

JOINT PROGRAM EVALUATION

RESPONDING TO VIOLENCE
AGAINST WOMEN IN SOLOMON
ISLANDS

AND

RESPONDING TO VIOLENCE
AGAINST WOMEN AND GIRLS IN
SOLOMON ISLANDS

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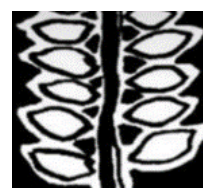
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CHRISTIAN CARE CENTRE



FAMILY SUPPORT CENTRE

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ACRONYMS AND ABBREVIATIONS

| | |
|---------------|--|
| ANCP | Australian NGO Cooperation Program |
| ACoM | Anglican Church of Melanesia |
| CCC | Christian Care Centre |
| CFWA | Child and Family Welfare Act 2018 |
| DFAT | Department of Foreign Affairs and Trade (Australian Government) |
| ESP | UN Essential Services Package to Women and Girls Who have Experienced Violence |
| EVAWG | Elimination of Violence Against Women and Girls |
| FGD | Focus Group Discussions |
| FPA | Family Protection Act 2014 |
| FSC | Family Support Centre |
| FWCC | Fiji Women's Crisis Centre |
| GBV | Gender Based Violence |
| IOM | International Organization for Migration |
| IWDA | International Women's Development Agency |
| KII | Key Informant Interviews |
| MHMS | Ministry of Health and Medical Services |
| MWYCFA | Ministry of Women, Youth, Children and Family Affairs |
| NTP | National Training Programme |
| PC | Provincial Committee |
| PCs | Provincial Committee Members |
| PFA | Psychological First Aid |
| PO | Protection Orders |
| PSEAH | Preventing Sexual Exploitation, Abuse and Harassment |
| PSN | Police Safety Notices |
| PSO | Public Solicitor's Office |
| PWD | Person with Disability |
| PWDSI | People with Disabilities Solomon Islands |
| Pacific Women | Pacific Women Shaping Pacific Development Program |
| RSIPF | Royal Solomon Islands Police Force |
| VAW | Violence Against Women |
| VAWG | Violence Against Women and Girls |
| WVC | Vanuatu Women's Centre |

GLOSSARY

| | |
|--|---|
| Local Authorised Justice | A Justice of a local court (mostly resides in rural community). |
| Clients | Refers to the survivors and victims of violence who received domestic violence services from Christian Care Centre and Family Support Centre. |
| Family Protection Act 2014 | Solomon Islands legislation criminalising domestic violence. |
| Family Support Centre Provincial Committees (Volunteers) | Refers to persons who are directly covered under the Family Support Centre agreement to provide basic counselling, referrals, and paralegal support to domestic violence clients. Under this project there are five committees supported by Australian funding. |
| <i>Kastom</i> | <i>Kastom</i> is the assertion of traditional values and cultural practices in a modern context. |
| SAFENET | SAFENET is a referral network of gender-based violence support services, such as police, health, legal aid, social services, and other civil society organisations, coordinated by the Ministry of Women, Youth, Children and Family Affairs. |
| Provincial Committees | Appointed individuals representing key institutions or organisations based in the province to directly support and collaborate with the Family Support Centre provincial volunteers to effectively implement the project in the provinces. |
| Provincial Stakeholders | Individuals representing key institutions or organisations based outside of Honiara who have vested interest in the project. These individuals indirectly support or collaborate with the Family Support Centre provincial volunteers and provincial committee to implement the project in the provinces. |
| Police Safety Notice | A notice issued by a police officer for the protection of an affected person, where the officer believes that person is at risk of or experiencing Domestic Violence. Public Safety Notices are valid for 21 days from date of issue or until a decision is made on the affected person's application for a protection order. |
| Protection Orders | Interim or final domestic violence related orders issued by the courts for survivors' protection. Interim Protection Orders can also be issued by a Local Authorised Justice. |

EXECUTIVE SUMMARY

International Women's Development Agency (IWDA) supports two programs in Solomon Islands, aimed at the Elimination of Violence Against Women and Girls (EVAWG). These are:

1. *Responding to Violence against Women and Girls in Solomon Islands,*
2. *Prevention of and Response to Gender-Based Violence (GBV) / Violence Against Women (VAW) in Rural Solomon Islands.*

The *Response to Violence against Women and Girls in Solomon Islands* project is implemented by the Family Support Centre (FSC) and the Christian Care Centre (CCC) in Solomon Islands and funded by the Australian Department of Foreign Affairs and Trade (DFAT) through the *Pacific Women Shaping Pacific Development Program* (Pacific Women). The project commenced in 2017 and will conclude on 31 December 2022.

