Division for the Advancement of Women

*"Good practices in combating and eliminating
violence against women"*

Expert Group Meeting

**Organized by: United Nations Division for the Advancement of Women
in collaboration with
United Nations Office on Drugs and Crime
17 to 20 May 2005
Vienna, Austria**

Report of the expert group meeting

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I.   Background

On 22 December 2003, the General Assembly of the United Nations adopted by consensus a resolution entitled "In-depth study on all forms of violence against women" (A/RES/58/185). The resolution requests the Secretary-General to conduct an in-depth study on all forms and manifestations of violence against women. The resolution spells out five areas to be addressed in the study:

(i)   A statistical overview on all forms of violence against women, in order to evaluate better the scale of such violence, while identifying gaps in data collection and formulating proposals for assessing the extent of the problem;

(ii)   The causes of violence against women, including its root causes and other contributing factors;

(iii)   The medium and long-term consequences of violence against women;

(iv)   The health, social and economic costs of violence against women;

(v)   The identification of best practice examples in areas including legislation, policies, programmes and effective remedies, and the efficiency of such mechanisms to the end of combating and eliminating violence against women.

The in-depth study will build on work that has been undertaken so far, synthesize and evaluate findings, and identify good practices and effective strategies, along with gaps and challenges. The study is intended to give a global picture of all forms of violence against women, the scale and prevalence of different forms of violence against women, its causes and consequences, as well as the costs of such violence. The study will identify gaps in knowledge and data collection, and give particular attention to good practice examples to highlight successful strategies to combat violence against women. Importantly, the study will include action-oriented recommendations that encompass effective remedies and prevention and rehabilitation measures.

General Recommendation 19 (1992) on violence against women of the Committee on the Elimination of Discrimination against Women confirmed that gender-based violence is discrimination within the meaning of article 1 of the Convention on the Elimination of All Forms of Discrimination against Women, thus bringing this concern within the human rights framework. The United Nations Declaration on the Elimination of violence against women (1993) identified three main types of violence against women, namely violence in the family, the general community, and perpetrated or condoned by the State, clarifying that such violence can take physical, sexual and psychological forms. Policy documents such as the Beijing Platform for Action adopted at the Fourth World Conference on Women (1995), the outcome document of the twenty-third special session of the General Assembly of June 2000, entitled "Women 2000: gender equality, development and peace for the twenty-first century", and various other United Nations resolutions and outcomes elaborated further the forms of violence against women and the sites where it takes place, and actions to combat and prevent its occurrence. These documents also highlighted the ways in which violence against women intersects with, and impacts on, other aspects of women's well-being and their enjoyment of their human rights.

1.1 Objectives of the expert group meeting

The Secretary-General's in-depth study on violence against women is expected to identify 'best practice examples in areas including legislation, policies, programmes and effective

remedies, and the efficiency of such mechanisms to the end of combating and eliminating violence against women.' The purpose of such identification is to enhance implementation of effective practices to combat violence against women.

Governments have provided examples of good practices for combating and eliminating violence against women in their reports under the Convention on the Elimination of All Forms of Discrimination against Women, in their responses to resolutions of the General Assembly on various aspects of violence against women, as well as in their responses to the questionnaire for the 10-year review and appraisal of the Beijing Platform for Action. Non-governmental organizations and entities of the United Nations system have also compiled examples of, and analyzed, good practices in combating violence against women.

While States have undertaken many types of initiatives to address violence against women, the classification of any such initiative as a "good practice" is far from clear. Is the identification based on the achievement of the objectives that the initiative was targeted to achieve? Is it based on the reduction in incidents of violence? Is the effectiveness of an initiative measured in a quantitative or qualitative way and is such measurement reliable? Some groups have developed a set of comprehensive indicators to test the effectiveness of different strategies. However, researchers on the topic have found that the knowledge base on effective initiatives is relatively limited, that few approaches have been rigorously evaluated and, as a result, the most that can be said about certain approaches is that they appear more or less promising in tackling violence against women.

Comprehensive multidisciplinary strategies are necessary to combat violence against women. Governments, non-governmental organizations and women's rights activists all over the world have used different approaches in dealing with violence against women, with varying degrees of success. To gain an understanding of what makes an approach to combat violence against women effective, the United Nations Division for the Advancement of Women, in collaboration with the United Nations Office on Drugs and Crime, convened a group of experts in Vienna from 17 to 20 May 2005. The purpose of the meeting was to identify the factors which make a specific initiative, or type of initiative, a good practice example, evaluate the determinants or indicators of the effectiveness of strategies in various areas and identify legislation, plans, policies and other approaches that have been effective in combating violence against women. The aim of the expert group meeting was to arrive at a set of recommendations on 'good practice examples' in combating and eliminating violence against women.

This report lays out the expert group's recommendations for elements of effective practices in combating violence against women in the areas of law, prevention, and provision of services.

1.2   *Participants and format of the meeting*

The group consisted of a broad range of experts (see Annex I for the list of participants). The participants elected the following officers:

Chairperson:	Lisa Vetten
Vice-chairperson:	Zarizana Abdul Aziz
Rapporteur:	Liz Kelly
Facilitator of Working Group on Law:	Sally Goldfarb
Facilitator of Working Group on Prevention:	Hilary Fisher
Facilitator of Working Group on Services:	Lepa Mladjenovic

During the first one and a half days of the meeting, the experts presented papers and case studies for discussion in plenary. During the second half of the second day and on the third and fourth days the themes presented in plenary were further developed in working groups, and recommendations were developed in regard to each of the topics of the meeting. Following is a summary of the discussions and recommendations developed during the meeting.

II. Focusing on the goal: elimination of violence against women

> *Violence [against women] must be addressed on multiple levels and in multiple sectors of society simultaneously, taking direction from local people on how women's rights may be promoted in a given context. By working on the improvement of data and statistics on violence against women, adopting special legislation that guarantees equal protection of the law and enforcement of its provisions, Governments can put in place the building blocks of a system that can respond more effectively to gender-based violence. The allocation of resources, support to research and documentation on causes and consequences of gender-based violence, education and prevention programmes to support efforts to increase community responsibility, making information on women's rights readily available and creating partnerships between Governments and NGOs are also necessary important steps.*

> **Report of the Special Rapporteur on Violence Against Women, Executive Summary, E/CN.4/2003/75, 6 January 2003.**

As awareness and the knowledge base on violence against women has grown over the last two decades, the scope and persistence of the problem has become more visible. In the search for effective responses and interventions there is a danger of losing sight of the ultimate aim which, as articulated by the United Nations in 1993, is to eliminate violence against women. The direction of change-making efforts, therefore, should have this as the ultimate ambition, and assessment of policy and practice should be mindful of this overarching aim.

Decreasing the prevalence of violence against women requires challenging its acceptance, especially the many ways in which victims/survivors[1] are blamed and perpetrators excused, transforming the diverse cultures of complicity and impunity across the globe.[2] In the short and medium term, support and recourse for individual victims of gender-based violence must be provided, but simply seeking to mitigate the worst excesses will never decrease the

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[1] Both terms are used in the non-governmental organization community, although survivor has often been preferred since it is understood as asserting that women and girls are not inherently passive or vulnerable. It is also possible to insist that the word 'victim' is understood in the same way – having one's rights to bodily integrity violated does not preclude the possibility of resistance and/or coping at the time assaults take place, as well as in their aftermath. Victims can still have agency, albeit that their space for action has been diminished by violation.

[2] It unfortunately remains the case that, when pushed to reveal their underlying attitudes, too many men believe that in certain circumstances they should have the right to expect to control women's actions. At the same time, forming alliances with men of good faith who wish to transform masculinities based on domination has increasingly become part of efforts to eliminate violence against women.

incidence of violence. Work on prevention must become more of a priority, and the potential for preventative outcomes should inform all interventions.

Efforts to combat violence against women have undergone extensive changes since the 1970s, reflected in evolving language and practices as well as changes in the aspirations and demands of women and girls. As understanding has grown, it has been possible to identify unintended consequences of particular courses of action. For example, the belief in the right to refuse sex in marriage is recent and still remains 'unthinkable' for some women and men. The idea that perpetrators of violence, rather than the victim and her children, should have to leave the family home is gathering momentum in many places. Such normative shifts reflect the success of the first generation of practice and, as a consequence, create a need to respond and adapt to changed conditions.

Under international law, a State may be responsible for acts of violence against women committed by non-state actors if it fails with due diligence to prevent, stop and investigate acts of violence, punish perpetrators and provide compensation to the victims, as specified in General Recommendation 19 (1992) of the Committee on the Elimination of Discrimination against Women. The legal concept of due diligence clarifies the responsibility of States to make women's rights a reality. This responsibility is enshrined within the established requirement of exercising due diligence to respect, protect, fulfill and promote human rights. Exercising due diligence includes actions with respect to prevention, investigation of violations of human rights that have occurred and prosecution of perpetrators through fair proceedings. It also requires that adequate reparations be made to victims, including compensation, justice and 'rehabilitation'.

Despite strong and evolving policy from the United Nations, most States fail to comply fully with their international obligations: some States lack the political will to translate international human rights treaties, which they have ratified, into effective domestic laws that protect women from violence; some fail to allocate adequate resources to implement laws, put in place necessary measures such as policies, services and practices, or to develop and support primary prevention programmes; women's services everywhere struggle for meagre resources, and in many countries and regions there are no specialized services at all; too many perpetrators continue to escape sanction even when they commit grave and repeated acts of gender-based violence; there are few claims by States to have made even the smallest reduction in overall prevalence; policy development and investment of resources has tended to follow populist agendas, with, for example, domestic violence and/or trafficking in women receiving most attention in the 1990s; work on prevention has in almost all contexts been limited to local short-term measures.

Significant differences exist in access to support and remedies: depending on where women currently suffering abuse or attempting to deal with its legacies live in the world determines the kinds of support – if any – that are available to them, and the sanctions – if any - their abusers receive. In this context, the basic parameters of 'good practice' remain to ensure that all women have access to basic protections, support and redress, including women who are currently excluded because they are undocumented, or have uncertain legal status. The right not to be abused must be absolute. States have the responsibility to address all violations of women's human rights that take place on their territory and/or are committed by their citizens in extra-territorial contexts.

Whilst the challenges in eliminating violence against women for medium and low resource countries are greater, it is crucial to recognize that sustainable development is compromised by violence against women and gender inequality more generally. As research undertaken primarily in developed countries illustrates, the consequences of violence against women involve considerable economic costs, including to health and legal services, alongside lost productivity, and more long term costs to the educational achievement of children. Violence against women results in direct financial costs to individuals, communities and the State, in addition to losses of social and cultural capital.

Globally there are few examples of States that have committed themselves to sustained, strategic and integrated approaches to combating violence against women, with a commitment to long-term change to make violence against women unacceptable to society as a whole.[3] Yet such systematic transformation is called for under international commitments, especially since the Fourth World Conference on Women and the adoption of the Beijing Declaration and Platform for Action.

2.1 *Defining violence against women*

The question of definition recurs in relation to all issues, as new knowledge and perspectives extend understanding. The 1993 United Nations Declaration on the elimination of violence against women provides a very broad and inclusive framework.

> Violence against women means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. (General Assembly resolution 48/104 of 20 December 1993, Article 1)

Specifically, the Declaration outlines a broad variety of acts and circumstances that are included in this definition:

> Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation, and other traditional practices harmful to women, non-spousal violence and violence related to exploitation;

> Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation occurring at work, in educational institutions and elsewhere, and trafficking in women and forced prostitution;

> Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.

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[3] In presenting progress in combating violence against women, it should no longer be acceptable for high resource countries to use localized projects or centres of excellence in metropolitan areas as evidence of progress when they should have ensured a network of services providing equal access for all women. Equally, incremental legal reform is an insufficient response towards the international standard of comprehensive review of the legal framework to ensure access to justice, protection and compensation for all women and girls whose rights to bodily integrity and human dignity have been violated.

The Declaration recognizes that some groups of women are particularly vulnerable to violence, such as: women belonging to minority groups, indigenous women, refugee women, migrant women, women living in rural or remote communities, destitute women, women in institutions or in detention, female children, women with disabilities, elderly women and women in situations of armed conflict. Subsequent international legal and policy instruments have expanded this framework to trafficking for sexual exploitation, sexual and gender-based violence in conflict including forced pregnancy, and explored the question of deliberate exposure to HIV/AIDS.

