WCO recently set up but has not yet implemented its M&E system.		
3.3.3 There is lack of evidence that the trainings delivered to the WCO staff and volunteers followed a comprehensive development plan.		
3.4 UN Women Capacity Building		
3.4.1 UNW has provided two trainings to NCW staff focused on results-based management (the first in late 2017).	3.4 To date, UN Women capacity building plan for	3.2. Capacity building: A needs-based training plan, identifying timeframes, expected outcomes,

³⁶ Around 32 units across the ministries are closely working with MoSS to integrate the NSWEE in Egypt's sectoral strategies, addressing the strategy's four pillars, with aggravated attention to the protection pillar. In addition, an M&E system was developed to measure the progress on both; the output and outcome levels.

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
3.4.2 NCW ‘EVAW Coordination Unit’ was established mid-2017 to build internal capacity, monitor EVAW implementation, and coordinate EVAW external relations.	NCW has been significant post 2017.	and relevance to EVAW interventions, should be developed.
3.4.3 The EVAW Coordination Unit oversaw training of prosecutors, couples, media professionals, and religious pioneers, and plan further trainings on plan development, M&E, and interactive learning.		
3.5 NCW External Network for EVAW		
3.5.1 NCW’s EVAW trainings covered strategies for engaging community and preventing backlash.	3.5 With UN Women’s support, NCW developed external network to spread the EVAW message.	
3.5.2 NCW sent their WCO lawyers to the NGOs to respond to women’s inquiries.		
3.5.3 NCW capitalized on the Cairo University Anti-Harassment Unit model to establish Units in 15 other universities.		
3.5.4 The profile of surveyed students (n=94) at Cairo’s Anti-Harassment Unit was 51% male (51%)/female (49%) with an average age of 20 years; of which 83% were from Giza and Cairo; and the Arts (23%), Law (19%), Agriculture (15%), and Veterinary (11%) faculties.		
3.6 NCW EVAW Sustainability		
3.6.1 NCW has sustained some EVAW components, e.g. financing from the Government budget for the WCO’s lawyers.	3.6 NCW does not yet have the capacity to sustain its EVAW activities	3.3. Sustainability of EVAW: a sustainability plan, capitalizing on the ecological and human components in place and addressing the missing financial component, should be developed to secure a successful transition.
3.6.2 WCO counts on continued donor funding.		
3.6.3 As EVAW funds are phasing out, there are currently no plans to sustain the activities or a determination of which unit will take the lead from the International Cooperation Unit.		
EQ4: Communications and Awareness Campaigns		
4.1 Campaign Financing		
4.1.1 Both UNW and NCW stakeholders consulted stressed that core-communication funds are limited and	4.1 EVAW continues to be a	

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
that campaigns that use mass media such as TV and radio are only possible through external donor support.	core source of funding of national communications and awareness campaigns that would otherwise have no core funding to address EVAW.	
4.1.2 UNW and its national counterpart NCW produced a wide array of communications and awareness products and materials during the evaluation period.		
4.2 Growth of Reach and Engagement		
4.2.1 Between 2015 and 2018, UNW social media platform (Facebook) grew to 95,224 likes and NCW experienced an exponential audience growth rate of 25 times from 39,433 likes in July 2016 to an excess of 1 million today.	4.2 Over the past two years, the reach and engagement of audiences with EVAW and women’s empowerment digital content has dramatically increased.	4.1 For efficiency sake and as soon as feasible, UNW and NCW should consider the development of a multi-channel social media engagement strategy including better social media analytics to inform their future digital advocacy efforts.
4.2.2 The communications content posted by UNW and NCW generated over 696,900 online interactions on one platform and shares reached 108,800.		
4.3 Need for More Activation (360)		
4.3.1 The launch of Speakup campaign using TV and Radio reached more than 50.3 million viewers and 57 million commuters through billboards.	4.3 The good reach of Speakup campaign through mass media (TV/Radio and Outdoor) was not leveraged with an equally strong online and on-ground activations to become a 360° campaign.	4.2 Beginning with the next campaign, UNW and NCW to develop a content marketing plan for all EVAW produced content that are underutilized. Spending more time on ‘promoting’ rather than just ‘producing’ content is recommended as a general principle.
4.3.2 Speakup PSAs with a total of +154,700 views did not achieve the same level of online traction and engagement compared to other content, such as ‘Nour’ that exceeded 24.9 million views.		
4.3.3 An earlier Safe Cities PSA on harassment ‘put yourself in her shoes instead of blaming her’ is the most popular video on UNW Global YouTube channel with +726,000.		
4.3.4 UNW and NCW organized on-ground activation seminars for Taa Marbouta in May 2017 in four governorates (Cairo, Alexandria, Minya and Assiut) attended by 800 participants whereas similar activations for Speakup are not documented.		
4.4 Songs and Films versus PSAs		