The *Prevention of and Response to GBV/VAW in Rural Solomon Islands* project is implemented by the Family Support Centre (FSC) and funded by DFAT through the Australian NGO Cooperation Program (ANCP) with support from IWDA. The current iteration of this project commenced in 2017 and concluded on 30 June 2021.

TABLE 1 SUMMARY OF PROJECT OUTCOMES

| Name | Outcomes |
|---|---|
| Responding to Violence against Women and Girls in Solomon Islands (Pacific Women) | <ol style="list-style-type: none"> 1. More women in Solomon Islands are able to access qualified counsellors, legal advice and case management through FSC. 2. 2: More women in Solomon Islands are able to access shelter and psychosocial first aid services through CCC. 3. Vulnerable women (women with disabilities, women in rural areas and young women) are able to access counselling, legal, case management, shelter and psychological first aid services. 4. CCC and FSC are meeting the objectives of their strategic plans, and their organisations, including their financial and governance systems, are stronger and more sustainable. |
| Prevention of and Response to Gender-Based Violence (GBV) / Violence Against Women (VAW) in Rural Solomon Islands (ANCP) | <ol style="list-style-type: none"> 1. 700 women and girls who have experienced violence in rural areas, including marginalised women and girls and those with disabilities, have access to essential and quality crisis support services (psychological first aid, legal information, and referral) in four selected provinces. 2. 5000 community members in four selected provinces have increased awareness of VAWG and FSC committee services. 3. FSC have developed and implemented an advocacy plan for increased support and awareness of VAWG and FSC services; and the FSC committee's advocacy aligns with the FSC advocacy plan. |

EVALUATION PURPOSE

International Women's Development Agency (IWDA) and its partners, Family Support Centre (FSC) and Christian Care Centre (CCC), decided to undertake a joint evaluation to provide a holistic assessment of Elimination of Violence Against Women and Girls (EVAWG) programming and to mitigate evaluation fatigue for FSC staff and clients.

Separate evaluations were initially planned, but IWDA and its partners, FSC and CCC, decided to undertake a joint evaluation to provide a holistic assessment of EAWG programming and mitigate evaluation fatigue for FSC staff and clients.

The purpose of the evaluation was to:

1. To understand and document the achievements of the programs against the intended outcomes
2. To learn about the enabling factors and challenges to effective and efficient implementation of the programs, including how the two programs have interacted.
3. To assess the sustainability of the approaches and organisations.

METHODOLOGY

The evaluation used a mixed-method approach to analyse both qualitative and quantitative data to answer the evaluation questions. A desk review of data, including project documents and reports from the CCC and FSC, was conducted to extract preliminary findings to evaluation questions and identify themes to be investigated during fieldwork.

Primary data was collected via Key Informant Interviews (KII) with 53 research participants (47 women, six men). 19 of these KII were conducted with female FSC and CCC clients. Of these, 16 were from rural locations, and three were from urban areas. Interviews were also conducted with 34 stakeholders (28 women, six men), including three people with disabilities (1 female client and two male stakeholders). In addition, there were seven focus group workshops attended by 103 people (72 women and 31 men) in five provincial locations and with CCC and FSC staff in Honiara. All ethical protocols and considerations raised as part of IWDA's ethics process were followed, including ensuring informed consent was obtained and making counselling services available for the participants.

A partnership health check and capacity assessment were also conducted for FSC and CCC in Honiara to review change processes that the two organisations have undergone in the five-year partnership with IWDA compared to the baseline.

A making-sense (data analysis) and validation workshop was conducted with staff from CCC, FSC (inclusive of an FSC board member), Solomon Islands Ministry of Women, Youth, Children and Family Affairs (MWYCFA) and DFAT, to discuss preliminary findings and enable input into evaluation recommendations.

KEY FINDINGS:

Achievement of programs against intended outcomes:

As a result of the Responding to Violence against Women and Girls in Solomon Islands and Prevention of and Response to Gender-Based Violence (GBV) / Violence Against Women (VAW) in Rural Solomon Islands programs, **more women have accessed VAWG (Violence against Women and Girls) services.**

Both projects increased the number of women that accessed counselling, shelter and legal services. However, the most significant increase in access was for rural women due to establishing the Provincial Committees (PC) model.

Quantitative access data included:

- Counselling services increased from 115 clients in 2018 to 1,112 in 2020
- Legal services increased from 143 in 2018 to 3,208 in 2020
- Clients accessing the hotline increased from 225 in 2018 to 2,333 in 2020
- Referrals for SAFENET partners increased from 48 in 2018 to 76 in 2020 for FSC
- A total of 784 clients accessed shelter services
- Women and girls accessed 1,416 VAWG services through FSC in rural areas

While access was increased, the quality of services was also improved through the technical skills of counsellors and Sisters at CCC.

