



EU TECHNICAL ASSISTANCE
TO CIVIL SOCIETY ORGANISATIONS
IN THE WESTERN BALKANS AND TURKEY



COMMUNITY RESILIENCE FORUM 2021

20-21 OCTOBER, 2021

BELGRADE, SERBIA



The structure of the presentation

1. What are the most important/critical COVID measures taken by the government during the pandemic and how did these measures effect the basic freedoms and rights in your country?

2. What kind of activities did your organization undertake related to protecting/monitoring the state of human rights during COVID-19 pandemic?

3. What was the biggest challenge for your organization during the COVID-19 pandemic? How did you overcome this challenge?

4. What was the biggest challenge that your constituencies have faced during the COVID-19 pandemic?

5. What kind of different methodologies have you tried to navigate around such difficulties?

The most important/critical COVID measures taken by the government

- ❖ Budgeting social services for victims of dv and GBV. During 2020, as a result of the situation caused by the COVID19 pandemic, an extra 922,725 ALL was allocated based on a special agreement signed between the Municipality of Tirana and the Counseling Line for Women and Girls. In 2019 it received **3014** phone calls and conducted 861 face-to-face counseling sessions; in 2020 it received **5597 phone calls** and conducted 650 face-to-face counseling sessions;
- ❖ Protocol of managing cases of dv through the Coordinated Referral Mechanism of cases of dv during COVID 19 situation, the Standard Operating Procedures for health care and social services professionals are adopted;
- ❖ Protocol of functioning of the public and non public shelters during COVID 19 are adopted; The operational protocol of LILUUM, the first crisis management centre for

sexual violence cases is adopted.

- ❖ An online platform has been set up (juristionline.al), a collaboration between the Ministry of Justice and the Open Society Foundation for Albania (OSFA). Legal advice and information can also be received by calling the free hotline 08001010;
- ❖ The court continued to judge cases of domestic violence and cases related with this phenomena during pandemic situation;
- ❖ Amendments to Law No. 9669/2006 “On measures against violence in family relations”, in 2018 and 2020 are adopted envisaging the Order for Preliminary Protection Measures which is issued on the basis of a mandatory risk assessment procedure.

Adjusted approaches and tools

Challenges in the projects implementation:

- ✓ The pandemic situation of COVID-19 has impacted the number of survivors of GBV and DV who were stuck with their perpetrators and the way of fulfilling their needs; CSOs have to understand this.
- ✓ The direct communication with the community on information and awareness is reduced.
- ✓ There are difficulties faced by CSOs in **reaching out the beneficiaries;**

New approaches of CSOs, active in responding the needs of the beneficiary in new circumstances: (ADAPTIVE CAPACITY)

- -The psychological support, primary and secondary legal aid, are provided mostly online or

via telephone and social media channels; Close cooperation with CRM and community coordinators in rural areas;

- Combining services and support providing free legal aid, psycho social support, food package, clothes, social housing, hygienic packages, continued and safe access to support services such as shelters, medication, free and safe transport to the shelters or other institutions etc., listening their needs, respecting safety of the beneficiaries; (under the frame of urgent grants)



- Information on line on the survivors' rights & available services; Pro bono teams with students of Law Faculty;
- Strategic litigation; (how the group is affected)
- Door to door meetings, information in small groups, etc. with focus on marginalized groups, parallel activities;
- Monitoring of the performance of the CRM during COVID 19 (GADC, CLCI; member organizations of AWEN; etc)
- On line trainings and on job trainings; (Thanks to Partners Albania for support with access in platforms)
- On line campaigns and the staff capacities in using technology are strengthened;
- Creative in communication using successful stories, with practical and useful information, telephonic number, etc;
- Coordination of efforts in case management;
- Funds from foreign donors, EC, agencies of UN and using emergency Funds;

