

# Final Report: Final Evaluation of the project '*The Path towards Armenia's Ratification of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (2019 - 2022)*'

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bl & sanz European value(s)

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## List of Abbreviations, Figures & Tables

CoE	Council of Europe
CSOs	Civil Society Organisations
DV	Domestic violence
IC	Istanbul Convention
HRDO	Human Rights Defender's Office
MESCS	Ministry of Education, Science, Culture and Sports
MLSA	Ministry of Labour and Social Affairs
MoJ	Ministry of Justice
MPs	Members of the Parliament
ToC	Theory of change
ToT	Training of trainers
VAW	Violence against women

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## Introduction

The Council of Europe (CoE), jointly represented by the Field Office in Yerevan, Gender Equality Division together with the Capacity Building and Co-Operation Projects Unit, has implemented the project '***The Path towards Armenia's Ratification of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence 2019-2022***' (hereafter referred to as 'IC Project'). Within the period of 46 months, it has been aiming at strengthening the capacity of its national partners in prevention and combating domestic violence and violence against women (further as DV/VAW), protecting the victims, prosecuting the perpetrators and advancing gender equality in general. To date the overall project budget has reached EUR 941,800.

In the implementation of the IC project, the CoE partnered with the Ministry of Justice of the Republic of Armenia (MoJ), the Ministry of Education, Science Culture and Sports (MESCS), the Ministry of Labour and Social Affairs (MLSA), the Academy of Justice, the Police and the Human Rights Defender's Office (HRDO). As a part of the project component piloting a multi-agency response to DV/VAW in the regions of Kotayk, Ararat and Lori, the '*Women's Support Centre NGO*' was engaged as a partner. Equally, three local civil society organisations (CSOs) received direct small grants, namely Armavir Development Centre, SOSE Women's Issue NGO and Martuni Women's Community NGO.

In mid-September 2022 Blomeyer & Sanz was contracted to carry out the independent final evaluation of the IC project.

The Terms of Reference specify the following evaluation objectives:

- i) To assess the effectiveness of the methodology used by the project;
- ii) To assess the results achieved by the project;
- iii) To estimate the degree to which the project's outputs will have an impact in the future; and
- iv) To assess the possibilities and propose areas/activities on which Phase II of the project should focus.

An Inception Report in the format of the Concept Note was elaborated and submitted for approval by the CoE (approved end-September 2022). This final report is structured into three substantial sections covering [Methodology & Data](#) (Part 1), [Findings](#) (Part 2) and [Concluding Remarks & Recommendations](#) (Part 3).<sup>1</sup>

Evaluation questions with data collection tools and lists of key informants interviewed can be found in the [Annexes](#).

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<sup>1</sup> A draft version of this report was shared with the Council of Europe on 18 November 2022.

## 1. Methodology & Data

The evaluation of the IC project applied a **qualitative** approach, collecting primary data through semi-structured key informant interviews across nominated representatives of implementing partners and beneficiary entities. Two interviewer guides were developed: one for project implementing partners and another one for project end-beneficiaries (Annex 3). Project documentation and relevant literature served as a secondary data source. The evaluation team found room for further strengthening the project's approach to monitoring throughout the project's implementation. Ideally an outcome evaluation like this one should assess a project's complete set of outcome indicators and the corresponding data collected throughout implementation. However, most of the indicators<sup>2</sup> do not include baseline and/or target values, constraining the extent to which the evaluation team was able to draw any conclusions from this data source.

Since the IC project has had a strong training component, the evaluation team identified four different training participants as end-beneficiaries. During the data collection process, it turned out that two of the end-beneficiaries also had become trainers (as they passed the *Training of Trainers* component).

The data **collection period** took place in October and early November 2022 mostly via videoconferencing tools. Five interviews were carried out in English, twelve in Armenian. Interviews were recorded, transcribed, and translated (where relevant). Oral consent was obtained from all interviewees. Both recordings and transcripts were kept in the evaluators' password protected devices.

Population data **sampling** was purely purposive, in line with the requirements of the CoE project team, i.e., no random selection was applied, and the corresponding sample bias and constraint to data reliability needs to be acknowledged. Due to high staff turnover within the implementing partners' state institutions, some of the interviewees either i) referred to their previous professional engagements under the project or ii) did not have a direct reference to the project design, inception and overall context. The evaluation team thus experienced challenges in terms of obtaining basic feedback on the functioning of the project in its entirety (from those implementing partners' point of view). In one case it turned out that an informant nominated by an implementing partner institution was a 'pure' end-beneficiary with no direct reference to the project's intervention logic. As this was not known in advance to the interview taking place, the interview was carried out in line with the guide for implementing partners, i.e., the quality and user-friendliness of CoE [training] materials was not discussed.

Another methodological issue relates to the fact that even though this evaluation is considered a final one (*ex-post*), some of the project activities are still ongoing to date. Consequently,

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<sup>2</sup> Based on the project documentation, especially its *Logframe*

drawing valid conclusions and recommendations whilst the project was still ongoing proved challenging.

During the data collection process, the evaluation team applied the CoE's *Code of Conduct for Evaluation* and respected cultural specificities, local customs, and gender roles.