However, very few women with disabilities accessed VAWG services, although it was a key outcome focus. In the future, a recently developed partnership between FSC, CCC and People with Disabilities Solomon Islands (PWDSI) may improve inclusion and access to VAWG services for women with disabilities.

ENABLING FACTORS AND CHALLENGES TO EFFECTIVE AND EFFICIENT IMPLEMENTATION OF THE PROGRAMS

Enablers

Policy Environment: The EVAWG policy environment in the Solomon Islands has focused attention on the services provided by the CCC and FSC. Both organisations are explicitly mentioned in the National Gender and EVAWG policies. Similarly, the Solomon Islands legislative environment, including the Family Protection Act, 2014 (FPA) and the Child and Family Welfare Act, 2018 (CFWA), have further enabled CCC and FSC operations. Under the FPA, the Solomon Islands Government counselling guidelines recognised the critical role that FSC has played and continues to play in the lives of survivors of domestic violence.

SAFENET: SAFENET was established in 2013 to improve the coordination of services for women and girls experiencing violence. As a result, standard operating procedures were established between CCC, FSC, Ministry of Health and Medical Services (MHMS), the Public Solicitor's Office (PSO) and the Royal Solomon Islands Police Force (RSIPF). The SAFENET rollout in the provinces was advantageous for the two organisations. It raised their profile and enabled access to institutional strengthening and capacity development of staff and FSC Provincial Committee Members (PCs).

Provincial Committee Model: The FSC Provincial Committee (PC) model was crucial to increasing rural women's access to services and increased awareness of VAWG, the FPA and services. As a result, PCs have regularly been invited to represent FSC in consultation meetings, as stakeholders in national and local government initiatives, and as conduits to facilitate community forums and interventions.

Partnership: The partnership with IWDA enabled the programs, and the partnership between the three organisations, IWDA, FSC and CCC, was reported to be based on equality, communication, trust and flexibility. This three-way partnership particularly enabled technical and organisational capacity that was responsive to the needs of FSC and CCC.

Project Collaboration: The two projects complemented each other to an extent. For example, while the ANCP funded program established PCs towards access to quality services for women and girls experiencing violence in rural and remote communities, the *Pacific Women* funded project built the capacity of the women volunteers who run these PCs. In addition, the *Pacific Women* funded project provided opportunities for the PCs to develop advocacy skills and knowledge in VAWG, family violence and sexual violence laws through the facilitation of VAWG community awareness sessions. The two organisations also attended national and regional training programs, collaborated through SAFENET and made referrals between services.

CHALLENGES

Data: Data collection and reporting have continuously improved for both FSC and CCC throughout project implementation, with support from IWDA. However, data collection and reporting changes make finding comparable data for some quantitative evaluation measures challenging. For example, SAFENET introduced new categories and consistent reporting across referral partners. However, FSC and CCC will require ongoing support for data collection.

Provincial Committee Risks: Although the PCs are crucial to increasing VAWG services for women in rural areas, there are two primary issues. First, PCs have been required to provide short term accommodation (1-3 nights) for clients due to the long distances that clients travel to access VAWG services. Clients also need short term accommodation when they seek a Police Safety Notice (PSN), open a case with police and give statements, or are being interviewed. However, risk protocols do not

currently cover short-term accommodation and need to be urgently updated. Second, PCs are volunteers, and their remuneration needs to be reviewed.

SUSTAINABILITY OF THE APPROACHES AND ORGANISATIONS

Core Funding: Core funding is a critical component of promoting women's ongoing access to services. VAWG services need to have financial sustainability to improve the quality and reach of services and ensure that clients' needs are met. Core funding also contributes to IWDA's 'stand back' approach and localises decision making with FSC and CCC (and the Anglican Church of Melanesia [ACoM], which runs the CCC). Core funding from IWDA was coupled with organisational development interventions to improve the sustainability of the organisations. CCC and FSC reported in FGD that they appreciated managing their budgets according to their priorities, with support from IWDA.

Organisational Capacity Development: IWDA worked with CCC and FSC to determine their capacity development needs using a thorough assessment and prioritisation process. As a result, both organisations have more robust governance and financial management processes, contributing to their ability to continue serving clients. In addition, IWDA has, in the last five years, been consistent in its support to ensure that governance structures and systems for CCC and FSC are strengthened.

The most significant capacity development improvements for both organisations at the projects' conclusion were finance, fraud and corruption. Additionally, both organisations demonstrated improvements in governance, child protection, and gender policies during the project period. CCC and FSC recognise that they engage in high-risk work, and with support from IWDA, have ensured that their policies and procedures for safeguards and child protection are adequate. Finally, project staff and volunteers, including PCs and CCC Sisters, have been trained in Preventing Sexual Exploitation and Harassment (PSEAH) and child protection.