Contribution in the improvement of laws, policies, procedures

- Contribution in the improvement of legislation, policies, protocols reflecting the recent circumstances and reflecting human rights approach; The analyze is done on which are the effects of the law, protocols, procedures to the rights of beneficiaries.
- Protocols on managing cases of domestic violence in pandemic situation from the CRM in local level,

procedures for professionals etc. are consulted with CSOs and some of suggestions are reflected;

Accountability of the system

- Working for accountability of the system based in the monitoring;
 - Calling for a higher level of accountability of state institutions using cases-failure of the system **and giving the message that legal responsibilities are legal responsibilities even in the pandemic situation;**
 - The advocacy is stronger, from a CSO to a network of CSOs, covering the whole country and having data and information;
 - It is monitored the implementation of dv law, social housing law, the law on juridical aid
- guaranteed by the state, in a progressive way for 2020 & 2021 (in process).
- One of the suggestions provided in the consultation process on the 2021-2030 National Strategy on Gender Equality (NSGE) was making the system accountable, which is reflected;

Advocacy based in data and cases

- ✓ Advocacy of the Monitoring Network Against Gender Based Violence is based in **data and cases**; (The source is strong and multiply from CSOs and using the requests for information to institutions)
- ✓ Some of the advocacy issues raised are: addressing of all forms of VAW, VAW in elections, effectiveness of the

work of the local institutions, the role of The National Council on Gender Equality, the budgeting of social services in local level, etc.

- ✓ Communication expertise and visibility of the CSOs activity and especially impact are strengthened;

Using international bodies' recommendations as tools of change

- ✓ Participation of the Network at the UPR 'processes, GREVIO, Committee of Parties, CEDAW, etc.
- ✓ Reporting as a network to the international bodies and using their recommendations as a strong tool of change; (Indicator: number of recommendations of the organization or network part of the recommendations of CEDAW; GREVIO; UPR)
- ✓ Grass root organizations-important part of these initiatives in capacity building, monitoring, reporting and advocacy using recommendations of CEDAW, GREVIO, Committee of Parties; Methods used are engaging grass root organizations in gathering data and info giving the voice of the beneficiaries, mentoring the grass root organizations in the writing process of the shadow reports, and engaging them to use the recommendation in advocacy and lobbying;
- ✓ CLCI has received the status ECOSOC recently which will make our advocacy stronger;

Other good practices

- Under the frame of public consultation for the project budget 2022, the public hearing with women and girls are organized in different municipalities; This is an important point to contribute on financing the needs of the citizens, including raising the need for budgeting social services for the victims of dv (The Community Center “Today for the future” and other organizations are working with this component in different municipalities)
- Most of the Municipalities are more aware on hearing the needs of the beneficiaries, gathering the data from local CSOs and using data to apply for Social Fund support;

Some lessons learnt

- Knowing and promoting the role of CSOs in local level in pandemic situation;
- Using the international standards as a tool of change make the advocacy more stronger;
- The power of solidarity and working together in a network in monitoring, reporting, campaigns, advocacy, lobbying, visibility covering different districts;
- Adjusted approaches, tools and creativity are continuously needed especially in reaching and supporting beneficiaries;
- Capacity Building is very important too under the frame of resilience of the CSOs and communities; This activity inspired me to share the knowledge I gained with the

staff of CLCI and the Monitoring Network Against Gender Based Violence in Albania on the topic of Resilience Community;

- The advocacy and accountability has to be strengthened in pandemic situation giving a strong message that the right of life of the victims of GBV or other human rights are a priority in any situation;
- Transparency, being in continuous communication with beneficiaries oriented to results, visibility of the results, leadership and motivated staff, internal procedures and regulations of the organizations are of a high importance.



Questions & Comments



Resources

<https://rm.coe.int/albania-report-on-the-implementation-of-the-recommendations-from-cp-ic/1680a30d7f> monitorime.al/

-“Impact of COVID-19 on sustainability of Civil Society Organizations in the Western Balkan region”, CLCI, WBF;

-www.qag-al.org

<https://www.gadc.org.al/>

<https://rrjetikunderdhunesgjinore->