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
4.4.1 9.25 million views were attained for all the video content posted by both UNW and NCW’s Facebook platforms between 1 November 2015 and 1 November 2018.	4.4 EVAW messaging through songs and films overtook direct messaging through PSAs in terms of message reach, message recall and audience engagement.	
4.4.2 Of all video content, the most popular were: o Zap Tharwat’s song Nour (23M YouTube views and 1.9M Facebook views) o ‘Because I am a man’ animation (1.3 M Facebook views) o and Mariam Wal Shams Film (1.4 M Facebook views)		
4.4.3 NGOs, youth and service providers noted that face to face communication channels are preferred.		
4.5 Celebrity Endorsement		
4.5.1 Celebrity endorsements and unsolicited media coverage of EVAW content occurred on prime time TV shows.	4.5 Celebrity endorsements are well employed by UN Women and NCW to promote EVAW messaging, but the celebrity video and “Be Productive” series were underutilized, which would have increased reach and engagement.	
4.5.2 With 15K views on UNW Facebook page and no posting on NCW platforms, promotion of the EVAW Celebrity endorsement video is underutilized.		
4.6 Organizational Learning		
4.6.1 Evidence of communications planning, including objectives, audience segmentation, channels, execution plan and monitoring tools to guide EVAW campaigns, is not documented.	4.6 UN Women's insufficient documentation of campaign planning and end-to-end campaign management limited organizational learning to determine awareness and behavioral change.	4.3 With the next campaign, UNW needs to enhance planning, documentation and reporting on end-to-end campaign management. 4.4 UNW should also employ consistent media monitoring for each campaign ahead.
4.6.2 Although the Speakup campaign has a comprehensive media coverage report, similar reports are unavailable for other EVAW advocacy, such as Productive PSAs and the Taa Marbouta celebrity video.		

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
EQ5: Community Awareness		
5.1 Innovative Volunteer Interventions		
5.1.1 Individual youth reported that interactive theatre generated high levels of community participation and that audiences became emotionally engaged with theatre performances.	5.1 Participation in innovative interventions, especially interactive community theatre and sports, transformed young men and women into effective advocates for EVAW in the three communities.	5.1 UNW should ensure that all service providers deliver manuals and guidance tools before the end of EVAW program to support the systematic transfer of skills from old to new volunteers through the volunteering units.
5.1.2 NGOs, service providers and volunteers all commended CARE’s methodology for men’s engagement including ‘difficult segments’ that were not previously addressed in EVAW.		
5.1.3 Individual youth recounted stories of their personal change and how they benefited from their volunteering experiences across the three interventions communities.		
5.2 Going to Scale		
5.2.1 Youth volunteers reported the difficulties of impacting community-wide mobilization and impact.	5.2 Sustaining EVAW will require reaching a critical mass of volunteers, going to scale community-wide, and developing the capacity and trust in local institutions to respond to complaints.	5.2 UNW and CARE to consider immediate measures to revive the NGOs coalition for community outreach, scaling and sustainability for community outreach as well as integrating the interactive theatre, Safe curriculum, and sports activities though the ministries of education and youth.
5.2.2 NGOs and volunteers faced problems in outreach and implementing activities due to lack of and/or delays in security approvals, especially for street actions and access to schools.		
5.2.3 The use of the NGOs Coalition established by the end of Safe Cities, as a mechanism for community outreach and sustainability, was not evidenced.		
5.2.4 Under-reporting of VAW cases was evidenced across the three intervention sites. Denial, victim blaming, stigma and lack of trust in the system response are among the reasons shared by NGOs and volunteers.		
5.3 Commitment to Volunteers		
5.3.1 NGOs, volunteers and service providers reported that age limits and on repetition of interventions with the same target group curtailed access to and depth of interventions.	Focusing on quantity versus quality and a limited time	5.3 UNW and CARE need to make a long-term commitment to NGOs volunteers through: (a) ensuring that the time duration is aligned to