The total **population** sample covered 17 (N=17)<sup>3</sup> respondents, disaggregated by the following variables:

- by sex: 15 females and 2 males
- by age-group: ranging from 25-29 years to 61-65 years
- by residence: 3 rural and 14 urban residents
- by disability: 0 interviewees reported any form of physical, mental, or combined disability
- by ethnicity: 17 informants reported Armenian ethnicity

The analytical part of the IC project evaluation took place in November 2022 and is to large extent based on **content analysis** of all the transcripts of the interviews, structured along the criteria of *relevance*, *effectiveness* and *sustainability* (Annex 1 Evaluation questions) and complemented by the project documentation as described in the evaluation's **Inception Report**.

The evaluation team complied to its best and honest knowledge with the *CoE Code of Conduct for Evaluation*, namely to the obligations of respecting fundamental values, independence of judgement, impartiality, honesty and integrity, competence, accountability, accuracy, completeness and reliability, confidentiality, avoidance of harm, and transparency.

In line with the respect of fundamental values and principles, the evaluation team uphold gender equality, non-discrimination, prohibition of sexual and other forms of harassment and prohibition of ill-treatment of human beings.

The evaluation team reaffirms the theory of change (ToC) elaborated in the **Inception Report**. The evaluation team did not identify the need to redefine the ToC neither during desk research nor key informant interviews. The wider project context relates to the adoption of the first ever law on domestic violence in Armenia (2017). This laid out the need to develop prevention and protection mechanisms in DV/VAW and nurture better access to justice for victims. This law was seen as an avenue towards enhanced European standards and consequently the ratification of the Istanbul Convention (IC). The ToC can be recounted as follows:

The CoE has provided → **inputs** in the form of legal, policy and technical expertise on European standards in preventing and DV/VAW, notably expertise on the IC.

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<sup>3</sup> A respondent residing out of Armenia is considered as an additional 18th key-informant

A series of → **project outputs** were generated:

- ✓ Legal professionals and law enforcement officers trained online and face-to-face on gender equality, DV/VAW.
- ✓ Targeted publications and materials disseminated during thematic visibility events, messages channelled by the traditional and social media coverage.
- ✓ Social workers, public officials and journalists trained<sup>4</sup> on preventing and combatting DV/VAW.
- ✓ A set of recommendations delivered to the MESCS and MLSA regarding i) provision of support for women victims of violence<sup>5</sup>, and ii) gender mainstreaming in curricula revision<sup>6</sup>.

Those outputs generated a series of → **immediate project outcomes**, namely,

- ✓ Law enforcement and legal professionals apply increased knowledge on the Domestic Violence Law and European standards, notably the IC.
- ✓ Public officials, social workers, journalists and other stakeholders apply increased knowledge on the Domestic Violence law and on European standards, notably the IC.
- ✓ The MESCS includes gender equality in primary and secondary schools' curricula, courses and materials.
- ✓ The MLSA applies its strengthened capacity to provide support for women victims of violence.

Consequently, these immediate outcomes were planned to contribute to: i) the authorities' enhanced implementation of the national domestic violence law and European standards, notably the IC; and ii) more gender-sensitive primary and secondary education → **intermediate project outcomes**.

Both levels of the project outcomes shall finally contribute to women benefiting from gender equality, and prevention and protection against all forms of violence → **project impact**. However, the evaluation team did not intend examining the project's impact, and therefore that level is not going to be assessed by this report. Figure 1 below schematises the evaluation scope within the ToC (in red).

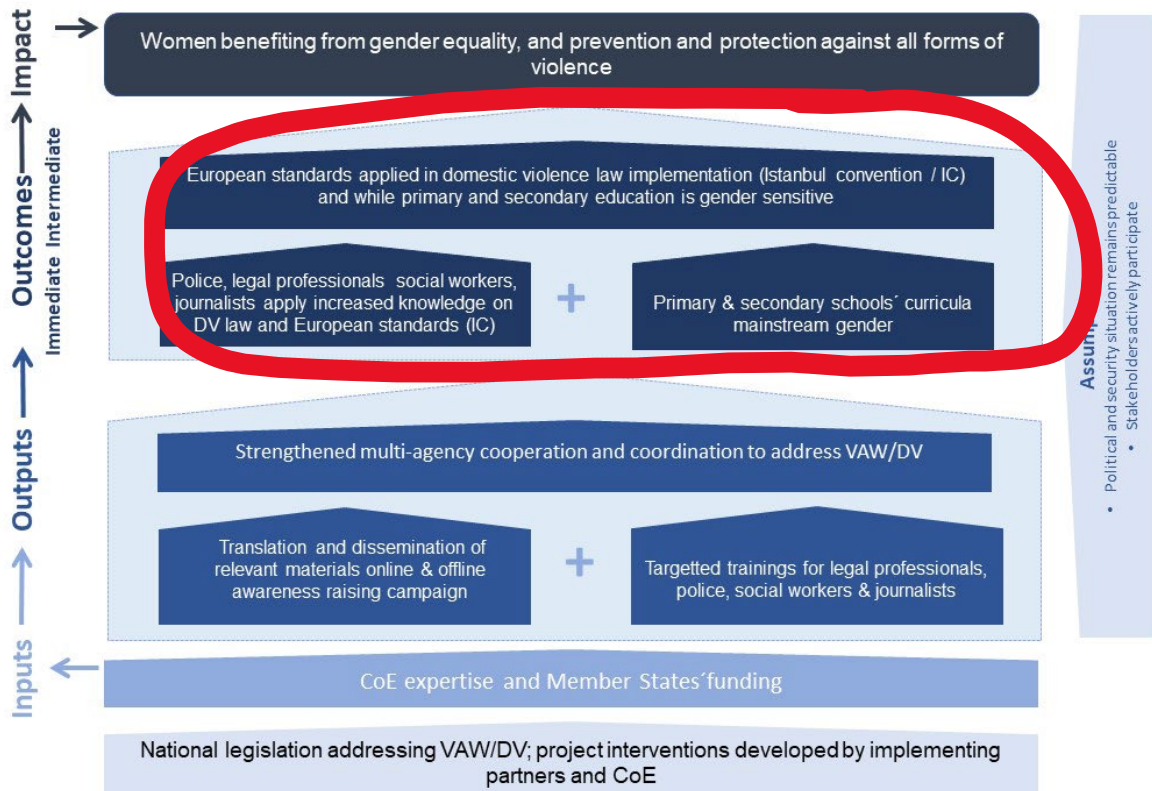
Figure 1 – Theory of change & evaluation scope