Technical Capacity Development: Technical capacity development was delivered through several modalities. Pacific crisis centres provided technical training to FSC and CCC. Five counselling staff were supported to gain formal qualifications in alignment with the National Counselling Standards. In-country consultants and formal training were effective and valued by both partners.

The use of other Pacific women's crisis centres, Solomon-Islands based consultants and the formal training of five counsellors promoted a decolonisation approach within the programs. Decision-making power was located within FSC and CCC (and ACoM) as much as possible. An example of this is support for developing the National Training Program, which can take PCs and FSC staff training forward, and the strengthened relationships between FSC, CCC, and other Pacific crisis centres.

RECOMMENDATIONS

The following high-level recommendations provide speak to broad elements of the programs which can be improved. Detailed recommendations are included throughout the document summarised in [Section 4](#).

Urgently Ensure Client and Staff Safety

- FSC and IWDA urgently review safety processes and protocols for their PCs and clients in rural areas. FSC should provide training to staff and PCs on updated protocols.
- IWDA provide additional funding required for new safety measures.
- FCC and CCC should ensure reviewed safety protocols address transport and accompaniment risks and IWDA and donors ensure transportation needs are adequately funded.

Prioritise Disability inclusion

- CCC and FSC should implement the planned disability audit, ensuring it includes a knowledge attitudes and practices survey to understand these before and after training. Information from this audit should inform staff training and awareness-raising activities.
- IWDA enable CCC and PSC to learn from Tonga WCCC and other Pacific crisis centres about disability inclusion through exchanges (when travel resumes).

- CCC and FSC ensure that training provided by PWDSI to FSC and CCC addresses staff and volunteer stigma and attitudinal barriers towards women with disabilities and builds confidence.

Update VAWG and gender equality training for CCC Sisters

- IWDA should review CCC's existing training content to ensure that common attitudes that reinforce gender inequality and excuse men's violence against women are addressed, and staff can facilitate this content comfortably.
- CCC should prioritise gender equality and VAWG training for all Sisters to ensure they are not unintentionally, reinforcing harmful attitudes.

IWDA should increase capacity development support to CCC and FSC for quantitative data collection, which is consistent and aligned with the SAFENET template. This should include IWDA support to:

- CCC collecting data related to client length of stay and FSC developing forms that support capturing unique client numbers upon intake.
- FSC staff traveling to another Pacific crisis centre to learn about their approach to data collection, reporting and database (when travel resumes). FSC develop a client database system, following the visit to another centre.

1. INTRODUCTION

1.1 CONTEXT: VIOLENCE AGAINST WOMEN AND GIRLS IN SOLOMON ISLANDS

The level of violence against women and girls (VAWG) in Solomon Islands is among the highest in the world. According to the 2009 Solomon Islands Family Health and Safety Study, two-thirds of women between 15 and 49 have experienced physical and sexual violence from an intimate partner, with 42% having experienced such violence in the previous 12 months. The violence that women in Solomon Islands experience is severe. There is acceptance of violence against women by both men and women, with 73% of women agreeing with at least one statement that condones violence against an intimate partner¹.

Access to services that support women and girls who experience violence is a significant challenge in Solomon Islands. As in other countries, there is a stigma attached to violence and fear of retaliation that prevents women from accessing services. Services are limited and are primarily concentrated in Honiara, despite approximately 80% of women living outside of Honiara. Services, particularly police responses to violence against women and girls, are expanding slowly to cover additional provinces. Increasing access to services for rural women is a government priority for eliminating VAWG, as evidenced by the National Policy to Eliminate Violence Against Women and Girls 2016-2021 and the rollout of the SAFENET in 2019 in four pilot provinces, namely Temotu, Isabel, Western and Malaita.

The Solomon Islands Family Protection Act (FPA) was passed in 2014 and came into effect in 2016. The FPA provided a legal definition of domestic violence for the first time. In addition, the law explicitly prohibits physical, sexual, psychological, and economic domestic violence and provides mechanisms for safety notices and protection orders for women and girls experiencing violence.

1.2 OVERVIEW OF THE PROGRAMS BEING EVALUATED

TABLE 1: PROJECT OVERVIEWS

| Name | Budget & funding (Approx.) | Timeframe | Summary |
|---|---|------------------------|---|
| Responding to Violence against Women and Girls in Solomon Islands (RVAW) | \$3,366,001 Pacific Women Shaping Pacific Development (<i>Pacific Women</i>) | July 2017 to Dec 2022 | This project sought to address a significant gap in service provision for all women experiencing violence in Solomon Islands. By providing core cost funding and capacity building funds, it aimed to increase access to counselling, legal and case management services for women who have experienced violence. This was a response-focused project. Over four years, essential core funding, capacity building and technical support were provided to improve the management and practice of counselling and legal services. The project goal was for more women, women with disabilities, young women and rural women experiencing violence to access coordinated and best practice crisis support services in Solomon Islands. |
| Prevention of and Response to Gender-Based Violence (GBV) / | \$388,659 ANCP | July 2017 to June 2021 | The project operated across four provinces in Solomon Islands to enable women and girls who have experienced violence ongoing access to crisis support services and understand their legal rights to ensure they can live a life free from violence. Crisis support services were delivered by volunteer-run committees based in the target provinces. This project supported |