FINDINGS BY EVALUATION QUESTION	CONCLUSIONS	RECOMMENDATIONS (ACTIONABLE)
5.3.2 The short duration of some interventions limited the potential for deepening community-wide impact.	duration for some interventions compromised the depth needed to sustain impact through repetition and reinforcement.	the demand for the service; and (b) providing volunteers with advancement opportunities to become trainers and mobilizers so as to scale up the impact in their communities.
5.3.3 NGOs, volunteers and service providers reported facing challenges in attracting and retaining volunteers due to their other life commitments and lack of incentives.		
5.4 Community Safe Spaces		
5.4.1 The team site visit to Imbaba Community Park provided evidence of park utilization, positive maintenance, community awareness and recreational activities for women and children.	5.4 Imbaba Community Park is an innovative Safe Space with an urban community-wide impact, but requires on-going learning, management, and adaptation.	5.4 USAID and UNW to continue investing in Safe Spaces, harnessing the learning and addressing on-going management models to guarantee sustainability.
5.4.2 The Imbaba Community Park renovation incorporated a gender perspective in spatial planning process and was informed by a gender-disaggregated participatory needs assessment.		
5.4.3 The Haggana school playground and football pitch experience, where there is currently limited access, demonstrate that management models and access need to be clarified in advance and are an on-going concern.		

ANNEX IX: EVALUATION TEAM'S RESPONSE TO IP'S GENERAL COMMENTS ON THE EVALUATION

This is not a standard annex produced within the evaluation field work period. It was produced in consideration and acknowledgement of the IP's efforts which were not included in the evaluation report because they were either beyond the evaluation scope or the changes were made after the field work period of the evaluation. Evaluation Team's responses to the IP comments are provided under each comment in blue text.

Comments on mid-term evaluation of "Safe Cities"

1. **Integrated services and coordinating stakeholders:** Since the project "Safe Cities" is about multiple services implemented through various stakeholders, I expected the evaluation to shed the light on the coordination mechanism among all these stakeholders to eventually make "safe cities". It showed as if every partner implemented its part without drawing together the full picture.

Evaluators' note: The report specifically addresses the good coordination that was witnessed between the NCW and MoSS on addressing EAW. The assumption is that UN Women is providing that coordination between civil society and the Government stakeholders.

2. **Women who never ask for service despite of being violated:** Would have been good to include the views of cases who are violated and did not request protection or rehabilitation services. This would really add explanatory factors for the low level of demand on services.

Evaluator's note: Doing so would have constituted a human rights' and legal protections violation; thus, was not within the evaluation scope. As the WCO lawyers observed, women were afraid from their families and that women are fully aware of the limitations of the legal system in providing resolution.

3. **Men' views:** From a gender point of view, the evaluation was free of men' views regarding "violence practices against women", whether these men are husbands, fathers, brothers, or any other relationship to women. In other words, analyzing the gender relations itself among the same family would be more of eye opener why the demand services are very low in spite of the big scope of the problem.

Evaluator's note: Please read EQ5 responses, which included findings of interviews from men. These interviews were conducted with young men and tok tok drivers. The team also interviewed many men over the course of the evaluation.

4. **Scope: Organizational context and community analysis:** The evaluation provided strong analysis versus the services being provided to violated women but did not actually address the integrated action on the underlying determinants across of this violence. The structural contexts of organizational and community life are also critical targets that the evaluation did not address if we want to contribute to counteracting violence or enhancing safety in cities.

Evaluator's note: Given security and restrictions on permissions, the team did not have permission to conduct the community survey. However, the specific issues raised were also beyond the scope of this evaluation.

5. **Considering sustainability of interventions:** recommended is to tap on issues of sustainability in the mid-term, as most of the project activities if not all are funded by USAID/ UNWOMEN. Of course, infrastructure developed, and capacities developed would add to the return on investment. However, if violence is a complex issue that is intrinsically embedded in culture, it needs a clear vision on the road map to be followed and the resources to be invested in the different government partners, communities and media.

Evaluator's note: The team completely agrees and this was a very strong recommendation of the report. The stakeholders need to be engaged in developing a road map.

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