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<sup>4</sup> In providing support services for social workers, in multi-agency cooperation for public officials and in media reporting for journalists

<sup>5</sup> To MLSA

<sup>6</sup> To MESCS





## 2. Findings

This section presents the evaluation findings. These are structured along each evaluation criterion:

- I. *Relevance* – the extent to which the project considered the needs of stakeholders
- II. *Effectiveness* – the extent of achievement of the project’s expected results and the reasons for achievement and lack thereof
- III. *Sustainability* – the extent of future use of the project’s knowledge and materials

### Relevance

*To what extent does the selection of topics and modalities reflect the needs of the Republic of Armenia?*

- ✚ In line with new legal obligations under the amended Criminal Code of Armenia and updated regulatory framework, including the guiding policy documents, such as MLSA *National Action Plan (NAP) for Combating DV/VAW 2023 – 2025*, the project has provided timely and relevant support to stakeholders in combating DV and VAW on their way towards European standards, notably the IC.
- ✚ One of the strengths of the project is its formalised mechanism of multi-agency response to DV/VAW, especially at the regional level. This mechanism proved to be fundamental in terms of identifying the gaps and pave avenues to standardise the practice in DV/VAW protection and prevention in the pilot regions of Kotayk, Ararat and Lori and potentially nationwide.
- ✚ Especially in the capital, there has been an unmet need for experts to assist with practical context-tailored solutions for implementation on the ground (i.e., implementation of protective orders under various circumstances). A slightly greater share of interviewees pleaded for national experts and their greater engagement in CoE interventions due to their advantage in terms of domestic background, whereas a minority of interviewees called for international experts with strong background to push the national standards higher towards the European level.
- ✚ The CoE is perceived as a demanded high-impact partner at the institutional level. Local CSOs highlighted the added value of cooperation with a prestigious international organisation which demands high service provision standards and can defend the project’s interventions against potential challenges by government stakeholders. The CSOs also repeated that the project addressed the need for funding of ongoing and new interventions to serve end-beneficiaries on the ground, not only in terms of awareness raising and legal assistance to (potential) DV/VAW victims, but also to foster

women's economic empowerment through livelihoods support or vocational education and training, including available and affordable childcare.

- ✚ In the regions, where the local CSOs received small grants, the interviewees voiced their further need to work on DV/VAW protection and prevention across different population segments such as with internally displaced women, women with disabilities or women from ethnic minorities. Interviewees within a lower age group pointed to the need to work with the youth, especially on prevention and addressing gender stereotypes.
- ✚ At the central level, the interviewees from judicial and law enforcement sectors appreciated the capacity building component, especially the training of judges, and expressed the need to collaborate strategically also with investigators, prosecutors and the courts' administrative officers.

## Effectiveness

*To what extent has the project achieved its expected results? What have been reasons for achievement and lack thereof?*

- ✚ The project marked clear achievements in the institutional set up of the multi-agency response to DV/VAW, and coordinated efforts at the regional level. Indeed, a concrete pathway towards a decentralised and self-sufficient mechanism was established. This mechanism appeared to be fundamental to identify gaps and pave avenues to standardise the practice in DV/VAW protection and prevention in Armenia. As a 'by-product', evidence of an increase in empathy, trust, and motivation was reported amongst the majority of project implementing partners.
- ✚ Greater online and offline visibility of the entire topic of DV/VAW in the public space was fostered by the domestic institutional ownership and engaging campaigning tools with a significant outreach<sup>7</sup> (unusual approach to donor in-visibility showed leadership, trust and ownership of respective national implementing partners).
- ✚ The project served as an enabler of reputational growth, partnership opportunities and relationships of local CSOs with state agencies, and in relation to the Government in general. This concerns not only service provision but also advocacy efforts.
- ✚ The capacity building component of the project showed to have a stimulating impact on a number of professionals in social services provision, media, judicial and law enforcement sectors. However, the potential to engage primary and secondary education professionals remained untapped.