¹ Solomon Islands Family Health and Safety Study 2009

| | | | |
|--|--|--|---|
| Violence Against Women (VAW) in Rural Solomon Islands | | | ongoing training to the committees in basic counselling, paralegal support, referrals, stakeholder engagement and accountability, awareness-raising and advocacy. Awareness and advocacy activities complemented the support services by creating an enabling and safe environment for the Committees to deliver their core services. |
|--|--|--|---|

Separate evaluations were initially planned for the two programs. However, while the ANCP evaluation had commenced, data collection was delayed due to COVID-19 restrictions, including international and local travel bans and limitations on group gatherings. Subsequently, the International Women's Development Agency (IWDA) and its partners, Family Support Centre (FSC) and Christian Care Centre (CCC), decided to undertake a joint evaluation to provide a holistic assessment of Elimination of Violence Against Women and Girls (EVAWG) programming and to mitigate evaluation fatigue for FSC staff and clients.

These three partner organisations worked together to implement the programs. The following table provides an overview of these organisations.

TABLE 2: PROGRAM PARTNERS

| Family Support Centre | Christian Care Centre | International Women's Development Agency |
|---|--|---|
| FSC was established in 1995 to address the high prevalence of VAWG in the Solomon Islands. FSC is committed to promoting awareness of people's rights to live in peaceful, non-violent, and non-abusive families by addressing individual and family impacts of VAWG and its structural causes. FSC provides access to health, legal and accommodation services; counselling and mediation services; awareness-raising on eliminating violence against women; and advocacy for gender-sensitive policies and laws. FSC is based in Honiara and operates nine FSC committees located across the country. FSC committees provide basic counselling, referrals, and information on the law and human rights to women and girls. | CCC is the only safe house in the country, offering medium-term shelter to women and children affected by violence. It was opened 15 years ago by the Community of the Sisters of the Church, part of the Anglican Church of Melanesia (ACoM). Since 2005, CCC has provided psychological first aid, referrals to other services and temporary accommodation for women and children who have experienced violence. Women generally stay at the centre for around two weeks but can stay up to three months awaiting court proceedings. The CCC is located on the outskirts of Honiara. ACoM oversees governance functions of CCC, such as finance and human resource management. | International Women's Development Agency is the leading Australian agency entirely focused on women's rights and gender equality in the Asia Pacific. For over 30 years, IWDA has worked with approximately 200 program partners. IWDA is part of a network of women's organisations focused on increasing women's safety and security across Australia, Asia, and the Pacific, including safe house/crisis support, counselling, legal aid, and access to justice support. |

IWDA and FSC have worked in partnership together since 2016, and IWDA and CCC have been in partnership since 2017. IWDA, FSC and CCC are joint partners under the Responding to Violence against Women and Girls in Solomon Islands project. IWDA and FSC also partner on the Response to Violence against Women and Girls in Rural Solomon Islands project.

The purpose of the evaluation was:

1. To understand and document the achievements of the programs against the intended outcomes.
2. To learn about the enabling factors and challenges to effective and efficient implementation of the programs, including how the two programs have interacted.
3. To assess the sustainability of the approaches and organisations; and
4. To make recommendations for any changes needed to maximise impact and sustainability of programming design and implementation, including support by external stakeholders such as IWDA, Department of Foreign Affairs and Trade (DFAT) and SAFENET partners.

The audience for this evaluation includes:

- Project partners, FSC, CCC and IWDA (for learning and improvement).
- DFAT, SAFENET partners, communities, and clients (for accountability); and
- Stakeholders (principally within Solomon Islands) such as Solomon Island Government (National and Local), current and future donors (to inform and influence).

Evaluation activities were conducted in Honiara, Tulagi, Kirakira, Gizo, Noro and Marau.

2. METHODOLOGY

The seven evaluation questions that guided the evaluation are listed in Table 3. The complete list of sub-questions is included in [Annex G: Terms of Reference](#).