This definition of violence against women has proved extremely helpful in indicating that such violence occurs in a range of contexts, and especially in drawing attention to violence in the family.[4] The fact that various forms of violence against women continue to be 'legitimized' and 'normalized' makes it necessary, at all levels, to name them explicitly, as well as to locate them as violations of rights. Services need to enable women to name their own experiences and the tendency towards using gender-neutral concepts is unhelpful. For example, the important naming of 'sexual harassment' in the late 1970s has been eclipsed in many western countries by gender-neutral concepts of 'bullying' and 'violence at work'. In the process, the complexity of sexual harassment has been lost, as has its connection to gender inequality. The integration of violence against women into mainstream human rights thinking and discourse should not be at the cost of losing a sense of the violations of women's bodies, minds and spirits.

At the same time, there are ongoing debates about naming particular forms of violence against women, and locating specific practices. For instance, are crimes in the name of honour a specific form of violence against women or simply one form of femicide where women victims have transgressed local expectations of acceptable femininity? Should we use the term female genital mutilation or genital cutting? In addition, the more hidden and emerging forms of violence against women must be better documented, including those facilitated by globalisation and information and communication technologies, such as sex tourism and sexual exploitation through the internet.

The linkages between the causes and consequences of all forms of violence against women need to be further highlighted. For example, the extent and persistence of violence against women (even in the countries that have achieved a high level of formal gender equality) demonstrates its relative independence as a mechanism for the maintenance of male dominance and women's subordination. One useful tool in this respect is the conceptualization of violence against women as a continuum[5] across a number of dimensions - this makes it possible to both highlight the links and connections between the forms of violence against women, whilst allowing for variations in contexts and cultural meanings.

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[4] However, one unfortunate and unintended consequence internationally, of the definition's elision of forms of violence and the contexts in which they occur, has been the relative neglect for over a decade of sexual violence that occurs outside the contexts of conflict and trafficking – in fact the majority of rape globally takes place between men and women who know each other, and a significant proportion takes place between current and former partners – but rape in marriage, despite the above definition, remains outside the legal code in many countries. The relative neglect at the international level of sexual violence has meant that preventative and remedial work in that sector has been under-funded to an even greater extent than other areas, and that policy and practice development has received less attention than domestic violence and trafficking. Research across a number of European countries reveals an alarming pattern in many of rising reporting with relatively constant figures for convictions, meaning conviction rates have fallen in real terms. See Kelly and Regan, 2001; Regan and Kelly, 2003.

[5] See Kelly, Surviving Sexual Violence, 1987.

The continuum can be conceptualized in terms of the commonness/normalisation of certain forms in various contexts, and/or across the life course of women, and/or from the household levels to transnational contexts. Individual women and girls may experience their own continuum of physical, sexual, psychological and financial abuse, with some escaping all but minor incidents and others subjected to repeated abuse by the same and different men. This conceptual tool allows us to focus on various dimensions of violence, depending on what we wish to analyse, whilst encouraging an inclusive and holistic perspective.

III. Best/good/promising practices

Even at national level, describing any intervention as 'best' practice is to make a very strong claim suggesting that it works in all locations and for all individuals. The last decade has taught us the danger of such claims especially with respect to groups who already are disadvantaged in asserting their rights – for example, women with disabilities and those with uncertain legal status. Caution is even more important in a global context. Throughout the present report the terms 'good' and 'promising' practices are preferred. Likewise, the examples provided are not exhaustive, universally applicable or suggestive of unchanging contexts. Rather they are examples of currently applied practices and interventions which activists and evaluation suggest are good and/or promising. As we learn more and as women's expectations change, some may be eclipsed by innovations and new insights that offer even more promise in efforts to prevent violence against women.

There are no uncontested principles or rules for identifying 'good' or 'promising' practices. Many commentaries lack clarity about the subject of the 'good practice' – i.e., a set of principles, a strategy, an approach or a particular project – and whether recommended approaches are expected to be applied in all contexts or are context-specific. Whether something is 'good', 'promising' or 'effective' depends on the standards that are used in assessment, and on local circumstances. Family forms, living arrangements and livelihoods, and the capacities of the State vary across and within societies. So, for example, community-based strategies that appear effective in countries of the South may not work so well in countries in the North, and similarly the reliance on the police and the criminal justice systems to combat violence against women in the North may be less effective in the South.

Practices emerge in particular contexts and circumstances, often building on and learning from what has been tried before. Transfers of practices, adaptation of interventions to local particularities and available resources, establishment of and adherence to standards, principles underpinning interventions, and achievement of intended outcomes may be examples of good practice. Coordination and integration of services provided by different sectors and stakeholders and addressing all forms of violence against women are becoming more common and are often seen as good practice.[6]

Good practice: mapping and minimum standards
- The Department of Health in the United Kingdom is currently mapping the violence and abuse sector in England and Wales.
- The Women Against Violence Europe Network has developed minimum standards for shelters.
- Sexual assault services in Australia have established service standards.

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[6] Specific examples of good practices mentioned throughout this report were provided by experts at the expert group meeting.

> - FOWAAD, an NGO that works in the United Kingdom and Africa has developed practice standards with respect to female genital mutilation in the context of child protection policies.

When considering the transferability of 'good practice' it is useful to remember that even the most visionary and well-known models are changed and adapted when moved to a different context.

Good practice: learning and adaptation of techniques
- Civil law protection orders (injunctions) were introduced in the United Kingdom in 1978. In the 1980s such protection orders were linked to increased arrest and prosecution, re-education programmes for perpetrators and self-help groups for survivors in a 'co-ordinated community response' in Duluth, Massachusetts. Elements of both the United Kingdom and the Duluth models coalesced into the 'removal law' passed in Austria in 1997, which gives the police the right to remove perpetrators combined with a network of Intervention Centres that develop and provide responses to victims and perpetrators.
- Hospital-based responses to sexual assault have existed in some European capital cities and across much of Canada for as long as 15 years. A visit by a Malaysian doctor to St Mary's Sexual Assault Referral Centre in the United Kingdom began the process which resulted in the 'One Stop Shop' concept, which is currently promoted as good practice across Asia and beyond.

The last twenty years have taught us that responding effectively to violence against women is a dynamic, iterative, incremental process involving ongoing reflection, evaluation and adaptation. These processes happen within and between countries. The practices that are highlighted in this report should not be considered in isolation – they have emerged out of continuous learning and knowledge transfers. Transformations and adaptations will continue as we learn more about what does and does not work for whom and under what conditions.

3.1   Common principles and specificities

Common principles of good practice generally (specific principles in the areas of law, service provision and prevention are discussed in Sections IV, V and VI respectively) that emerged include the following:
- A key element in the development of good practice is the extent to which States enable their employees and others in a position to assist victims of violence – be they judges, prosecutors, police officers, border guards, health practitioners or teachers – to build their capacity and skill to understand and respond to all forms of violence against women. Specialized training and continuous learning are vital.
- A further element indicative of good practice is the measures taken to expand opportunities for members of civil society to take action defending women's rights and assert their commitment to a world in which women and girls are free and safe from all forms of violence against women.
- Practices cannot be considered good/promising if they fail to look after the needs of those who provide services and neglect to protect human rights defenders.
- Since control of women's sexuality underpins many forms of violence against women, an essential aspect of work to end violence against women is to establish the principle of women's sexual autonomy and ensure that legal systems uphold it.

- At the national and international levels, it is vital that institutions which take a lead in setting standards of policy and practice themselves adhere to these standards: for example, protection and promotion of women's human rights, especially protection from violence, should be an explicit component of all work undertaken in the name of the United Nations.

> *Good practice: putting our own houses in order*
> - Amnesty International, as part of its global campaign against violence against women, is focusing its efforts on internal processes and behaviour.
> - The United Nations is developing stronger codes of practice for peacekeeping operations and humanitarian work, especially with respect to sexual violence and abuse and trafficking in women.

Responses to violence against women share a number of common issues and concerns, including:
- poor and inconsistent implementation of international commitments, national laws and minimum standards;
- conditions of virtual impunity, due to the failure of States to effectively prosecute perpetrators;
- abuse still resulting in stigma and shame for victims of violence;
- violence against women being linked to structures and practices which permit men to believe their rights supercede those of women;
- a relative neglect in legal reform, policy and practice of sexual violence;
- poor resourcing of work to combat violence against women compared to other issues/sectors;
- little investment in primary prevention as a long term initiative;
- an absence of effective oversight mechanisms for action against violence against women at national levels;
- limited documentation and reflection on the routes women's movements have developed to speak with a collective voice and build strategic allies at national and local levels;
- the need for renewal and adaptation of feminist ideas whilst retaining the vision of ending violence and male domination more widely; and
- the need for increased investment and capacity-building for research, data collection and monitoring, especially with respect to benchmarking and evaluation on the effectiveness of new practices.

At the same time, the diversity of contexts and responses to violence against women is especially pronounced in a number of areas, including:
- the forms and scale of violence to be addressed;
- gender-specific or gender-neutral response to violence against women;
- the extent and content of engagements between the State and women's non-governmental organizations at national and local levels, including possibilities for multi-sectoral work;
- the extent to which the police and the health and education systems have been targeted for change, and whether there are "drivers of change" within these sectors;
- the scope of strategies/approaches/interventions: whether they are directed at violence against women in a comprehensive manner or one particular form of it, such as domestic violence;

- the inclusion, explicitly and practically, of girls in work on violence against women;
- the tools and mechanisms used towards State accountability – i.e., gender-sensitive budgeting, due diligence, shadow reporting, and adherence to the optional protocol to Convention on the Elimination of All Forms of Violence against Women;[7]
- the question of whether, how and in what roles men should be involved in work to end violence against women; and
- how community and community leadership are understood and the extent to which expectations are placed on neighbours/relatives/friends to intervene in incidents and become actors in the campaign to end violence in the lives of girls and women.

3.2 Challenges and debates

Violence against women has been a key theme for contemporary women's movements, but the issue of when and how to intervene has been a matter of debate for three decades. Unresolved questions remain a matter of ongoing debates and dialogues at all levels, including within the research community. Data and evaluation do not, by themselves, resolve fundamental questions: interventions that are shown to 'work' may not be adopted broadly for a range of reasons, only some of which are about resources. Equally, actions that statistical data suggest are relatively ineffective on their own in preventing violence against women continue to be widely used for their short-term impact and benefits for individuals.

Taking a global perspective – as the present report does – requires recognition of the constraints of context and the related possibilities. The form of the State, its commitment to women's equality, its relationship with non-governmental organizations and civil society, whether it is involved in armed conflict, and the resources it has to draw on, make fundamental differences in the forms of practices that are possible to combat violence against women. [8] The challenge, therefore, is to find ways to generalize about interventions and reforms without losing the specificity of current and historical contexts. This requires finding similarity within difference: whilst the demands one can make of the State, and whether and how they might be fulfilled varies across time and place, some aspects of legislation and responses to violence against women can be designated as 'basic' to be instituted/continued across contexts.

Good practice: adjusting to local contexts
- During periods of conflict, hotlines and shelters in former Yugoslavia and Northern Ireland provided their services across communities and highlighted the links between interpersonal and 'political' violence.

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[7] Concern focused especially on whether States in the North escaped the detailed scrutiny women's non-governmental organizations in the global South undertake, and whether human rights are implicitly viewed as being about 'elsewhere.'

[8] Efforts to prevent violence against women and support victims are particularly challenging where State actors are implicated in violence against women, especially in contexts of conflict and of sexual abuse of women and girls in various situations of custody and institutionalization. Similarly authoritarianism and contexts where activist women's non-governmental organizations are regarded as threatening pose particular challenges. Such contexts limit what it possible to recommend as 'good' practice since there can be no 'one size fits all' with respect to how civil society can engage with authorities: historical contexts and circumstances limit or extend space for action. In some situations, for example, it may be important for women to join broad anti-corruption campaigns since this is what prevents many women from reporting incidents of violence to government agents in the first place. Not all women's movements operate in contexts where making demands of national and/or local State agencies is an agreed or appropriate strategy.

The intersection of male dominance with race, ethnicity, age, caste, religion, culture, language, sexual orientation, immigrant and refugee status and disability – frequently termed 'intersectionality' and referring to multiple identities that might intersect within a given circumstance and context – operates at many levels in relation to violence against women. Trafficking flourishes where a series of compounding factors combine to limit women's space for action and potentials for sustainable employment. Migrant women, especially those who are undocumented, are not only additionally vulnerable to abuse and exploitation, but have limited options for reporting and intervention without jeopardizing their position. Similarly, many women with disabilities are abused by their caregivers. Multiple discriminations may make women more likely to be targeted for certain forms of violence, because they have less status than other women and because perpetrators know they have fewer options for seeking assistance or reporting.