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<sup>7</sup> Just in terms of digital promotion the following products have had the following reach: TV Ad 395,343; annotated videos 561,405; café experiment 351,768; another TV ad 451,824; outdoor experiment 336,041 and summarising video 312,444. These figures are rather encouraging for a country of Armenia's population size.

- ✦ Informants with a long track record in the field of DV/VAW reported an increased level of preparedness of the Armenian authorities to ratify the IC, while admitting that the institutions are too often dependent on engagement of individual pioneers scattered across the judicial, executive and legislative power branches. Institutional preparedness to ratify the IC has to (still) be promoted from the top, they reported.
- ✦ Drastic priority changes by the national government and decreasing political will to implement gender-transformative reforms, the pandemic context and the national security situation (outburst of armed conflict during the project implementing period) were identified as the greatest bottlenecks to attaining predefined project results. The continuity and internal institutional memory of the project was negatively affected by the high staff turnover across (state) implementing partners.
- ✦ A rather politically volatile situation was caused by the spread of disinformation and propaganda about the IC, and gender equality in general. This was exacerbated by strong opposition against the IC in the form of online hate speech and lasting open street manifestations. Several interviewees referred to this period with the term 'momentum loss', considered a more important constraint than the pandemic and armed conflict. Indeed, this posed a major obstacle to implement certain project components – especially the one counting with gender sensitive educational reforms (put on hold) and legislators' gender sensitisation (capacity building).
- ✦ Consequently, one entire target group of the project – Members of Parliament (MPs) – was left out of project implementation due to the perceived unfavourable political climate. This was mostly reported by the implementing partners from the central executive branch of power. Since this particular target group plays a critical role in the future project's attainment of expected results (IC ratification or similar legislation changes), there is a large room for collaboration which deserves a special attention (see Recommendations).
- ✦ The need to adjust the trainings with their materials to the Armenian context was voiced numerous times. This concerned all components of the project. National consultants were to large extent preferred over the international ones. The latter were (with one exception) assessed as 'too general' in their contributions.
- ✦ Current project design and its expected results are defined in a broad and ambitious way without a solid results-oriented monitoring framework, this is critical especially at the outcome level (see Recommendations).

## Sustainability

*To what extent can it be expected that the project partners will continue to use the materials and knowledge developed?*

- ✚ The acceptance and application of CoE recommendations included in the draft *National Action Plan (NAP) for Combating DV/VAW 2023 – 2025* co-elaborated by MLSA indicates a high level of commitment to address and sustain a comprehensive response to DV/VAW<sup>8</sup> in Armenia. In summary, where the MLSA included 33 measures, the CoE suggested 38. Out of those, 22 measures were found to be strongly aligned with the measures suggested by the CoE which is seen as promising by the evaluation team.
- ✚ The unclarity of the final acceptance and application of the CoE recommendations to mainstream gender in primary and secondary schools, especially in terms of the scope of utilisation and timeframe, represents a shortcoming of the project. The evaluation team refers to a CoE report from 2021: out of 63 recommendations provided in two sets, only four have been accepted and incorporated in the final document listing expected learning outcomes of the general education core curricula. Consequently, the document is not considered neither gender sensitive, nor gender responsive. Based on the information obtained from the CoE project team, MESCS has been conducting its own curricula regional piloting exercise and the extent of the inclusion of the CoE recommendations aiming at making education in Armenia more gender sensitive thus remains unclear.
- ✚ The evaluation team noted substantial interest to continue the collaboration with the CoE on the topic of DV/VAW prevention and protection. Interviewees were mostly highly motivated to either continue with the current intensity of project activity or deepen the commitment. In terms of the allocation of the institutions' own resources, human resources were confirmed to be either already or very likely allocated in the future as well as in-kind contributions. Any financial allocations were stated to be subjected to decisions up in the hierarchy and their real commitment thus appears uncertain.
- ✚ Face-to-face training sessions accompanied by an informal exchange were often quoted as the most valuable, interactive, and professional feature of the project. Interviewees shared their motivation to continue and participate in refresher sessions (should they come). A fair share of the interviewees felt confident to act as an independent trainer to provide training to 'beginners' if asked.
- ✚ Project materials were widely assessed as practical, thorough, to the point, clear, informative, well-structured and widely recommendable. However, only interviewees who participated in the ToT schemes reported coming back to the CoE (written, physical, online) materials for self-study. Respondents from the law enforcement sector mentioned the need to update the materials in relation to recent legislation changes (where relevant).

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<sup>8</sup> In improving regulatory and policy framework, capacity building of state authorities and support and protection of DV/VAW victims.