TABLE 3: KEY EVALUATION QUESTIONS

| |
|---|
| 1. To what extent and in what ways did the programs progress towards their intended outcomes? |
| 2. What were the enabling factors and challenges in the service delivery model and the operating context which supported or hindered effective programming? |
| 3. To what extent was the IWDA, FSC and CCC/ ACoM partnership model effective in supporting delivery of results? |
| 4. To what extent did the two funded programs interact to contribute to the overarching goal of responding to violence against women? (Internal Coherence) |
| 5. How do the programs align and complement the work of other VAWG service providers? (External Coherence) |
| 6. To what extent is there an indication of ongoing benefits attributable to the programs, and why? |
| 7. To what extent have program assumptions been correct? |

2.1 DATA COLLECTION METHODS

The evaluation used a mixed-method approach (a combination of both qualitative and quantitative data) to answer the evaluation questions. First, a desk review of existing data, including project documents and reports from CCC and FSC, was conducted to extract preliminary findings to evaluation questions and identify themes to be investigated during fieldwork. Key themes identified included: understanding women with disabilities experience and barriers to accessing services; assessing the partnership between IWDA, CCC and FSC and the extent to which it is mutually respectful; understanding the referral system between CCC, FSC and other service providers; reflecting on collaborations such as FSC and Safe Families; weighing the risks and benefits of the volunteer model for both organisations; and, exploring how FSC and CCC see the ongoing benefits of organisational support.

Primary data was collected from Key Informant Interviews (KII) and Focus Group Discussions (FGD) conducted in partnership with FSC in five provincial locations and CCC in Honiara.

A making sense (data analysis) and validation workshop was conducted with FSC and CCC to discuss the preliminary findings. As part of this, the evaluator delivered a brief presentation of the evaluation purpose, methodology and tools used for data collection.

Sampling The evaluation participants were directly connected to and affected by the project. They were selected in collaboration with the Family Support Centre Deputy Centre Manager and the Christian Care Centre Training Coordinator. In addition, team leaders in each provincial location liaised directly with the evaluator to confirm participants, providing names and contact details of relevant key stakeholders in the provinces.

Focus Group Discussions A total of seven FGD were held. Five discussions were held regionally; in Tulagi, Marau, Noro, Gizo, and Noro and two FGD in Honiara. A total of 103 people attended FGD, made

up of 72 women and 31 men. The highest proportion of focus group participants was 79 service providers, followed by 18 government representatives and eight community leaders.

Key Informant Interviews A total of 53 KII were conducted. Nineteen of the interviews were conducted with female clients, 16 were from rural locations, and three were from urban areas. Interviews were conducted with 34 stakeholders (28 women, 6 men). In addition, three people with disabilities (1 woman, 2 men) were interviewed. Qualitative data from the KII and FGD provided insights into on-the-ground practice and realities and was triangulated with project documents' data.

A complete list of people who attended FGD and interviews was provided to IWDA however is not published to protect participants' privacy.

Capacity Self-Assessment Both the CCC and FSC programs invested significantly in recruitment and capacity development. Organisational capacity was a key program focus. Within the evaluation process, a capacity self-assessment was conducted for both organisations focusing on governance, operations and policy, delivered as a one-day workshop. The self-assessment was then followed by a partnership health check and review. All FSC staff members, including interns, participated, while CCC participants included senior Sisters and project staff members.

Partnership Review A partnership review was conducted using IWDA's partnership health check methodology, which covered equality, coordination and communication, trust and accountability, flexibility, and respect. All FSC staff members, including interns, participated, while CCC participants were senior Sisters and project staff members. Additionally, within FGD, the CCC and FSC assessed the effectiveness of the partnership model in implementing the programs. This enabled CCC project staff, Sisters, cleaner and security guards, and the FSC implementation team to reflect on the partnership model. Finally, the project partnerships were considered by five staff from IWDA who attended a partnership workshop. The IWDA Program Manager and an in-country consultant were also interviewed.

FSC Committee Member VAWG Knowledge and Attitude Survey A survey was administered in all FGD to all CCC staff and FSC staff, and PCs to understand their attitudes regarding VAWG. This survey gave some insight into broader community attitudes and awareness of these issues and helped identify further training needs for these groups.

2.2 ETHICAL CONSIDERATIONS

This evaluation adopted an ethical, participatory, feminist approach. IWDA's Feminist Research Framework guided preparation for this evaluation. Informed consent was obtained from all participants, including permission for audio recording. Participants were informed that they could withdraw consent at any time, and their data would be destroyed in that event. FGD participants developed protocols to establish trust and ensure confidentiality for all participants. They committed and agreed to respect the confidentiality of others. The protocols included: respecting other people's views; maintaining confidentiality; and ensuring de-identification when using examples of VAWG cases. During interviews and FGD in provincial FSC locations, an FSC staff member with experience in basic counselling was on standby at the venue. Each participant was introduced to the FSC staff member and informed of the counselling support available.

Once the evaluation report has been finalized, the evaluation team will prepare a two-page summary document in plain language and Solomon Islands Pijin, along with a PowerPoint presentation to be shared by IWDA with PCs and stakeholders.