Intersectionality can also refer to the depth, complexity and interconnectedness of the many forms of violence against women. Despite profound shifts in women's political representation and economic independence, such as in the Nordic countries, violence against women continues to occur at levels similar to those in countries that are ranked much lower on the Gender Equality Index. This situation suggests that whilst poverty and social exclusion may exacerbate violence against women and its consequences, they cannot be considered the sole causes of such violence, and addressing them may not necessarily have a significant impact on its prevalence. Theoretical perspectives therefore need to explore in more depth how violence is structured into male domination/gender-order, and whether it might increase or intensify when gender relations are being contested or are in flux.

In most States, efforts to address the persistent tolerance of violence against women are neither consistent nor maintained over time. Whilst justification for this lack of systematic efforts vary across place and time, there is no doubt that violence against women is not treated as seriously as other forms of crime or human rights abuse. Much welcome rhetoric has emerged over the last decade, yet the level of investment in support services, let alone prevention, remains minimal compared with many other issues. It would be revealing, for example, to compare recent expenditure for protection against terrorism with the resources spent to protect women and girls from domestic and sexual violence. The scale of harm in lost and diminished lives is incalculable, heightened in recent years through the links between coerced sex and HIV/AIDS.

Whilst research on and documentation of interventions has expanded considerably, the ability to demonstrate 'what works' continues to be limited due to inadequate resources to develop methodologies that can trace the subtle and profound changes necessary to end violence against women. This report offers some basic indicators to begin the process of data collection and trend analysis. However, these are blunt and crude measures, ill-suited for documenting the more complex processes involved in intervention and support. It would be worthwhile to invest in ongoing dialogue between non-governmental organizations, State agencies and researchers to explore, develop and refine new measurements appropriate for various levels of analysis. One component in such an effort might be an evolving national and international audit tool to chart (a) achievement of basic requirements and standards and (b) progress over time in addressing and eliminating violence against women. The initial work of the European Women's Lobby on indicators and the Women's National Commission in the United Kingdom on auditing ministerial actions offer useful reference points. Such a tool would have to transcend the tension between being too general as to offer little of value

and being so complex that even well-resourced countries would be deterred from undertaking the task.

Debate will continue about the relative salience and effectiveness of interventions at the community or State level. Intense differences of position, often reflecting regional perspectives, exist with respect to the boundaries between the appropriate sphere of activity for the State, civil society and the women's movement. Programmes for domestic violence perpetrators are an issue that highlight these fault lines, prompting intense and unresolved debates within and between countries about the extent to which men can and will change, and whose responsibility (other than their own) it is to bring about such change. In such a new field there is clearly room for different approaches, each of which faces the challenge of demonstrating that they contribute, in the short-term, to women's and children's safety and, in the longer term, to eliminating violence against women.

3.3 Framework for the development of 'good practices'

This section outlines a series of issues and ongoing debates within which practices are being developed. Each has a number of dimensions, which can only be briefly referred to within the limits of this report.

Integration/specialization
There are at least three aspects to this issue:
- Should services/practices/prevention cover all/a range of forms of violence against women or specialize on one?
- Should governments be encouraged to develop violence against women policies/strategies/plans of action or should the issue be mainstreamed across all policy concerns/priorities?
- Should professionals be specialized, i.e. dedicated police units/stations, specialist prosecutors, domestic/sexual violence courts?

Probably the best answer in all cases is to refuse either/or positions and opt for a both/and response. For example, specialisation is often criticized on grounds that low-level female staff are assigned to the task, communicating a double discriminatory message – both in relation to the issue and the female professionals. Specialisation should, therefore, be promoted only where it involves/requires up-skilling of women staff. A good example here is forensic nursing where, in some countries, nurses have replaced doctors in conducting forensic examinations, and in the process built a specialisation and training that results in their being more skilled examiners than most of their doctor counterparts.

Ending impunity
The failure of justice systems across the globe to effectively charge, investigate and prosecute human rights violations against women and girls has resulted in a system of global impunity for perpetrators, which must be urgently addressed. At the same, time States and non-governmental organizations must be alert to the risks of differential application of laws: both under-enforcement and over-enforcement constitute a problem for minority groups and victims with physical or mental disabilities. Ensuring that perpetrators are brought to justice is, in our view, a more important goal than increasing the penalties for gender-based violence. Sanctions should be appropriate to the crime. Demanding draconian sentences and sanctions may have the unintended consequence of decreasing reporting and convictions. At the same time, women lose faith in justice systems where sentences are minimal and fail to

offer them any protection. Negotiating a route through these extremes demands skill and dexterity from governments and the judiciary.

Empowerment
Empowerment is a crucial dimension in enabling victims/survivors to cope with their situations. Whilst the goal of many interventions is to empower women, there is considerable debate about how this is to be achieved. Among the unresolved debates is the question as to what decisions should be in women's hands and what should be taken by the State or the services: Should the State continue with prosecutions even where women make clear they do not wish to pursue them? Should support services leave it up to women to make and renew contact, or should they adopt more pro-active methods?

Alternative approaches to formal systems of justice
A range of 'alternative dispute resolution' systems is emerging, including women's tribunals and, in adversarial systems, the use of 'restorative justice'. The fundamental question here is whether violence against women should be taken out of the mainstream justice system and, if so, what the implications of such a move would be for the goal of ensuring violence against women is dealt with in the public realm and understood as criminal. How can safeguards and procedures be created within informal processes which ensure that women are not asked to subordinate their rights to a 'greater' good, be it community cohesion or protecting minority men from racism or family honour/reputation? There is also a danger that informal processes are used to play out local conflicts.

Whose agenda?
With the growing visibility of violence against women, and the progressive development of an international legal and policy framework, the range of actors dealing with the issue has increased significantly. The role of donors in determining funding priorities in resource poor contexts may not coincide with the priorities of the local women's movement. Concerns are emerging that newly established civil society groups are competing successfully for funds with long-standing groups that have struggled in inhospitable climates to address the issues. Donors should take care not to undermine the capacity of groups that have strong links in communities and established track records of promoting a gender equality and human rights agenda.

3.4   Building the human rights agenda

Human rights standards are the bare minimum of what every human being should expect to enjoy in their daily lives. They provide internationally recognized and legally enforceable benchmarks. Most, if not all, of the principles for action which underpin promising or good practices outlined in this report can be found in international human rights law and standards; indeed, some of the practical initiatives and activities are mandated by international human rights law. Adherence to international human rights instruments, without reservations, strengthens women's enjoyment of human rights and fundamental freedoms, including protection from gender-based violence. Such instruments include:
- International Covenant on Civil and Political Rights;
- International Covenant on Economic, Social and Cultural Rights;
- Convention on the Elimination of All Forms of Discrimination against Women and its Optional Protocol;
- International Convention on the Elimination of All Forms of Racial Discrimination;

- Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment;
- Convention on the Rights of the Child;
- The gender provisions of the Rome Statute of the International Criminal Code;
- International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families;
- Convention relating to the Status of Refugees and the protocol relating to the Status of Refugees;
- United Nations Convention against Transnational Organized Crime and its Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children;
- Security Council Resolution 1325 (2000) on women, peace and security;
- Declaration on the Elimination of Violence against Women.

Regional conventions that address violence against women, in particular the Inter-American Convention for the Prevention, Punishment and Eradication of Violence against Women (Belem Do Para) and the Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa, are likewise important tools.

The outcome documents of global conferences including the World Conference on Human Rights, the Fourth World Conference on Women, the International Conference on Population and Development and the World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance, provide essential policy guidance. States should also respect the Bangalore Principles of Judicial Conduct.

VI. Good practices in law

4.1   General principles

Law and legal systems reflect wider cultural values, and in this respect they have been implicated as structures that have not only reflected, but also re-created, gender-based power relations. As a consequence, legal reform has been a core strategy in efforts to create gender equality. Legal strategies with respect to violence against women need to take account of the explicit and implicit ways law and its implementation has failed women, leaving them unprotected and with no route to redress and justice.

> ***Good practice: delegitimizing male control over female sexuality***
> - In many countries, including South Korea, Japan, Philippines and Taiwan, marital rape has been criminalized.
> - In Pakistan, honour killing, which is the killing of women and girls for transgressing male honour, including through exercising their right in choice of partner, has been specifically criminalized.

Good practice in the field of law extends beyond the creation of new or reformed legal statutes to the equally, if not more, important questions of implementation and procedure. In a number of countries new laws have been introduced that appear positive on paper, but lack of implementation or failures to address procedural issues – such as enabling reporting, ensuring that the process is timely and providing legal aid/advocacy – dampen their potential.

Legal changes take place within the overall structure of legal systems, which vary considerably across the globe. The most obvious difference is between adversarial and investigative systems, leading to variations in who has responsibility and powers with respect to investigation, charging and prosecution of criminal cases, and how the system of civil law is (or is not) connected to criminal processes and procedures. Where connections between civil and penal laws are limited, protection and prosecution are separated. In addition, in many States various systems of religious or customary law are in place which might be applicable alongside civil/criminal law or in its place. Such systems are increasingly the target of reform efforts by women's organizations. Whilst principles need to be applicable across diverse contexts, they may also need to develop local variations that are effective in specific situations. However, cultural or religious arguments can never justify violence against women, and local customary laws should be available in addition to, rather than instead of, other legal remedies. Customary law must be in compliance with international human rights standards and the Convention on the Elimination of All Forms of Discrimination against Women. Wherever such laws are in conflict with human rights norms, in particular those of the Convention on the Elimination of All Forms of Discrimination against Women, the latter must take precedence and be the benchmark for national law reform and good practice.

Good practice: progressive use of customary and/or religious law
- In Malaysia, customary laws have been used to reform the Sharia in the introduction of the principle of division of matrimonial property.
- In India, women's groups and individuals are using the Muslim marriage contract (nikahnama) to assert women's rights to property and divorce.

Discrimination is a cause of, and makes women more vulnerable to, violence. A form of protection, therefore, is the repeal of all types of discriminatory laws including those relating to inheritance rights, divorce, citizenship, sexual and reproductive rights, division of matrimonial property and employment. An implicit form of discrimination is the way in which women's legal identity, interests and human rights are linked in law to those of children, the family and/or community.

Women with precarious legal status or without nationality are especially vulnerable and need to be protected through domestic legislation as well as through bilateral/multilateral agreements. Granting women migrants' independent legal status, rather than keeping their status dependent on male relatives or husbands, can provide important protection.[9] Similar protections are needed for women who are trafficked or smuggled and whose rights are violated by abusive or exploitative employers. In this respect, the unclear legal status of domestic work – which is invariably excluded from labour laws - needs to be addressed.

Good practice: enhancing legal status
- Some States, like the United States and Sweden, provide independent legal status for immigration purposes to victims of domestic violence.

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[9] This would, for example, ensure that male citizens cannot create conditions of severe inequality through using international marriage agencies, knowing that their wives will be denied citizenship should they leave the relationship.

4.2   Legal codes

Legal codes must reflect an unequivocal stand against violence against women. The State must adopt laws to prohibit and criminalize violence against women and ensure that they are effectively implemented. The drafting and implementation of laws with respect to marriage, divorce, child custody and visitation, public benefits, employment, housing and immigration should all be designed to address the safety and well-being of potential victims of violence against women. Furthermore, legal codes, and especially their implementation, should not discriminate against any social group.

> ***Good practice: violence against women laws***
> - In Sweden, the "Kvinnofrid law" (an old Swedish word which means women's peace) created a series of new offences, including 'gross violation of women's integrity' which enables prosecution of domestic violence as a course of conduct, strengthens the law on sexual harassment and criminalizes the purchase of sexual services.
> - The United States federal Violence Against Women Act, 1994, contains provisions designed to reduce the frequency of violence against women, provide needed services to victims, hold perpetrators accountable, strengthen law enforcement, improve research and data collection and reform immigration law to help battered immigrant women escape their abusers. The statute authorized the appropriation of 1.62 billion dollars in federal funds to support a broad range of programmes, including training of police, prosecutors, and judges; support of battered women's shelters and rape prevention programmes; creation of a national toll-free domestic violence telephone hotline; and establishment of a national database to improve local, state and federal law enforcement agencies' ability to record and share information on domestic violence and stalking offenses.
> - Many Latin American countries have enacted specific domestic violence laws that combine criminal offences and civil protections. Most of these laws include psychological violence in the definition of domestic violence.

Both criminal and civil remedies should be made available for the effective prevention and redress in cases of violence against women. Examples of civil remedies include orders of protection, actions for damages against the perpetrator, the police or third parties who fail to prevent the violence, governmental victim compensation funds and anti-discrimination laws.