### 3. Recommendations and Concluding Remarks

Based on the findings of the IC project evaluation, the evaluation team would like to draw attention to the following set of **recommendations**. To facilitate the reading, the recommendations are structured into a few sub-themes:

- i) project settings and monitoring framework,
- ii) capacity building components,
- iii) visibility and communication component,
- iv) service provision and referrals, and
- v) advocacy and engagement with legislators

#### On project settings and monitoring framework

- Consider a broadened (less formalistic) mandate and/or larger institutional membership of the project's *Steering Committee* to address the implementing partners' internal challenges (i.e., change of political leadership, high staff turnover).
- Enable a less hierarchical and more results-oriented (technical) type of exchange to stir genuine and transparent discussions on the projects' components as needed. The entire burden should not lie on the CoE project team only, no matter how committed.
- 'Chose your battles': consider a more targeted and narrower approach to future intervention logic (Phase II), including the definition of expected results of the project, and carefully assess what can be realistically attained within a comparatively short period.
- Consider more systematic and strategic participation of project partners and end-beneficiaries in project design (beyond activity level); trial participatory planning methods to jointly define realistic and attainable project results.

#### On capacity building components

- Enlarge and deepen training efforts towards judges, investigators and prosecutors as those professional groups are in first line to correctly address DV/VAW on the ground.
- In trainings for media professionals make sure to address gender (power) imbalances: ensure participation of editors and/or editors-in-chief<sup>9</sup> who are, in

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<sup>9</sup> In majority of cases men

comparison to the journalists<sup>10</sup>, the key decision-makers on articles (stories) composition, coverage, timing, etc.

- Diversify training sessions for various levels of participants: beginners, refresher, ToT / experts across sectors.
- Find the right balance between online, face-to-face and self-study modalities to keep the focus, limit dropouts and address decreasing motivation.

#### On visibility and communication component

- In relation to the additionally integrated communication and visibility component to raise awareness and change perceptions of the general public on DV/VAW and IC, consider the inclusion of media monitoring services and/or studies on public attitudes (market research) into project outputs. Those tools monitor not only public engagement but also media image, communication impact and attitudinal (behavioural) change in relation to certain issues.

#### On service provision and referrals

- Engage with strategic partners like the European Union to map the functionalities of the DV/VAW referral system, especially from the health and education sectors to identify and address the bottlenecks. Pilots could be carried out at the regional level before the nation-wide upscale.
- Consider exploring the options to support local CSOs who are (willing) to launch interventions in mental health programmes with perpetrators.

#### On advocacy and engagement with legislators

- Explore the potential to strategically engage with MPs in a participatory and capacity strengthening manner to promote the ratification of the IC and gender transformative reforms in general.
- Take lessons learnt from the existing *Simone Veil Programme*<sup>11</sup> of the European Parliament.
- Engage with other members of the international community to support the opening of a parliamentary *women's club* to network and connect women MPs across political parties to promote gender transformative reforms, including the ratification of the IC.

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<sup>10</sup> In majority of cases women

<sup>11</sup> A capacity building programme seeking to empower women parliamentarians to promote gender equality, inclusive societies, and democratic change

Coming back to the project's ToC, the evaluation team could state that, based on the findings, it can be **concluded** that the IC project has marked significant achievements in three of its four pre-defined immediate project outcomes (expected results), specifically in:



- ✓ Increased knowledge on the DV/VAW and European standards, notably the IC, applied by the law enforcement and legal professionals trained by the CoE
- ✓ Increased knowledge on the DV/VAW and European standards, notably the IC, applied by the public officials, social workers and journalists (journalism students) trained by the CoE
- ✓ Strengthened capacity of the MLSA to provide support to victims of DV / VAW based on the support received by the CoE

Consequently, the evaluation team states that the IC project to large extent attained an important intermediate outcome, namely, ***authorities' enhanced implementation of the national domestic violence law and European standards, notably the IC.***


## Annexes



### Annex 1 Evaluation questions


Table 1 - Evaluation questions

Evaluation criteria	Question (ToR)	Sub-questions	Possible approach / indicators
	<p><b>To what extent does the selection of topics and modalities of implementation reflect the needs of the Republic of Armenia?</b></p>	<ul style="list-style-type: none"> <li>- For what reason has your entity/organisation/ministry engaged itself in the CoE project?</li> <li>- What needs of your entity/organisation/ministry has the CoE project fulfilled and why?</li> <li>- Were there any relevant needs the CoE project has not addressed and why (not)?</li> <li>- What topics and modalities would your entity/organisation/ministry appreciate under the future CoE projects?</li> <li>- How has the project responded to the misconceptions about the Istanbul Convention and VAW/DV?</li> </ul>	<p>Desk research indicates the level of alignment between the project's interventions vs. the needs and priorities of the Armenian stakeholders.</p> <p>Stakeholders' input on the level of alignment between the project's interventions vs. the needs and priorities of the Armenian stakeholders.</p>
	<p><b>To what extent has the project achieved its expected results?</b></p>	<ul style="list-style-type: none"> <li>- What is the extent of preparedness of Armenian authorities to ratify the Istanbul convention [after the project completion]?</li> <li>- What was the most significant change the CoE project brought to your entity/organisation/ministry?</li> </ul>	<p>Desk research indicates the level of achievement of the project's expected results [outputs, immediate outcomes] in line with the monitoring data.</p> <p>Stakeholders' input indicates the level of achievement of the project's expected results while explaining contributing/constraining factors.</p>