2.3 LIMITATIONS

Covid-19 Pandemic: The Covid-19 Pandemic and associated international and local travel restrictions delayed the evaluation. This then affected the availability of evaluation participants. Not all intended FGD participants were available due to the delayed start of the evaluation.

Additionally, the evaluator had planned to interview key stakeholders in all provinces to ensure consistency and measure individual and agency engagement. However, this was not possible due to competing priorities. For example, in Gizo and Kirakira, provincial police commanders, nurses and PSOs were not available due to COVID-19 response commitments.

Fewer than planned client interviews were conducted: The evaluator expected to interview five clients at each project location, including at least one woman with a disability. This would have resulted in interviews with a total of 40 survivors, including at least seven women with disabilities. Instead, a total of 19 clients (16 rural and 3 from urban areas) were interviewed, including just one woman with a disability. This was due to challenging logistics and prohibitive costs to access some clients for interviews. In Honiara, the evaluator used the client contact details provided however was unable to arrange a meeting.

Limited interviews with clients of sexual and physical violence were conducted: The evaluation team planned to primarily interview clients who had accessed FSC services due to physical and sexual violence. However, clients were sought out through the Provincial Committee (PC) in the provinces using a word-of-mouth approach. This approach resulted in a narrow pool of clients, predominantly those who had experienced economic abuse and sought legal support from FSC for child support. Additionally, due to limitations in the amount of transport reimbursement offered by the evaluation team, only those from nearby settlements and villages close to the provincial township could participate.

Limited engagement of clients with disabilities: Due to the relatively small number of clients with disabilities, this group was challenging to engage given the challenges mentioned above related to provincial interview recruitment and transport reimbursement.

Limited time available for provincial FGD and interviews: The evaluator could only spend at most three days with a project location to conduct the evaluation. At each site, the schedule included a courtesy call to the provincial government, briefings with PCs, a full-day workshop with PCs and a full day for interviews with clients and other stakeholders. With this tight schedule, and in the provinces of the Solomon Islands, punctuality and transportation limitations were significant issues. FGD started 1-2 hours late and were constrained by the need to end by 5.30 pm so people could catch public transport home before dark.

People under 18 were not included in the evaluation: The evaluation team decided not to interview people under 18 years of age who were survivors due to the risk of causing additional trauma, in line with risk management assessment and child protection principles.

Data: There have been changes throughout the project which impact the availability of comparable quantitative data. This issue is explained more fully in the following section.

3. FINDINGS

3.1 ACCESS TO VAWG SUPPORT SERVICES

Both programs aimed to increase and enable access to VAWG services across the Solomon Islands for women and girls with attention to marginalised groups. The FSC project also included a focus on increasing community knowledge and prevention capacity in four Provincial centres. The following findings address these desired outcomes.

CLIENT ACCESS DATA

Access to support services provided by both FSC and CCC has increased throughout the programs. A total of 8,093 services were provided (including 1,418 counselling and 6,675 for legal and hotline), and 784 women have accessed shelter services through CCC.

Data shows women between the ages 18 – 35 years as the age group most likely to access services. Women in this age group constituted 34% (2,234) of clients using the services provided. Similarly, women between ages 18 – 35 years represented the highest number of women who sought safe accommodation at the Christian Care Centre, at 27% of total clients (228 out of 839) up to 2020.

A core issue identified through this evaluation is the challenge of data collection and reporting by both FSC and CCC.

This issue means that the capacity to definitively answer evaluation questions related to access to VAWG support services is constrained. For FSC, there was a significant change in how numbers are reported, which means that data year on year is not comparable. From 2019, FSC started to report on the number of services delivered rather than clients. For example, if a client accessed three counselling sessions, two legal advice sessions and a referral, that client would be counted as six. It is essential to count the number of services provided to understand demand and workload across different service areas.

However, reporting on client numbers is also important, particularly for comparable data and to understand the level of demand for staff and PCs. Data collection and reporting would be improved for FSC by including a unique client number on intake forms and in the database. CCC uses this practice. The data set could be searched by client number, which protects the confidentiality of the client but also provides the number of clients as well as services accessed. This is an issue that several crisis centres have dealt with, and FSC can work with centres such as Fiji Women's Crisis Centre and the Tonga Women and Children Crisis Centre to understand how they have managed this issue. The evaluation team notes that data is currently entered into excel.

As noted above, CCC uses client numbers, so it is easier to understand the number of clients accessing shelter services through CCC. However, the number of clients who access CCC is limited by the physical space and the length of stay of each client. Therefore, CCC's data collection would be improved by including the length of clients.