> ***Good practice: civil right to compensation***
> - In the United States, victims of violence can seek civil damages from the perpetrator for infliction of violence, and in some circumstances, from the police or other actors who should have prevented the violence but failed to do so.

A functioning legal system is crucial for positive legal reform and procedural change. Lack of, or shortcomings in, such a system – as often happens during periods of conflict and transition – not only makes women more vulnerable to abuse, but also reduces recourse to support and redress. Corruption can also deprive women of legal redress and protection, especially when their abuser has the financial means to bribe law enforcement officials or the judiciary. It is vital to integrate awareness-raising, minimum standards and resources for combating violence against women in peacekeeping, development and humanitarian intervention and planning.

4.3 Investigation and prosecution of complaints

International standards require States to ensure that forms of violence against women are included in criminal law as criminal acts. In most jurisdictions, it is the responsibility of the police to record complaints and undertake initial investigations. In addition, the police also have powers to intervene, expel and arrest perpetrators of violence in the household. Police should keep official records of all complaints and undertake investigation and evidence gathering expeditiously. Evidence should be properly collected and safeguarded, and no burden in this respect should be placed on the complainant. Where possible, technological advances, such as digital photography or video recording, should be used. All female complainants should have the possibility of making complaints to, and being dealt with, by skilled and professional female staff.

Good practice: enabling and recording complaints
- Women's police stations in Latin America and women's police cells in India have led to an increase in the reporting and recording of violence against women. Further efforts are needed to increase the level of prosecution of these crimes.[10]

Many research studies reveal that the majority of reported cases of violence against women are not prosecuted, with the result that perpetrators escape sanction and women do not achieve justice. In this context, it is vital that police and prosecutors should not inappropriately drop or dismiss cases.[11] The special needs of complainants, especially with respect to communication, must be adequately dealt with. All consultations with the victim should take place in privacy, and access to information about the case should be restricted to those who absolutely need to know it. Finally, victims must have a role in deciding what police actions are required to properly deal with their concerns. In this respect, they should have access to legal advice and advocacy to enable them to make informed decisions, and to have the possibility of someone speaking on their behalf to law enforcement officials. Where a woman is considering withdrawing her complaint or not testifying, procedures should exist to explore her reasons, and whether additional protections might make a difference.

Good practice: linking prosecution, protection and services
- In the United States, New York specialized domestic violence courts incorporate services for victims along with criminal prosecution.
- United Kingdom hospital-based Sexual Assault Referral Centres (SARCs) provide 24-hour contexts in which rape can be reported, forensic examinations undertaken, and victims provided with medical and other kinds of support.
- Under the South African Domestic Violence Act, the police have an obligation to gather data and report to victims on progress of their cases and explain the legal process to the victim.

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[10] The development of women's police stations and cells has potential disadvantages which are briefly discussed in section 3.3 (Integration/specialization).
[11] Mandatory arrest and/or charge policies in all cases of intimate partner violence remains controversial. Supporters note that the State takes responsibility for prosecution; detractors point to failure to take into account the wishes of the victim. Some jurisdictions have witnessed inappropriate responses such as arresting both parties and prosecuting women who use violence in self-defence. The right of victims in some States to withdraw charges is also controversial, since they may have been subjected to undue pressure.

4.4   The rights of victims

In providing justice in cases of violence against women, rights of victims must be guaranteed under the law. This is a multi-faceted and wide-ranging goal involving a combination of law and its practical application, as well as provision of services and knowledge by women about the rights they have. Too often, however, legal systems alienate women from the very processes that are supposed to offer them justice and redress for their grievances. Skepticism about complaints relating to sexual violence and longstanding myths and stereotypes about women's behaviour and sexuality must be eliminated from legal systems and processes. These historic attitudes are the foundation of the burden of shame and stigma that victims carry. The privacy, dignity and autonomy of all victims must be respected and enhanced in the legal process. No woman reporting a crime against her should be subjected to procedures that are humiliating. Victims should have a right to actively participate in all stages of legal proceedings and to be informed about the process and progress of legal proceedings. Victims should also have the right to appropriate testing and treatment for sexually transmitted infections, emergency contraception and abortion.

Good practice: protecting women's dignity and integrity
- A number of countries, including Turkey and Jordan, have outlawed 'virginity tests' that accompanied complaints of rape by young women.
- Rape shield laws have been introduced in many countries to place limits on whether, and how, evidence about women's sexual history can be used in trials.
- Turkey's new criminal code makes it illegal for an offer of marriage to nullify sexual assault on a woman/girl unless a judge is convinced that the marriage was freely contracted.

Several countries have passed laws on the rights of victims, including the rights to legal advice and representation, information about their case, support and counseling. Other countries (such as the United Kingdom) have non-enforceable standards, whilst still others have created formal mechanisms to support victims/witnesses and to enable their voices to be heard in proceedings (Australia, Canada). Whilst these laws are not specific to violence against women cases, practices have developed within them, especially with respect to sexual and domestic violence, to enable women to continue with prosecutions.

Good practice: codifying the rights of victims
- Finland, Sweden and Switzerland have enacted 'victim support laws' that aim to counteract the weak position of victims, resulting from their victimization and the justice system's prioritization of rights of defendants. Such laws entitle victims to free legal advice and representation, alongside access to other forms of advocacy and support.

To exercise their rights, women need access to, and trust in, lawyers, translators, police officers, prosecutors and judges as well as timely medical treatment, none of which should incur costs or be so complex or remote that these factors effectively amount to disenfranchisement. Integrated 'one stop shops' can be an effective way for providing access to a range of rights and services.

Good practice: victims' ability to exercise rights
- Malaysian hospitals respond to child and adult female victims of sexual and

> domestic violence. Alongside receiving medical and forensic services, victims can lodge a complaint with the police, and where available have advocacy and support from women's non-governmental organizations.
> - Domestic violence legislation in South Africa, Austria and Malaysia requires victims be informed of their rights under the law.
> - Domestic violence legislation in many countries provides for immediate access to interim protection, which can create the safety necessary for women to exercise other rights.
> - Paralegals in Nepal were trained by UNICEF so that they could help enable women to exercise their legal rights.

Protection of victims/witnesses has become part of many systems of criminal prosecution. Protection in the case of violence against women however extends far beyond this and has developed primarily in civil law, especially with respect to intimate partner violence and familial child abuse. Such protections involve placing restrictions on the perpetrator's behaviour and either excluding him from the household or removing the victims.[12] Orders of protection may also deal, at least temporarily, with provisions for maintenance, child support, child custody and child contact. Protection is similarly important where female complainants are involved in criminal prosecutions, especially where they know the offender. If women do not feel that they will be adequately protected they may not make a complaint in the first place, or may withdraw a complaint at an early point.

Detention of women in jails for their own protection as practiced in some jurisdictions (especially in relation to protection from honour crimes) cannot be justified, since it constitutes a violation of women's rights. Such practice should be replaced by alternatives, such as safe houses/shelters and legal orders prescribing certain behaviours by those threatening a woman's life.

> *Good practice: protection*
> - In Austria, the 'removal law' provides the police with the power to remove domestic violence perpetrators from the home for 10 days. Women can apply to the court to have the order extended. Similar laws have been enacted in Germany and Switzerland.
> - Many jurisdictions provide opportunities for protection orders, including expulsion of the perpetrator from the common home. Such orders can be supplemented by other elements including access to shelters, victim/witness protection, and anti-stalking/ harassment laws.
> - New Zealand's law on child contact following separation specifies that where violence or abuse has been perpetrated the court cannot order contact until it is satisfied that it can be undertaken safely for the children and their non-abusive parent.

Punishments and penalties for the perpetrators should be proportional to the severity of the offence/crime, with increased penalties for repeat offences. The underlying rationale should be the safety and protection of the current and future potential victim(s).

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[12] The kinds of conditions that judges and magistrates can impose have parallels in other systems where community leaders, or systems such as family group conferencing and sentencing circles, intervene and set parameters for unacceptable behaviour.

4.5   Implementation of the law and evaluation

Successful implementation of the law requires resources to build both effective institutions and the skills and capacities of personnel. Specialized police units, prosecution departments, courts, and/or alternative tribunals hold promise but their effectiveness depends on many factors, including quality of staff, amount of funding, and relationship to other legal institutions.

The role of the judiciary in enforcing and interpreting laws in crucial. In some jurisdictions, the pro-active role played by the judiciary has contributed significantly towards establishing new norms and standards in relation to violence against women.

Good practice: law reform as social change
- Courts in India and in the United States defined the parameters of the prohibition of sexual harassment in the Indian case of *Vishakha v. State of Rajasthan*[13] and the United States case of *Meritor Savings Bank v. Vinson.*
- Rulings by the Supreme Courts of Nepal, South Korea, the United Kingdom and Zimbabwe removed the marital rape exemption.

The State has a duty to ensure – through training and awareness-raising – gender sensitivity of the judiciary and all actors in the legal domain. There is also a need for gender-sensitized women judges and prosecutors. Civil society, including non-governmental organizations, has amassed considerable experience and expertise and should have the opportunity to providing training to State agencies.

Good practice: training
- In the United States, the National Judicial Education Program to Promote Equality for Women and Men in the Courts has prepared a training curriculum on rape and sexual assault for judges, other court personnel, and prosecutors.
- The Council of Europe produced a self-training manual for police officers called the VIP Guide.
- The United Nations Division for the Advancement of Women implements colloquia for judicial officers on the use of international human rights law, especially the Convention on the Elimination of All Forms of Discrimination against Women, in domestic courts in support of a jurisprudence of gender equality.

Baseline studies and gender auditing of all laws are useful evaluation strategies. All States should conduct research and gather statistics on violence against women. In particular, the number of reported cases, prosecutions and convictions for all forms of violence against women should be collected and trends over time noted. Use of protective remedies and awards of compensation should also be assessed. A yearly report including this data should be published. The Committee on the Elimination of All Forms of Discrimination against Women should request such data from reporting States. Internal monitoring and external evaluation of the legal and enforcement process including court observation is crucial. Police and court records should also be available for bona fide research projects assessing the implementation of laws, with appropriate ethical safeguards including protection of victim

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[13] This ruling had wider regional impact in Nepal, Sri Lanka, Bangladesh and Pakistan.

confidentiality. Assessments should also seek the views of those the law is supposed to protect.

> ***Good practice: monitoring***
> - The Solicitor General in the United Kingdom monitors sentencing and can refer cases to the Court of Appeal where the sentence is considered too lenient.[14]
> - OSCE field operations in South Eastern Europe monitor trafficking cases to assess if sentencing is appropriate to the crime and if the law is applied equally and effectively by judges.

4.6 Coordination and stakeholder participation

Law is only one of the instruments or elements in addressing violence against women. For maximum impact, legal interventions need to take place within an enabling environment that both ensures effective implementation of the law and access to other support and responses. Depending on the crime at issue, collaboration with other State agencies - health, education, social services – and specialist non-governmental organizations is necessary, and can create dynamic projects and sets of services.

> ***Good practice: inter-agency projects***
> - Specially trained forensic nurses in the United States and Canada undertake forensic examinations and provide crisis intervention and support to women reporting rape and domestic violence.
> - Local inter-agency forums exist in most areas of the United Kingdom and in Ireland, their role is to develop and promote good practice.
> - An inter-agency project, ACT, linking all sections of law enforcement in Canberra, Australia, has markedly increased the arrest, prosecution and conviction rates for domestic violence.

Law reform processes should involve civil society, especially victims/survivors and women's non-governmental organizations in dialogue with practitioners who will have to enforce and implement the laws.

> ***Good practice: involvement in legal reform***
> - In Honduras, a multi-sectoral commission, which included Government and civil society stakeholders, developed proposals to reform the law on domestic violence.
> - Non-governmental organizations participated in the formulation of the Malaysian Domestic Violence Act, the United States federal Violence Against Women Act, and the United Kingdom Sexual Offenses Act.

Once laws have been enacted there is a need for ongoing independent institutional mechanisms for oversight. These can take the form of an ombudsperson, a national rapporteur or gender equality machinery. The fact that violence against women occurs in cross-border contexts also invites the development of cross-border cooperation.

> ***Good practice: oversight and State accountability***
> - Women's Rights Commissions in Zimbabwe and Mozambique perform this function.

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[14] Any convicted person has the right to appeal if they consider their sentence is too harsh.

- In the United Kingdom, the Women's National Commission hosts a violence against women working group that brings together women's non-governmental organizations working on an range of forms of abuse. The group makes representations to government and has government officials reporting to it on the progress of legislation and policy initiatives.
- The European Women's Lobby has an Observatory on violence against women attended by national representatives of the European Union and accession States, and five European countries have established national observatories.