Evaluation criteria	Question (ToR)	Sub-questions	Possible approach / indicators
	<b>To what extent does the selection of topics and modalities of implementation reflect the needs of the Republic of Armenia?</b>	<ul style="list-style-type: none"> <li>- For what reason has your entity/organisation/ministry engaged itself in the CoE project?</li> <li>- What needs of your entity/organisation/ministry has the CoE project fulfilled and why?</li> <li>- Were there any relevant needs the CoE project has not addressed and why (not)?</li> <li>- What topics and modalities would your entity/organisation/ministry appreciate under the future CoE projects?</li> <li>- How has the project responded to the misconceptions about the Istanbul Convention and VAW/DV?</li> </ul>	<p>Desk research indicates the level of alignment between the project's interventions vs. the needs and priorities of the Armenian stakeholders.</p> <p>Stakeholders' input on the level of alignment between the project's interventions vs. the needs and priorities of the Armenian stakeholders.</p>
		<ul style="list-style-type: none"> <li>- Were there any unintended changes facilitated by the CoE project? If yes, which ones?</li> <li>- Was there anything significant related to public discourse / media coverage of this CoE project?</li> </ul>	
	<b>What have been reasons for achievement and lack thereof?</b>	<ul style="list-style-type: none"> <li>- How exactly was your entity/ministry/organisation included in the project design?</li> <li>- What were the most useful features of this project from your point of view?</li> <li>- Could you share (if any) bottlenecks that hampered the project implementation from your entity/organisation/ministry point of view?</li> <li>- Is there any group (of citizens/beneficiaries) / entity or</li> </ul>	<p>Stakeholders' input indicates the level of achievement of the project's expected results while explaining contributing/constraining factors.</p>

Evaluation criteria	Question (ToR)	Sub-questions	Possible approach / indicators
	<p><b>To what extent does the selection of topics and modalities of implementation reflect the needs of the Republic of Armenia?</b></p>	<ul style="list-style-type: none"> <li>- For what reason has your entity/organisation/ministry engaged itself in the CoE project?</li> <li>- What needs of your entity/organisation/ministry has the CoE project fulfilled and why?</li> <li>- Were there any relevant needs the CoE project has not addressed and why (not)?</li> <li>- What topics and modalities would your entity/organisation/ministry appreciate under the future CoE projects?</li> <li>- How has the project responded to the misconceptions about the Istanbul Convention and VAW/DV?</li> </ul>	<p>Desk research indicates the level of alignment between the project’s interventions vs. the needs and priorities of the Armenian stakeholders.</p> <p>Stakeholders’ input on the level of alignment between the project’s interventions vs. the needs and priorities of the Armenian stakeholders.</p>
	<p><b>To what extent can it be expected that the project partners will continue to use the materials and knowledge developed?</b></p>	<ul style="list-style-type: none"> <li>- How likely would you recommend the CoE project outputs [i.e. training sessions, translated materials, etc.] to your own collaborators and end-users? (And why / not/ ?)</li> <li>- How do you see your entity/organisation/ministry’ s past and future commitment to the CoE project?</li> </ul>	<p>Stakeholders’ input indicates the level of sustainability of outputs and outcomes (i.e. in terms of financial and human resources allocated).</p>

Evaluation criteria	Question (ToR)	Sub-questions	Possible approach / indicators
	<p><b>To what extent does the selection of topics and modalities of implementation reflect the needs of the Republic of Armenia?</b></p>	<ul style="list-style-type: none"> <li>- For what reason has your entity/organisation/ministry engaged itself in the CoE project?</li> <li>- What needs of your entity/organisation/ministry has the CoE project fulfilled and why?</li> <li>- Were there any relevant needs the CoE project has not addressed and why (not)?</li> <li>- What topics and modalities would your entity/organisation/ministry appreciate under the future CoE projects?</li> <li>- How has the project responded to the misconceptions about the Istanbul Convention and VAW/DV?</li> </ul>	<p>Desk research indicates the level of alignment between the project’s interventions vs. the needs and priorities of the Armenian stakeholders.</p> <p>Stakeholders’ input on the level of alignment between the project’s interventions vs. the needs and priorities of the Armenian stakeholders.</p>
		<ul style="list-style-type: none"> <li>- What has encouraged / discouraged your active participation in the CoE project?</li> <li>- How likely is your entity/organisation/ministry going to allocate its own funds &amp; human resources to activities previously ran by the CoE project?</li> <li>- Do you assess the CoE project outputs [i.e. translated materials, training sessions] as user-friendly and why (not)?</li> <li>- How, in your opinion, has the project challenged the existing gender stereotypes in Armenia?</li> </ul>	

## Annex 2 – List of key informants

The evaluation team interviewed the following list of interviewees:

### **Project partners**

#### **Ministry of Labour and Social Affairs (MLSA)**

Sophie BOSTANCHYAN, Head of Human Trafficking and Women’s Issues Department, Ensuring Equal Opportunity Division

Ani SAHAKYAN, Senior Specialist, Human Trafficking and Women’s Issues Department, Ensuring Equal Opportunity Division

#### **Police of the Republic of Armenia**

Edgar PETROSYAN, Head of Department of Prevention of Juvenile Crime and Domestic Violence and Deputy Head of the General Department of Public Safety Protection, Police Colonel