V. Good practices in the provision of services

The due diligence principle and other aspects of international law obliges States to ensure that those whose human rights have been violated have not only access to justice, but also to healthcare and support services that respond to short-term injuries, protect from further violations and address longer-term harms. Extensive research now documents the adverse effects of violence against women on emotional and psychological well-being: less studied are the extensive economic and social costs for individuals, affecting the lives, relationships, productivity and achievement in education and paid employment. Women across the globe suffer these consequences in silence, never getting the help that is their due because there are too few support services in their country; they feel too ashamed, guilty, anxious or unworthy to contact services; they do not trust or have access to the services that exist; or they are unaware of what is available. All these layers of exclusion must be addressed when seeking to improve the provision of support services for victims/survivors of violence against women.

The support and services that women need are provided by a range of actors, most commonly by State agencies and non-governmental organizations, but increasingly involving communities, employers, the private sector (health providers, counselors, lawyers) and individuals. This section explores aspects of good/promising practices in service provision. The principles it outlines apply to all the actors involved.

Historically, feminist ideas and practice have informed the emergence of innovative approaches to violence against women, and the principles that underpinned the first hotlines, self-help groups and shelters/refuges retain much of their insight and relevance three decades later. The extent of services, whether and how they are funded and how far they co-operate with the State, varies both over time and within and between countries. The conditions in which activists create new responses and individual women seek support and redress also vary, with activists and victims/survivors facing stigma, resistance and even physical violence at the hands of some members of their communities, media, or State institutions. In extreme cases, service providers/supporters may be forced into hiding or may even be killed.[15]

Despite the stigma and discouragement, countless women and girls do seek help, often telling someone in their informal network – friends, relatives or work colleagues – first about the violence they have experienced or continue to experience. The formal agencies they seek help from are most commonly the police, health service, lawyers and counselors. Whilst specialized women's groups are less likely to be approached, this is entirely due to the fact

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[15] The fact that those who contest gender-violence and/or seek justice in response to it are subjected to additional human rights violations needs to be addressed as a matter of urgency by States and human rights defenders.

that there are fewer of them than other services.[16] Good practice in the provision of support, therefore, requires a well-resourced specialist sector and training and capacity-building across core State agencies such as health, justice, social welfare and education.

Good practice: Association of Legal Aid for Egyptian Women
- In Egypt, where there are very few services and limited awareness, women's non-governmental organizations began a process of awareness-raising – collecting and using information to demonstrate the need for a response. The Association of Legal Aid for Egyptian Women collected data on "honour crimes" from court records, and then organized meetings, roundtables and a national conference to share this information with others. As a result, they broke the taboo about speaking on the issue and a network of non-governmental organizations linked together to address the issue from different angles, setting the foundation for the development of services.

5.1   Goals in service provision and basic considerations

Services for victims/survivors should have the fundamental goals of creating safety, addressing practical needs, and enabling women and girls to overcome the multiple consequences of violence so that they can rebuild their lives and relationships. The way services are provided should empower women to take control of their lives and, at the same time, promote their overall well-being and physical and economic security. Multiple routes for access should be provided and a range of options of available support offered.

If services are to reflect the current knowledge and human rights standards, a range of issues need to be considered in their design and delivery. The following considerations should underlie the establishment of services for victims of violence against women:
- Violence against women upholds traditional gender relations, which account for the fact that women are predominantly the victims, and men the perpetrators, of violence. Service provision, therefore, should endeavour not to collude with traditional gender ideologies that excuse or justify men's violence and/or blame victims.
- All those who have contact with victims/survivors need to be aware that the manner in which they respond can make a difference. Thoughtless remarks or careless handling can reinforce guilt and self-blame, and ensure that a woman ceases to look for support. Thoughtful comments and respectful treatment can be a step in the slow process of restoring trust and faith in other human beings.
- The needs of victims/survivors will vary according to the forms of violence they have suffered, how long such violence has been going on and other aspects of their history and current context. All of the factors outlined below, alongside any local circumstances, should be taken into consideration when planning/extending/reviewing services:
    - types of violence: physical, sexual, psychological and/or financial;
    - forms of violence against women: rape and sexual assault, sexual harassment, intimate partner violence, female genital mutilation/cutting, crimes in the name of honour, acid attacks, femicide, trafficking and sexual exploitation;
    - contexts for violence: partnership or family, war/conflict, employment, public sphere, institution such as boarding school, incarceration;

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[16] When asked to assess the responses of a range of services women's organizations are invariably evaluated most positively by victims/survivors.

- relationship to perpetrator: partner, family member, friend, acquaintance, colleague, someone in authority (faith/community leader, employer, supervisor, teacher, doctor, therapist), State agent (police or prison officer, soldier), stranger;
- re-victimization: single or repeat events, one form of violence or several, by same or different perpetrators;
- timing: is the woman/girl in immediate danger or did the violence happen some time ago;
- health/harm: are there serious actual or potential health consequences which need to be addressed, including HIV/AIDS and mental health;
- inter-sectional issues: does disability, class, race and ethnicity, legal status, age or sexual orientation make a difference to the victim/survivor's options;
- support networks: how much support do women/girls have around them, including from family and community groups.

5.2 *Principles of good practice in service provision*

Principles of respect for dignity, privacy and bodily integrity are strong foundations for work that places the woman and her needs – rather than those of the service provider or State agency – at the centre. The following principles of good practice reflect both protection of human rights and the lessons that specialist agencies have learnt over the last three decades.[17]

- *Begin from women's accounts/experiences of violence:* We have learnt that listening is a crucial principle in providing services to victims/survivors and that things which sound 'incredible' have often happened.
- *Be clear that a victim is never responsible for violence:* This covers explicit and implicit ways of blaming women, and service users may need space to explore why victims feel they are to blame. Self-help groups appear to be the most effective route to challenge self-blame.
- *Self-determination:* Service providers should provide women with options and possibilities, advice and support, but not take decisions for them.
- *Confidentiality:* Confidentiality is often an important factor in enabling women to seek help, and respects their privacy. Where there are legal limits on confidentiality (such as if the service user is a minor, or if adult women disclose they are harming a child) these limits should be made clear from the beginning.
- *Securing and empowering victims:* Services should be 'safe spaces' and interventions should seek to enhance victim's security. Services should also empower victims through offering a range of options and building on their strengths.
- *Accessible to all:* Services should build staff teams and resources that increase access for socially excluded women. They should also mainstream specialist support into services for hard-to-reach groups such as recent migrants and those with disabilities.
- *Pro-active contact:* Once a victim establishes contact, the service should take responsibility for keeping in touch and offer ongoing support.

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[17] We also take it as a given that services themselves are not engaged in practices that violate women's human rights and any State agent or non-governmental organization actor that does so should be sanctioned and/or suspended. The kinds of bad practice envisaged here include forced virginity tests on young women, performing female genital mutilation/cutting, undertaking or arranging a forced and/or child marriage and the practice of therapists who suggest to patients that their sexual involvement is necessary for the woman to recover.

- *Support by women for women:* Numerous research studies show that in the aftermath of violence women and girls feel more trusting towards other females and have a strong preference for female staff – especially with respect to medical interventions and forensic examinations, the provision of shelter and longer-term support. A preference for female service providers must not be understood, however, as 'any woman will do': survivors want and have the right to be supported by sensitive and skilled professionals.
- *Support supporters*: Violence against women work can be difficult and demanding, it is therefore vital that some form of supervision is available to ensure that staff know where to draw boundaries and how to care for themselves.

In order to meet these good practice principles it is necessary that service providers follow clear guidelines and protocols. Such guidelines should be readily available to users and should include:
- a clear definition of, and perspective on, violence against women;
- specification of the forms of violence against women the service addresses;
- an ethics and professional work code which specifies that staff are prohibited from having sexual relationships with victims/clients, or having victims/clients staying with them where there is a professional care/support relationship;
- clear lines of responsibility within the service, including for supervision;
- clear and consistent standards of work and protocols for the services provided, including complaint procedures;
- ongoing training for all staff;
- cooperation with other services;
- internal data collection and monitoring;
- mechanisms for service user feedback and external evaluation where resources are available;
- regular review of service provision.

Good practice: guidelines for shelters and domestic violence services
- The European network WAVE (Women Against Violence Europe) has developed quality standards for women's services (WAVE 2004, http://www.wave-network.org/start.asp), including for helplines and shelters. It also provides guidance on empowerment practices.
- The Council of Europe recommends that one place in a women's shelter per 7,500 inhabitants should be provided, and the minimum standard should be one place per 10,000 inhabitants.

Where there are few service providers – either because the country is small or provision of services is at an early stage of development - it may be necessary for agencies such as the ombudsman or a national women's/gender office to serve as complaints mechanism for cases of violence against women.

5.3 Necessary forms of service provision

In general, a well-resourced specialist sector is necessary. Whilst the State might fund services for women, the State itself is not the best provider. Rather, the State must ensure that its agents have the training and skills (which might be provided by the specialist

women's sector) to fulfill specific roles in cases of violence against women.[18] The minimum level and forms of service that should be available to women free of charge is as follows:

- At least one national emergency hot/helpline operating 24 hours a day providing information, advocacy, support and crisis counseling. Women's helplines provide "soft" access to the help and support system, as the caller can remain anonymous and receive free information about rights and options. This is critical because many women are ambivalent and hesitate to seek help. New information and communication technologies make it possible to provide services in a number of languages, or to switch through to specialists on specific forms of violence against women.
- A national network providing advocacy/support/self-help and shelter services. Shelters are increasingly much more than 'safe houses' and most provide a range of other services, especially in developed countries. The issue as to whether such services should cover one, several or all forms of violence against women should be assessed in local contexts. The need for longer-term support might be met by the same organizations, or through a linked network of intervention or counseling centers.
- A national network of sexual assault referral/rape crisis centers that attend to immediate medical, legal, emotional and social needs of those who have been recently assaulted. The issue of whether such centers cater for both adults and children, and whether they cover all forms of violence against women or just those involving sexual assaults, should be assessed in local contexts.
- Where provision of hotlines, shelters and services is problematic, due to limited access to telephones and other costly resources, the most effective approach may be the development of a network of non-governmental organizations, or the inclusion of good practices into healthcare provision in general. Such an approach requires investment in training. In addition, proactive support should be provided to encourage the emergence of self-help support networks, building on local traditions of how women support one another.
- Work must be undertaken to build capacity in communities and informal networks to ensure that support is offered to victims on disclosure of exposure to violence and to strengthen advocacy of new values that challenge the tolerance of violence.
- All victims/survivors (and other women and girls) should have the possibility to attend a women's self-defence course, which evaluations show increases self-efficacy and empowers women to resist where possible and appropriate.

Good practice: Sexual Assault (Referral) Centres (SACs/SARCs)
- There are a number of models of SACs/SARCs, with many countries having hospital-based provision, and Australia having a community-based option, but located close to a partner hospital. Some countries, such as Canada, have extensive networks (although unevenly distributed), whilst others, such as Germany, Kenya, Switzerland and the United Kingdom, have a number of centres, often in major cities or locations where either women's groups or committed medical staff have campaigned to improve local provision. Still others have single 'centres of excellence' (Iceland, Ireland, Denmark and Sweden). SACs/SARCs aim to provide a high standard of comprehensive care to anyone who has experienced recent sexual assault.

Survivors have an important role as facilitators and workers within all services, but especially within self-help efforts in transforming nightmarish experiences into a resource for change, and providing reassurance that one can do much more than simply survive violence. Such

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[18] Employers and trade unions can also play a part in supporting and providing services for women.

transformations are common across the world, but they are deepened and made more meaningful when access to training and possibilities for participation in campaigns and other actions to confront violence against women are made a key part of service provision and prevention.

Since one of the principles of service provision is access for all, services providers need to undertake local audits to identify excluded groups and others that might not access available services. Decisions as to whether specific services should be developed to cater for particular groups or whether specialist workers should be located within existing services should be taken at the local level. It may be necessary to adapt services to make them accessible, including making equipment and buildings accessible for those with disabilities, providing additional training to staff to respond to special needs, and taking services where women are located, such as in prisons and mental hospitals.

5.4   Co-ordination and multi-agency work

The necessity of inter-agency cooperation and coordination in this field has been stressed for over two decades, since the creation of services and support for victims and sanctions for perpetrators requires the interlinking of a number of agencies and services. It has also become apparent that support to women, who often need to cope with a range of practical issues, will frequently involve provision of assistance to negotiate the many bureaucracies associated with criminal and civil law, as well as housing and employment related matters. In this respect, advocacy has become one of the core elements in response to violence against women, enabling women to access their rights across multiple systems. This form of coordination on a specific case has received far less attention than coordination between professionals at high-level meetings, but several research studies have shown that key lessons are learnt when a single worker navigates the system, highlighting the small, but nonetheless significant, barriers and blockages that hamper effective responses.

The international literature focuses far more on forms of coordination that take place at high-level meetings between representatives of agencies representing different sectors, and/or well-funded inter-agency demonstration projects. Whilst some of these examples have had remarkable effects, this is partly the outcome of pre-existing good practice in participating agencies and local efforts, coupled with commitment and political will to work in coalition with others and to address any problems or conflicts that emerge. Too often inter-agency work at local levels is little more than 'window-dressing' – meetings, roundtables and even entire projects which result in reports, workshops or conferences, but create minimal change in the support, safety and services provided for victims/survivors, the sanctions applied to perpetrators or the efforts aimed at prevention. A clear leadership role for women's specialist services should be built into all inter-agency projects alongside a linked reference group of survivors, or another feedback mechanism, to ensure accountability and monitoring.

> *Good practice: Family Violence Intervention Project, ACT, Canberra, Australia*
> - An inter-agency project, ACT in Canberra, Australia, in coordination with the Victims of Crime Office, has over three years increased both the arrest and conviction rates for perpetrators of domestic violence. These results are the outcome of an agreed protocol between involved agencies and a dynamic, solution-oriented process. The use of new technologies such as digital cameras to photograph victims and crime scenes which are made available to the court immediately, along with awareness that prosecutors will not drop cases, has increased guilty pleas. A research project has also

been undertaken to investigate victim satisfaction.

The measure of successful inter-agency work, therefore, must be that groups set themselves achievable aims and monitor their work on a regular basis. This should involve the development of shared principles and standards, including a commitment to gender equality, and a training programme for all staff on these principles and standards. Developing common methods of data collection and possibilities for data sharing is another important task – but this should not become the raison d'etre for the inter-agency approach. A clear purpose for data sharing needs to be developed first.

Good practice: data collection and analysis
- Drawing on the experience of 'case tracking' developed in Duluth, a single external agency associated with several United Kingdom Sexual Assault Referral Centres, collates all the information about a particular case so that the victim/survivor can be provided with speedy updating on case progress and data analysis can be undertaken at the system level to compare performance and outcomes over time and space.

Good practice: integrating law reform, services and system advocacy

- In November 1996, the Austrian Parliament passed a law on protection from domestic violence, which entered into force in May 1997. Its most important feature is that it empowers the police to evict the perpetrator from the family home. A violent person who constitutes a threat to the safety of other persons must immediately be removed and cannot return for ten days. During this period the victim can apply to a civil court to extend the barring order, which may include a range of other restrictions such as prohibition on going to the victim's place of work, children's school, or making contact through phone or letter. In addition, Domestic Abuse Intervention Centres, run by women's organizations and funded by the Austrian Government, were established in all regions of Austria to provide pro-active support to victims of domestic violence. The police are obliged to notify an Intervention Centre within 24 hours of a removal of a perpetrator from the home and the Intervention Centre then establishes contact with the victim. Intervention Centres serve two purposes: they provide immediate support for victims and co-ordinate and streamline inter-agency co-operation. Over 7 1/2 years approximately 27,000 evictions have taken place and approximately 25,000 victims of domestic violence have been supported (95 percent of the victims are women and children).

5.5 Issues related to funding of services

Provision and sustainability of high quality services to address human rights violations requires the creation of a sustained funding stream. The main sources of funding for services are States and donors. State funding for services should come from general taxation, funds for victim services and, where possible, from fines and asset recovery of those who have committed human rights violations. Consideration should also be given to funding services through a tax on marriage licenses, since the family is one of the major arenas where violence against women occurs.

Where service providers have to apply for funding every year and devise 'new' projects to attract donors, core services are devalued. Survivors must be able to seek advice and counseling when they need and are ready for it. Ensuring provision of basic services ought to

be a priority for State funding, private donors and other sources of funding can then 'add value' and support innovation.

There is a strong need for guidance to donors in this field, especially where they are a primary funder of services. Donors should accept that addressing violence against women requires a long-term approach. Too often an outcome, such as the establishment of a shelter, is deemed enough with little consideration given to the content of the service provision, i.e., whether it respects women's rights and facilitates empowerment. Competing for scarce resources can lead groups to exaggerate their ability to create safety or prevent violence. Donors need to develop expertise in assessing applications, including the extent to which the applicants actually understand the issues.

Gender-sensitive budgeting could be used to set definite amounts for responding to violence against women. Such an approach could also be applied to foreign aid budgets. The Committee on the Elimination of Discrimination against Women might begin to develop recommendations on this aspect.

VI.   Good practices in prevention

This section focuses on States' responsibility to prevent and eventually eliminate violence against women. The World Health Organization's *World Report on Violence and Health (2002)*, considers three types of prevention.
- Primary: stopping violence before it occurs.
- Secondary: an immediate response after violence has occurred to limit its extent and consequences.
- Tertiary: longer-term care and support for those who have suffered violence.

This section focuses on primary prevention of violence against women as called for in multiple international conventions and policy documents laid out in subsection 3.4.

6.1   Vision and principles

To create societies free from all forms of violence against women and girls, including fear of violence and discrimination, it is necessary to create comprehensive international, regional, national and local multi-sectoral preventative strategies. This has a number of immediate implications:
- Prevention must not just be included, but must be prioritized, in all policies and programming.
- Resources need to be earmarked within all sectors for prevention activities.
- Political support for sustained long-term investment in prevention must be forthcoming.
- Effective campaigns that challenge the tolerance of violence against women and promote gender-just practices must be developed.

Prevention strategies must address the causes of violence against women, which are rooted in the continuities between traditional and contemporary gender-orders – i.e., male dominance and the continued entitlement that many men still hold with respect to women's and girls' time, energy and sexuality. Empowering women and girls and ensuring their perspectives and voices are heard must be at the centre of such efforts. In addition, efforts will be most effective where they are holistic and connect wherever possible with other key issues such as HIV/AIDS and human security.

Good practice: making the links between violence against women and HIV/AIDS
- The link between rape and HIV transmission is well documented. Repeated rape by a partner appears to be a particular risk factor for HIV transmission. The overwhelming majority of rape victims, with the attendant risks of pregnancy and HIV (and other sexually transmitted infections), are women and girls. Preventative drug treatment within 72 hours of exposure is believed to reduce the likelihood of transmission, but few women in poor countries have access to such treatment. More complex connections with domestic violence and the ways gender relations make it difficult for women and girls to negotiate safe sex are also significant factors.

6.2   Good practices by inter-governmental organizations and States

Primary prevention cannot be effective where there is minimal commitment to secondary and tertiary prevention. Where States lack the political will to (a) translate international human rights treaties, which they have ratified, into effective domestic laws that protect women from violence, (b) implement existing laws or (c) provide the basic services necessary to address the consequences of violence, then prevention measures are unlikely to be prioritized and likely to fail as they will, justifiably, be viewed as disingenuous. It is, therefore, taken as given that the actions outlined in previous sections are also in process, as part of a coordinated approach to eliminating violence against women, preferably expressed in a clear Plan of Action, with time lines and resources attached.

The United Nations, inter-governmental organizations and the international community, can contribute to these goals by adopting the following practices:
- Facilitating and supporting the development of effective Plans of Action on all forms of violence against women (it is important to note here that many current Plans of Action are limited to domestic or family violence and/or trafficking), where prevention is a core organising principle.
- Reiterating the commitment to elimination of all forms of violence against women, and ensuring widespread understanding of the meaning of violence against women, its forms and contexts (see subsection 2.1) and extending understanding by further elaboration of emerging forms and conducive contexts.
- Adopting a number of baseline indicators on which all States are expected to report as part of reporting and assessment under the Convention on the Elimination of All Forms of Discrimination against Women.
- Mainstreaming [19] violence against women in all United Nations agencies' programmes and policies, including advocating for its explicit inclusion as a barrier to the achievement of the Millennium Development Goals.
- Allocating funding to violence against women prevention programmes, policy and research.
- Developing material on lessons learnt to date in prevention programmes and policy development and organizing meetings at various levels to share and discuss such lessons learnt.
- Provision of technical assistance to international/regional/national level violence against women prevention programmes.

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[19] Gender mainstreaming does not mean making gender invisible but making gender stand out in everything we do.

- Monitoring and providing technical assistance for the effective implementation of international instruments calling for the prevention of violence against women at the national level.
- Identifying linkages between violence against women and other social, economic and cultural phenomena (i.e., migration, conflict, separated children, HIV/AIDS).

The corresponding actions from national governments include:
- Creation or renewal, in consultation with women's groups and human rights organizations, of Plans of Action to address and prevent all forms of violence against women. Such Plans of Action should have clear time lines, delivery mechanisms and funding streams attached.
- Through the Plan of Action, creation of mechanisms to mainstream measures to address and prevent violence against women into:
  - internal security policies and programmes;
  - gender equality programmes;
  - health services programmes;
  - educational programmes; and
  - other relevant programmes.
- Creation of a transparent mechanism for monitoring the effective implementation of the Plan of Action and other programming.
- Implementation of national level research on the magnitude, causes and consequences of violence against women to enable tracking of the effectiveness of policies over time.
- Production of base line sex-disaggregated statistics on the basic indicators outlined in section VII.
- Development and implementation of specific programmes and measures mandated in international conventions, treaties and agreements, to prevent all forms of violence against women and girls.
- Provision of funding to women's groups, human rights groups, and other groups working towards the prevention of all forms of violence against women.
- Establishment of a special structure/department within the government at national level to address the prevention of violence against women.
- High-level national leaders (president/prime minister) speaking out in public against violence against women.
- Provision of free national media space/time for violence against women campaigns, and sensitivity to gender stereotyped programming.
- Eradication of gender-based stereotypes and promotion of human rights and women's right in education.

Good practice: integrated violence against women prevention programmes
- There are very few examples to cite here, with the Scottish Zero Tolerance Campaign perhaps the most notable. Phased campaigns ran over five years linking rape, sexual harassment, domestic violence and child sexual abuse. This was the first violence against women project to draw on graphic design and social marketing techniques, using inviting images alongside uncompromising slogans such as 'No man has the right' which were displayed on billboards, buses and in other public places. Each campaign was linked to research and accompanied by work on the 'three p's' – provision, protection and prevention. The campaign is currently working with young people through a programme called RESPECT that links violence against women to a

range of discriminatory practices.

6.3 Good practices at the municipal and local level

Local governments and institutions, the business community, media, civil society organizations and communities are all key actors in creating a climate in which violence against women is no longer tolerated. Prevention requires achieving both economic and political empowerment of women and a critical mass within any given society or community that rejects violence against women.

Violence against women prevention programmes ideally incorporate a variety of strategies concurrently in order to have a sustained impact on social norms and practices. Collaborations can increase the scope and reach of violence prevention efforts. Violence against women prevention programmes aim to reach a cross-section of stakeholders, with diverse strategies through a sustained process of change. All strategies used need to have a clear sense of what they are seeking to change and how. The community is conceptualized broadly from community members (women, men, youth, and children) to religious and other opinion leaders, local governments, health care providers, police officers, journalists, professional associations, researchers, trade unions, and other non-governmental organizations.

Model of change
Having a model of social change enables activities to be undertaken at different levels with diverse stakeholders within an interactive approach. The box below outlines such a model, adapted from the Stages of Change Theory (Prochaska et. al. 1992) and used by Amnesty International and Raising Voices to develop and structure violence against women prevention programmes addressing the level of the community.

Stages of Individual Change	Phases of Community Mobilization
Stage 1 Pre-contemplation: an individual is unaware of the issue/problem and its consequences for her/his life.	Phase 1 Community Assessment: gather information on attitudes and beliefs about violence against women and to start building relationships with community members and professional sectors.
Stage 2 Contemplation: an individual begins to wonder if the issue/problem relates to their life.	Phase 2 Raising Awareness: increase awareness about violence against women, including why it happens and its negative consequences for women, men, families, and the community.
Stage 3 Preparation for Action: an individual gets more information and develops an intention to act.	Phase 3 Building Networks: encouraging and supporting community members and professional sectors to change practices. Building networks to strengthen individual and group efforts.
Stage 4 Action: an individual begins to try new and different ways of thinking	Phase 4 Integrating Action: making actions against violence against women part of

and behaving.	everyday life in the community and integrated into institutional policies and practices.
Stage 5 Maintenance: an individual recognizes the benefits of the behavior change and maintains it.	Phase 5 Consolidating Efforts: strengthening preventative actions and activities to ensure their sustainability, continued growth, and progress.