#### **Police Educational Complex of Armenia**

Misak MARKOSYAN, 1<sup>st</sup> Deputy Head of Police Educational Complex, Police Lieutenant Colonel

#### **Human Rights Defender’s Office (HRDO)**

Anna KARAPETYAN, Head of International Cooperation Department, formerly Ministry of Justice (MoJ) Head of Department

#### **Ministry of Education, Science, Culture and Sport (MESCS)**

Lusine ALEKSANYAN, Expert from National Education Development Center

#### **Academy of Justice of the Republic of Armenia**

Margarita AMYAN, Vice-rector

### **Council of Europe**

#### **Project team**

Sara HAAPALAINEN, until September 2021 Policy Adviser, Capacity Building and Co-operation Projects Unit, Gender Equality Division, Council of Europe, Strasbourg

Liana AMIRBEKYAN, Senior Project Officer, Council of Europe Yerevan

### **Civil Society**

Maro MATOSSIAN, Director of the Women Support Center NGO, Coalition against Violence member

Zaruhi HOVHANNISYAN, Co-ordinator of Coalition against Violence

Naira ARAKELYAN, Executive Director of Armavir Development Centre

Liana SAHAKYAN, President of SOSE Women’s Issues NGO

Anahit GEVORGYAN, Head of Martuni Women's Community NGO

**End-beneficiaries (training participants)**

Hasmik HOVHANNISYAN, journalist & media platform co-owner

Hasmik PETROSYAN, social worker

Lilit JHANGIRYAN, police officer

Liz GRIGORIYAN, judge

## Annex 3 – Documentation & Data Collection Tools

Project documentation was made available to the team, namely:

- ✓ Project Proposal and its Annexes
- ✓ Annual Progress Reports 2019 – 2021
- ✓ General Project Work Plan 2019 – 2021
- ✓ Armenia Action Plan Evaluation Final Report 2022
- ✓ Project Logframe
- ✓ Awareness Raising and Communication Plan

The evaluation team has also reviewed the corresponding project partners' implementation outcomes as stated in the *List of documents, activities, courses and reports developed by the project*. The evaluators also reviewed the contents of the project website.

Two **interviewer guides** based on open questions and flexible structure were developed: one for project implementing partners and another one for the project end-beneficiaries. Each of them had a few demographic questions in the final part. Their content was verified against the nationwide Census to adhere to the national standards. Both guides could be found below.

## Interviewer Guide for Project Partners, Project Evaluation CoE VC 2227

Date:

Name(s) and function(s) of interviewee:

Evaluation phase: Data collection

Location:

In confidence / quotable – please specify

Standard introduction by interviewer(s): thanks, self-introduction(s), introduction of evaluation purpose, clarification of quoting policy and data protection considerations. The text below is applicable to project partners only.

*'Thank you<sup>12</sup> for taking the time to meet me. I am a member of an independent consultancy team (Blomeyer & Sanz) contracted the Council of Europe's Office in Yerevan. We have been conducting the evaluation of the project **The Path towards Armenia's Ratification of the Istanbul Convention**<sup>13</sup>. The purpose of this evaluation is to better understand how this project has worked over 2019 - 2022, to assess its results and whether it was useful to its beneficiaries. This exercise is not an audit: our aim is to learn from this experience and identify how CoE's projects could be improved in the future. We will be grateful for your open feedback; the interview should take approximately 40 minutes. Let me assure you that all direct responses will be kept confidential and shared only within the evaluation team. I am going to record our interview and you may withdraw from it any time without indicating a reason. Unless you authorise us to quote you by name in the final report submitted to CoE, your quotes will not be quoted in a way that can be attributed to you personally.'*

### Standard set of questions:

#### 1. Role of the interviewee in the project

- *Please describe your role in the project.*
- *Were there any changes in the role(s) over time? If yes, please describe.*
- *If not mentioned previously: Were you member of the project's Steering Committee?*

#### 2. Description of the project from the interviewee's point of view (PoV)

- *Please describe the project from your PoV, what did it consist of?*
- *Were there different stages, which ones?*

#### 3. Reasoning for project's topics and modalities

- *For what reason has your entity/organisation/ministry<sup>14</sup> engaged itself in the CoE project?*
- *What needs of your entity/ organisation/ministry has the CoE project fulfilled and why?*
- *How exactly was your entity/ministry/organisation included in the project design?*
- *Were there any relevant needs the CoE project has not addressed and why (not)?*
- *What topics and modalities would your entity/organisation/ministry appreciate under the future CoE projects?*
- *How has the project, in your PoV, responded to the misconceptions about the Istanbul Convention and VAW/DV?*

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<sup>12</sup> Only the texts in *italics* to be presented to an interviewee [orally]

<sup>13</sup> The project title was purposively shortened

<sup>14</sup> To be adjusted in line with the interviewee's employer: MLSA, MoJ, MECS, Police & Police Educational Complex, HRDO, Academy of Justice, CoE, NGO