Approaches to change making

Various strategies have been used effectively in prevention campaigns, although most have been directed at particular forms of abuse. Examples of these approaches and what is considered good practices are given below.

Campaigning

Organized actions – campaigns - to challenge violence against women have been effective in making the issues visible, and in creating changes in response. There is less evidence of success in reducing the levels of abuse, although there are some emerging promising practices here with respect to the impact of campaigns aimed at eliminating female genital mutilation/cutting. Elements in successful campaigns include:

- Clear immediate achievable objectives within a longer-term path of sustained activity.
- A thorough understanding of the context, supported by timely and accurate research.
- Identification of different targets, and those who influence targets, backed by innovative actions and targeted messages to reach each specific group.
- A strong belief in, and commitment to, campaign goals.
- Regular and long-term monitoring and evaluation with adaptations made where necessary.

Good practice: campaigns for legal reform

- In 1990, representatives from 21 countries formed the Latin American and Caribbean Network Against Domestic and Sexual Violence. Their campaigns have resulted in significant changes in national legislative and policy environments, as well as regional and international statements of political will. Almost all countries in Latin America and the Caribbean have legislation on domestic or family violence. Many have laws that address sexual violence, including both amendments to the penal codes and the inclusion of provisions that specifically address sexual violence.

Using the media

Successful communication strategies can have wide ranging impacts, and are especially effective in reaching large audiences. In developing the messages and the visual content it is essential to know as much as possible about existing attitudes, opinions and behaviours. This enables better targeting of the material and a clearer sense of what change is intended. Where these can be built into a staged longer-term process (as in Zero Tolerance above) the impacts will be stronger and more sustained. At the same time, women's groups need to find ways to use the media effectively for more short-term responses, including developing good relationships with sympathetic journalists and providing survivors who want to tell their stories with media training. All prevention programmes should attempt to use communication

materials as programme tools to inform and enrich other prevention activities.[20] Information and communication technologies also offer the possibility of using a range of approaches, alongside those we already know to be effective such as radio, television, public address systems and participatory theatre.[21]

Good practice: using popular culture
- A music video made by women's human rights group, *Breakthrough* with support from UNIFEM, addressed domestic violence and empowerment of the survivor. The video reached more than 26 million households throughout India, and made it to the country's top 10.

Community mobilization

One form of campaign is directed not at governmental or national change but seeks to engage and mobilize the local community to challenge violence against women. Here good practice clearly requires participatory processes and is best if underpinned by local research, audits and/or roundtables. Establishing baseline data about community perceptions and indicators through which progress can be assessed is an important early activity. As a project evolves, members of civil society should be involved in further planning and design of the project. Engagement should address all levels of society from local community leaders through to marginalized groups. A staged approach moves beyond awareness-raising into action and formalization of new attitudes and practices.

Good practice: community activation
- Kivulini Women's Rights Organization is working with a cross section of community members in Mwanza, Tanzania. Linking individual women and men at the grassroots, traditional and religious leaders, local government officials and institutions, they move beyond awareness-raising into helping stakeholders themselves make and sustain tangible changes in their communities, workplaces and institutions.
- Deir El Barsha in Minya governate in Upper Egypt where female genital mutilation was widely practiced has managed to eliminate the practice. Initially non-governmental organizations started informing local and religious leaders about the adverse effects of this practice who passed on this information in an effective manner to families within their areas of influence. The leaders managed to draw a social contract whereby everyone in the village committed to ending the practice -- parents agreed not to circumcise their daughters, young men committed to marry uncircumcised girls and circumcisers agreed to end their work.

Local activism

One strong approach is to build a sense that a whole community – not just individual women – is responsible for protecting women and prevention of violence more generally. This enables women and children to live in their neighbourhoods with more security. However, this approach should not degenerate into 'vigilante' justice. Rather, networks of activists should be enabled to explore how to build sustainable anti-violence micro-climates that

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[20] It is important to understand the difference between information material, which details rights and sources of help and is intended for survivors and supporters, and campaigning/awareness-raising messages, which are more challenging and might be addressed at perpetrators.

[21] At the same time, various media are part of the problem, at worst offering depictions of violence against women as 'entertainment' and at best colluding in attitudes that excuse men and blame women. Training for journalists on gender equality and human rights can help transform discourse in mainstream media.

involve all sectors. Finding just but effective ways of holding perpetrators accountable is a key element here.

Good practice: local activism

- The Center for Domestic Violence Prevention (CEDOVIP) in Kampala, Uganda, works with a group of 58 community volunteers (equal numbers of women and men) and 15 community counselors (11 women and 4 men). The volunteers commit to attend training sessions twice monthly and to give 20 hours of their time each month to conducting violence prevention activities in their community. Activities range from participatory drama, impromptu discussions, booklet clubs, door-to-door visits, advocacy at local government meetings, watch groups, community dialogues, etc. They discuss and challenge violence against women among their peers. The role of the community counselors is to provide basic support services to women. Three male counselors have also been trained at the request of women in the community, their roles are family mediation and working with perpetrators. These community members are the first layer of response and the primary promoters of social change.

Advocacy

Advocacy has a role in services for individuals, but can also play a role in prevention, including convincing governments and parliamentarians of the need for sustained prevention efforts against violence against women across all sectors. Advocacy can also facilitate knowledge transfers between government, civil society and victims/survivors and ensure that lessons learnt in other countries are shared. Issue-based coalitions can build awareness, linkages and solidarity. A key awareness-raising practice has been to undertake advocacy on high-profile cases, especially when such cases exemplify problems in existing responses and demonstrate the need for prevention. Examples here might be that attacks in a locality indicate the need for better lighting and self-defence classes. Such efforts can also include legal advocacy in cases, including submitting amicus briefs in pending cases to defend women's rights.

Good practice: accountability processes

- UNIFEM has supported the development of innovative accountability mechanisms in South Asia since 1996. This consists of bringing together national machineries, nodal ministries and representatives of the women's movement to jointly appraise progress on fulfillment of obligations under the Beijing Platform for Action and the Convention to Eliminate All Forms of Violence against Women. Within this process, understanding of violence against women has deepened and local good practices on prevention have been identified.

Changing conducive contexts

Where specific environments offer conducive contexts for violence, local strategies offer much preventive potential. Such efforts should be grounded in a community safety audit that identifies dangerous locations, women's fears and their recommendations for improving safety. Urban and rural planning should have prevention of violence against women as one of its key elements, including good lighting in areas where people wait for public transportation (transport interchanges), car parks, streets in both town centres and residential areas, and walking paths along main access roads. Other key issues for safety include public transport, routes to wells/water holes and ensuring buildings and residential dwellings are designed so that there is natural surveillance of public areas, windows/doors are located in areas with a clear line of sight unobstructed by trees or shrubs. Women should be consulted

about housing design and any local watch/neighbourhood scheme should have policies on domestic violence.

Good practice: in refugee camps
- UNHCR guidelines include recommendations that women/girls are to be consulted to identify appropriate placement and lighting for latrines/bathing areas and food distribution centres, as well as how best to ensure safe access to water and fuel.

Alliance and coalition-building
Approaches that are emerging, especially in the developing world, are strategic alliances and coalitions between groups working for social justice. The most obvious example are the increasing connections between HIV/AIDS prevention and work to prevent sexual and domestic violence in South Africa. There are, however, other linkages, such as the need to factor violence against women into programmes designed to empower women economically, and the importance of violence against women as a factor underpinning women's migration. In addition, building coalitions across the violence against women sector itself can be challenging, but a united sector can argue more effectively for integrated approaches to all forms of violence against women and undertake preventative work in coalition. Drawing on the lessons from coalition-building is essential.

Engaging men
One key alliance in prevention is the engagement of men and boys in the struggle to transform gender relations and create a masculinity that uncouples strength and respect from violence. Again, women's movements in the south are taking the lead in developing constructive dialogues and new practices with men of good faith. This requires building coalitions in which men respect women's leadership overall and which have clear policies and protocols about whether and how men who admit to having used violence can be involved, how to deal with revelations about current abuse, and developing messages and programming that does not excuse men but at the same time does not leave them feeling accused, blamed or guilty. One key route here is to work with organized groups of men such as, among others, the army, trade unions, sports teams and the police.

Training and capacity-building
Whilst aspects of training and capacity-building have been addressed in previous sections, here we focus on those directed at victims/survivors and at members of civil society to enhance their capacity to prevent violence against women. The most obvious example here is self-defence training for women and girls. Other examples include working with actual and potential perpetrators and offering them training in gender-just relationships, and training community members in basic conflict resolution skills. Wherever such strategies are used, there need to be clear local agreements that they are an addition, rather than an alternative, to civil and criminal justice interventions.

Good practice: self-defence for women and girls
- Women's self-defence was developed in the 1970s to prevent sexual assault and provide effective defence strategies. It involves far more than learning physical 'techniques', in that its main aim is to provide accurate information about the risks of abuse, the dynamic of harassment and the range and effectiveness of resistance. Physical strategies are considered the last resort. Women's self-defence has been adapted to work for all sorts of groups from young girls, to women with disabilities and those working in the sex industry. Women's self-defence now covers sexual

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> abuse, sexual harassment and domestic violence and has been mainstreamed into schooling for girls in the Netherlands and in parts of Germany.

The kind of prevention programmes many are familiar with, that take anti-violence messages into schools and youth clubs and attempt to create new norms amongst the next generation, are obvious examples of this approach. There are now many evaluated examples. The problem with most programmes is that either they address violence (or bullying) in an ungendered way or they only cover a single form of gender-based violence.

> ***Good practice: innovative work with young people***
> - Project Touch in New York, United States, reaches out to students through reflection on gender roles, non-violence, interaction with victims and survivors and creative expression of art.

Long-term commitment
Preventing violence against women is a huge challenge. We have far less sense of how to do this effectively but promising practice clearly requires effective strategy and planning, clear immediate objectives on a longer-term path with political commitment and sustained investment of resources and hope.

VII. Indicators

Whilst mindful of the caveats expressed by the experts at the expert group meeting on "Violence against women: a statistical overview, challenges and gaps in data collection and methodology and approaches for overcoming them", organized by the United Nations Division for the Advancement of Women in collaboration with the Economic Commission for Europe and the World Health Organization and held in Geneva from 11 to 14 April 2005, the need for agreed indicators is pressing. Indicators are statistics chosen specifically to address one issue/question. They can be expressed as numbers, percentages, rates or ratios. The meaningfulness of indicators depends crucially on the capacity of States to collect, check and publish such data.

A number of documents have already outlined a range of indicators that could and should be used to monitor progress in combating violence against women.[22] Some of these are specific to particular programmes; others focus almost entirely on one form of violence against women, usually domestic violence. All are too detailed and complex as baseline measures to be assessed globally year after year. There is also a tendency to conflate the kinds of indicators for which data are best gathered through mechanisms like new research and those which can be compiled from existing sources – such as non-governmental organizations and State agencies.

Below we present a simplified list of indicators, which could form the basis of annual audits, undertaken by Government equality units, or coalitions of non-governmental organizations. For this proposal to have impact, the United Nations, possibly through the Committee on the Elimination of Discrimination against Women, will need to endorse the process of developing and using a list of indicators.

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[22] See, for example: European Women's Lobby; UNIFEM's CEDAW Indicators for South Asia; UNHCR Guidelines for the Prevention and Response of Sexual and Gender-based Violence (2003). In addition, many United Nations agencies have developed indicators for their own programme areas.

Indicators that can be currently tracked

Legal framework

- Whether the legal framework reaches minimum standards with respect to gender equality and violence against women, including whether customary laws conflict, or are in harmony, with the Convention on the Elimination of All Forms of Discrimination against Women:
    - Are gender-discriminatory laws still in legal codes and are these provisions enforced?
    - Are there specific provisions in the Constitution which provide for gender equality?
    - Is gender-based discrimination outlawed?
    - Are there specific laws addressing domestic violence, rape and sexual assault, trafficking and sexual exploitation, sexual harassment, acid attacks, female genital mutilation/cutting, forced and child marriage, honor crimes, etc.?
- The number of officially recorded cases of all forms of violence against women, including domestic homicides and sexual murders of women and girls, the proportion prosecuted and the proportion resulting in convictions.
- Specific judgments/precedent-setting landmark cases.
- Number of perpetrators completing re-education programmes and the number of these re-offending.
- Number of asylum applications granted and refused on grounds of gender-based persecution.
- Number of trafficked women identified, proportion repatriated and proportion given permission to remain in the country of destination.