#### 4. Achievement of project's expected results

- *What is the extent of preparedness of Armenian authorities to ratify the Istanbul convention [after the project completion]?*
- *What was the most significant change the CoE project brought to your entity/organisation/ministry?*
- *Were there any unintended changes facilitated by the CoE project? If yes, which ones?*
- *Was there anything significant related to public discourse / media coverage of this CoE project?*
- *What were the most useful features of this project from your PoV?*
- *Could you share (if any) bottlenecks that hampered the project implementation from your entity/organisation/ministry PoV?*
- *Is there any group of citizens/beneficiaries you missed in the project? If yes – please describe which one and why.*
- *Whom would you invited to participate in the next phase of the CoE project if you would have the chance? Please describe why.*

#### 5. Outputs' user friendliness & project's sustainability

- *How likely would you recommend the CoE project outputs [i.e. training sessions, translated materials, etc.] to your own collaborators and end-users? (And why / not/ ?)*
- *How do you see your entity/organisation/ministry' s past and future commitment to the CoE project?*
- *What has encouraged / discouraged your active participation in the CoE project?*
- *How likely is your entity/organisation/ministry going to allocate its own funds & human resources to activities previously ran by the CoE project?*
- *Do you assess the CoE project outputs [i.e. translated materials, training sessions] as user-friendly and why (not)?*
- *How, in your opinion, has the project challenged the existing gender stereotypes in Armenia?*

#### 6. Demographics

- *Finally, let me just ask few demographic questions:*
  - o *a) Do you reside in a town or in the countryside?*
  - o *b) How old are you?*
  - o *c) Do you need any special condition(s) which would address any physical, mental or combined limitations either at work or at home?*
  - o *What is your ethnicity?*

#### 7. Closing of the interview

*'Thank you again for your time, and for sharing your opinion with me. This is very valuable for the Evaluation Team and the CoE to constantly learn and continue improving its projects. Should you have any questions or recall any further information that you might not have thought of today, you may reach me with the following contact details' [give preferred contact details].*



## Interviewers Guide for Project End-Beneficiaries, Project Evaluation CoE VC 2227

Date:

Beneficiary profile:

Evaluation phase: Data collection

Location:

In confidence / quotable – please specify

Standard introduction by interviewer(s): thanks, self-introduction(s), introduction of evaluation purpose, clarification of quoting policy and data protection considerations.

*'Thank you<sup>15</sup> for taking the time to meet me. I am a member of an independent consultancy team (Blomeyer & Sanz) contracted the Council of Europe's Office in Yerevan. We have been conducting the evaluation of the project **The Path towards Armenia's Ratification of the Istanbul Convention**<sup>16</sup>. The purpose of this evaluation is to better understand how this project has worked over 2019 - 2022, to assess its results and whether it was useful to its beneficiaries. Our aim is to learn from this experience and identify how CoE's projects could be improved in the future. We will be grateful for your open feedback; the interview should take approximately 40 minutes. Let me assure you that all direct responses will be kept confidential and shared only within the evaluation team. I am going to record our interview and you may withdraw from it any time without indicating a reason. Unless you authorise us to quote you by name in the final report submitted to CoE, your quotes will not be quoted in a way that can be attributed to you personally.'*

### Standard set of questions:

- *In what activities(s) of the project did you take part? Please elaborate.*
- *Why did you decide to participate in the project [training(s)]?*
- *Did you stay for the whole [training] component? Have you finished the training?*
- *What were your expectations before starting your participation?*
- *Did the training(s) match your needs? If yes, how?*
- *Could you give your opinion about the: i) training as a whole; ii) separate components/blocks/days<sup>17</sup>*
- *What are the greatest personal take-aways you get from the training(s)? You could name up to three.*
- *Did the trainings help you to develop your professional skills and competences? If yes, please give concrete examples – how?*
- *Have you received any training [project] materials for further use? – If yes: which ones?*
- *Follow-up questions:*
- *How many times have you used the materials since the closure of the training(s) [project]?*
- *How user-friendly are the materials you received? Please give a rating on a {Scale 10-1 out of which 10=super user-friendly to 1=super user-unfriendly}*
- *How likely would you recommend the project/training materials to a colleague or a collaborator of yours? Please give a rating on a {Scale 10-1 out of which 10=very likely to 1=very unlikely}*
- *Was there any relevant area/issue/topic which the training(s) have not covered and should have? Please explain.*

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<sup>15</sup> Only the texts in *italics* to be presented to an interviewee [orally]

<sup>16</sup> The project title was purposively shortened

<sup>17</sup> See what is relevant to each beneficiary/training

- *Would you say that you have the sufficient expertise to potentially provide a similar training yourself to a new audience?*

#### Demographics

*Finally, let me just ask few demographic questions:*

- *a) Do you reside in a town or in the countryside?*
- *b) How old are you?*
- *c) Do you need any special condition(s) which would address any physical, mental or combined limitations either at work or at home?*
- *What is your ethnicity?*

*Is there anything else you would like to add (which was not mentioned)?*

#### Closing of the interview

*'Thank you again for your time, and for sharing your opinion with me. This is very valuable for the Evaluation Team and the CoE to constantly learn and continue improving its projects. Should you have any questions or recall any further information that you might not have thought of today, you may reach me with the following contact details' [give preferred contact details].*