Services

- Number of non-governmental organizations working on violence against women and the level and source of their funding.
- Number of shelter places per 100,000 population.
- Extent of provision of services to victims within State agencies, including sexual assault centres.
- Number of advocacy projects and interventions.
- Accessibility of services.
- Number of cases dealt with by hotlines/shelters/non-governmental organizations etc, including the proportion that are single/multiple contacts and the forms of violence involved.
- Training of staff – how many, how long, what issues? Establishment of violence against women as a core content issue in professional qualifying courses for police, lawyers, judges, doctors, nurses, midwives, social workers, teachers, nursery workers, advocates, etc.

Prevention

- Prevention projects, level and source of funding, numbers reached.
- Percentage of violence against women budget of the State and and of non-governmental organizations allocated to primary prevention.
- Percentage of budgets of relevant sectors (police, health care providers, etc.) allocated to training and policy development for violence against women prevention.

Indicators that can be developed within audits and surveys

- Women's subjective sense of safety and satisfaction with the legal system and with a range of service providers.
- Whether the length of time from onset of abuse to seeking help is falling.
- Attitudes to violence against women amongst a range of actors.
- Increase in civil society activity on the issue of violence against women.
- Evaluation of effectiveness of legal and procedural reforms addressing violence against women.
- The range and choice of services for women – with a comparison across issues.

VIII. Conclusions and reflections

Campaigns to change laws and support new and emerging practices can take many years or take root astonishingly swiftly. Where change appears to happen very fast it may be that actions are being taken in order to comply with international obligations, or in response to an atrocity or high profile case. Whilst all positive change is to be welcomed, it will be short-lived if not accompanied by the activism and longer-term commitments referred to many times in this report. In most countries, waves of response are discernable, with each layer picking up new forms and/or contexts for abuse. Processes of change are dynamic, with new generations of ideas and practices emerging as we learn from what has been done to date and what has worked in other countries.

In terms of legal reform several important strategies emerged:
- the best reforms are those made after careful deliberation and consultation;
- our interest is in law that works – which enhances women's safety and ability to assert their rights;
- some of the most creative and innovative laws are those which have been drafted by, and/or campaigned for, by activists;
- public interest litigation/class actions can create extensive change which benefits all women;
- law reform is not just about creating enforceable rights, but has a role in benchmarking, awareness-raising and setting new norms.

Assessment of good practice in legal reform should involve asking the following questions:
- Will enforcement decrease the occurrence of violence against women?
- Will it increase awareness and decrease tolerance of violence against women?
- Does it improve women's status and empower individual women?
- Is it a 'smart law' – innovative and/or based on what we know about violence against women?[23]

With respect to support services, the main themes to emerge were:
- to ensure provision of those services which reach the most women, such as hotlines, and those which women value highly, such as self-help groups and shelters;
- to enhance the skills of all workers with integrated training on the continuum of violence against women;

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[23] For example, what might be the advantages of enabling women to make formal complaints at any State institution, extending from the police to health and educational agencies. For low resource and remote areas, this would undoubtedly increase access to justice, and provide options for women who live in contexts where local police are not trusted due to corruption, racism or other un-democratic practices.

- to promote understandings which position women as active rather than passive within victimization and its aftermaths;
- to build consensus on minimum standards for services, including the importance of outreach and pro-active methods;
- to ensure that the 'feminist ethics of care' which formed the foundations for the new responses is understood and with respect to victims, supporters and human rights defenders.

The need for service provision is now widely acknowledged – the challenges we face are to ensure that (a) resources are allocated as a priority, (b) women have choices and options about how they access support and what services they use, and (c) the philosophy underpinning intervention is one that seeks to validate and empower abused women and girls and sanction perpetrators.

In stressing the importance of prevention, the necessity of addressing factors that promote or conversely constrain violence becomes critical. This is turn requires that we understand the ways in which violence is structured into, and supported by, contemporary gender-orders. Such understanding or analysis will then inform thinking about the attitudes, behaviours and practices which need to be targeted for transformation. It is evident from a number of research projects that whilst women are increasingly willing to raise, speak about and object to violence against women, men's perceptions and actions have been more resistant to change. Engaging and changing men is, therefore, a key challenge for the twenty first century.

Our knowledge about what works in prevention is the least robust. We do know that messages in campaigns need to be challenging, but that they lose power if they are inaccurate. Practices, primarily in Africa and Asia, which bring large groups of people together to make collective commitments to change are relatively new innovations, and deserve more detailed evaluation than has been undertaken to date. Similarly men, in their positions as leaders of faith communities or of other mass membership organizations such as trade unions, are increasingly prominent in anti-violence against women activities. Assessing these contributions is unfamiliar and delicate territory. Understanding the conditions in which community action and women's leadership emerges or can be developed, and whether and how these activities intersect with more conventional approaches, are critical new questions. Projects addressing such intersectionality should be supported to document the processes, outcomes and consequences.

Annex I   List of participants

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Annex II   List of documents

Papers by experts

Strategies for change: The women's movement in Malaysia
Zarizana Abdul Aziz

"Woman You Are Not Alone": An efficient proposal
Ana Carcedo

Building Promising Practices: campaigning, awareness raising and capacity building to combat violence against women - a human rights approach
Hilary Fisher

Combating violence against women in the legal domain
Sally F. Goldfarb

Institutional strategies and multi-sectoral approaches in monitoring the application of the domestic violence law in Honduras and developing best practices
Claudia Hermanndorfer

Good practices in combating violence against women in SADC countries
Sheillah Kayangarara

Promising practices addressing sexual violence
Elizabeth Kelly

Honour killing in Egypt
Fatma Khafagy

Strategies for combating the culture of dowry and domestic violence in India
Madhu Kishwar

The Austrian model of intervention in domestic violence cases
Rosa Logar

Counselling service for women with trauma of violence
Lepa Mladjenovic

Good practice in designing a community-based approach to prevent domestic violence
Lori Michau

Trafficking in women for sexual exploitation and good practices for addressing the problem by all stakeholders
Christiana E.E. Okojie

Sexual harassment in the workplace in Asia
Sapana Pradhan-Malla

[Addressing domestic violence in South Africa: Reflections on strategy and practice](#)
Lisa Vetten

Background papers and briefs:

[Successful legal strategies for addressing violence against women and recommendations to governments](#)
prepared by Center for Reproductive Rights

[Issues brief](#) prepared by Women Against Violence Europe

[Issues brief](#) prepared by OHCHR

Annex III   Programme of Work

Tuesday 17 May

8:30 AM   Registration

10:00 – 10:30 AM   Welcome and introductions by DAW and UNODC

Plenary Sessions

Objectives: To identify good practice examples in the implementation of the international legal and policy framework and highlight national initiatives to combat all forms of violence against women; to examine methods of assessing effectiveness of various initiatives/interventions to combat violence against women.

Key Questions: What are the barriers to the effective implementation of the international legal and policy framework for addressing violence against women and how can these barriers be overcome through good practices? Are there model good practices at the State and community level that can be replicated in multiple settings? What are the successes and challenges in State - civil society interaction on combating violence against women? How is the success or effectiveness of various initiatives to combat violence against women evaluated? What are the challenges in such evaluation?

Note to presenters: It is anticipated that all papers to be presented in plenary session will be circulated to participants approximately one week before the meeting. Please note that presentations in plenary should be strictly limited to **ten (10) minutes** and should focus on examples that have been effective in combating violence against women, and methods for assessing such effectiveness.

10:30 – 1:00 PM   Panel 1:   Good practices – general and institutional aspects

Presentations:
- Sally Goldfarb, USA: "Good practices in the legal domain – responses of the justice sector to violence against women"
- Lori Michau, Uganda: "Good practices in designing a community based approach to combat violence against women"
- Lisa Vetten, South Africa: "Success and challenges of State-civil society interaction on violence against women and evaluation of strategies"
- Sheilah Kayangarara, Zimbabwe: "Message targeting and differentiation as good practice examples"
- Hilary Fisher, Amnesty International "Stop violence campaign: research, activism, advocacy, education, capacity building"

(*Presentations will be followed by questions for clarification only*)

Synthesis/Discussant: Charlotte Bunch

1:00 – 2:30 PM   Lunch

2:30 – 6:00 PM   **Panel 2:Good practice interventions in responding to violence**
                        against women in the home

Presentations:
- Rosa Logar, Austria: "The Austrian model of intervention in cases of domestic violence"
- Claudia Herrmannsdorfer, Honduras: "Institutional strategies and multi-sectoral approaches in monitoring the application of the domestic violence law in Honduras and developing best practices"
- Ana Carcedo Cabanas, Costa Rica: "The impact studies pertaining to the "Women You Are Not Alone Programme"
- Fatma Khafagy, Egypt: "Good practices in combating honor crimes"
- Madhu Kishwar, India: "Dowry-related violence: Legislation, civil society response and their impact"

(*Presentations will be followed by questions for clarification only*)

Coffee break

Synthesis/Discussant: Charlotte Bunch

Discussion

Wednesday 18 May

10:00 – 12:30 PM   **Morning session**

Panel 3:   Good practice interventions in responding to violence against women in the community

- Liz Kelly, U.K. "Good practices in responding to sexual violence"
- Zarizana Abdul Aziz, Malaysia: "The successes and challenges of the Joint Action Group Against Violence Against Women"
- Sapana Pradhan-Malla, Nepal: "Good practices in combating sexual harassment in South Asian countries"
- Lepa Mladjenovic, Serbia, "Counseling victims of violence as a good practice example"
- Suneeta Dhar, UNIFEM "Best practices in combating violence against women in the UNIFEM experience"

 (*Presentations will be followed by questions for clarification only*)

Synthesis/Discussant: Leena Ruusuvuori, Finland

Discussion

1:00 – 2:30 PM   **Lunch**

2:30 – 6:00 PM   **Afternoon session**

Discussion continued

Formation of working groups -- Explanation of objectives and expected outcomes

Commencement of working groups

Working Groups (proposed)

a. The role of the justice sector in responding to all forms of violence against women

   Expected outcome: Guidelines for enhancing the response of the justice sector to all forms of violence against women

   Key questions for consideration: *What elements should ideally be included in legislation to address violence against women? What is needed for effective implementation and enforcement of legislation addressing violence against women? What barriers do women face in accessing and engaging the legal and judicial system and how can they be overcome? How should the effectiveness of the response of the justice sector to violence against women be evaluated? Who are the key players and how can they be effectively engaged?*

b. Programmes and policies for the prevention of all forms of violence against women

   Expected outcome: Guidelines for effective strategies to prevent all forms of violence against women

   Key questions for consideration: *What root causes of violence against women can be targeted through what kinds of violence prevention initiatives? What factors need to be considered in developing strategies for the prevention of violence against women? What types of programmes and strategies have been successful in preventing violence against women? Can the effectiveness of various prevention initiatives be evaluated?*

c. Programmes and policies for the rehabilitation of victims of all forms of violence against women

   Expected outcome: Guidelines for effective programmes, policies and services for the rehabilitation of victims

   Key questions for consideration: *What types of programmes and services are needed for the meaningful rehabilitation of victims of violence? What factors need to be considered in designing effective programmes, services and policies for the rehabilitation of victims of violence? (Participants may want to consider, among others, health policies, economic policies and social services related to the identification, treatment and rehabilitation of victims of violence). Can the effectiveness of these programmes, services and policies be evaluated?*

d. Creating successful multi-sectoral and multi-stakeholder approaches in addressing all forms of violence against women

Expected outcome: Guidelines for effective collaboration among the legal, health, education and social work sectors and the creation of effective institutional responses to combat all forms of violence against women

Key questions to for consideration: *What are the barriers to effective collaboration among the legal, health, education and social work fields in addressing violence against women? What factors need to be considered in developing a multi-sectoral plan? (Participants may want to consider for example lines of responsibility, time schedules, adequacy of resources and the need to work in conjunction with local and community level initiatives.) Who are the key players and how can they be effectively engaged? How can success of collaboration between sectors and key stakeholders be evaluated?*

Thursday 19 May

10:00 – 3:00 PM	Working groups continue
3.00 – 6.00 PM	Presentations of conclusions and recommendations from the working groups, and discussion
6.00 PM	Meeting of the drafting committee

Friday 20 May

Plenary Session 3

10:00 – 12.30 PM	Preliminary presentation of meeting report and discussion
12.30 – 2:00 PM	Lunch
2:00 – 6:00 PM	Drafting, presentation and adoption of the report of the expert group meeting