A recent change in 2020 was that both services aligned their reporting to SAFENET formats which improves client data sharing across referral partners. IWDA provided support to data collection, and the accuracy of data and disaggregation has improved for both partners. However, data and reporting remain an ongoing challenge and area for further improvement. Both CCC and FSC require additional support from IWDA for data collection.

The implication of the above issues for this evaluation is that CCC numbers represent clients and FSC numbers represent services accessed.

Recommendation 1: IWDA should increase capacity development support to CCC and FSC for quantitative data collection, which is consistent and aligned with the SAFENET template. This should include IWDA support to:

- CCC collecting data related to client length of stay.
- FSC developing forms that support capturing unique client numbers upon intake.
- FSC staff traveling to another Pacific crisis centre to learn about their approach to data collection, reporting and database.
- FSC developing a client database system.

EXTERNAL ENABLERS TO SERVICE ACCESSIBILITY

Policy Environment The EVAWG policy environment in the Solomon Islands has focused attention on the services provided by the CCC and FSC. Both organisations are explicitly mentioned in National Gender and EVAWG policies. This creates demand for quality, assessable services that adhere to trauma-informed and survivor-centred standards.

Similarly, the Solomon Islands legislative environment, including the FPA 2014 and the CFWA 2018, has further enabled CCC and FSC operations. For example, under the FPA, the Solomon Islands Government counselling guidelines recognised the critical role that FSC has played and continues to play in the lives of survivors of domestic violence.

Through the FPA, FSC has been identified as a leader in VAWG and can take on a nationwide role to certify and register counsellors at the national level. In addition, FSC is the Co-Chair of the National EVAWG Campaign Taskforce and a member of the EVAW Taskforce (a government-led working group tracking progress on the FPA).

SAFENET was established in 2013 to improve the coordination of services for women experiencing violence. Standard operating procedures were established between CCC, FSC, Ministry of Health and Medical Services (MHMS), the Public Solicitor's Office (PSO) and the Royal Solomon Islands Police Force (RSIPF). SAFENET has recently undergone a significant review after the launch of the Family Protection Act in 2016, supported by the United Nations (UN) Joint Programme in Solomon Islands to improve coordination, management, and data collection. The SAFENET Memorandum of Understanding (MoU) guides referral pathways, including standards for protocols/procedures, followed by FSC and CCC as key members of SAFENET.

The SAFENET rollout in the provinces was advantageous for the two organisations, as it raised their profile and enabled access to institutional strengthening and capacity development of staff and PCs.

SHELTER AND SAFE REFUGE ACCESS

CCC is nationally recognised as a safe refuge for women experiencing violence, along with *Seif Ples*, a temporary shelter. Both are based on Guadalcanal, in or close to Honiara. Data from annual project reports show that a total of 784 clients accessed shelter at the 30 bed CCC facility between 2018 and 2020. Unfortunately, the length of stay for each client was not recorded.

“Last week there were a total of 40 clients in this place, and most of them are young girls, now we reduced to 14 clients, with 3 married women and more young girls [under 18 years old]. When the place is full, we sit on the floor to eat because at the dining table there is not enough chairs” CCC Client

TABLE 4: NUMBER OF CLIENTS ACCESSING SHELTER AT CCC

| Year | 2018 | 2019 | 2020 | Total |
|-------------------|------|------|------|-------|
| Number of clients | 243 | 313 | 228 | 784 |

At CCC, the average number of the Sisters varies from six to ten, and whilst they have been trained in psychosocial first aid (PFA), their strength lies in spiritual encouragement and referral to other services. In addition, the CCC project provided survivor centred training to ensure best practice care and support is available for clients.

Short term accommodation needs and risks outside Honiara: There are no dedicated safe houses in the provincial locations where the FSC PCs operate. There are no shelter services outside of Honiara. KII and FGD also reported that when there is an emergency requiring longer-term access to accommodation, the PCs typically use project funds to pay for fuel or passage for the client's transfer to CCC in Honiara. In the Province of Makira, the ACoM Sisters run a household in Goremanu, three hours from the Capital, Kirakira. While this household is not part of CCC, the Sisters did use it to accommodate women fleeing domestic violence. However, following threats to the Sisters from a perpetrator of domestic violence, they no longer take in women.

During evaluation interviews, FSC PCs reported that clients require temporary accommodation while they are accessing services. Short term accommodation of up to three nights is necessary, due to the long distances that clients travel to access VAWG services. Clients also need short term accommodation when they seek a Police Safety Notice (PSN), open a case with police and give statements, or are being interviewed. Other clients come for court cases or need medical attention due to their VAWG related injuries. Presently, there are times when FSC asks women to go and stay with relatives. Food rations are provided. The shelter needs provided by FSC PCs differ from the long-term shelter services that CCC provides and are more in line with *Seif Ples* in Honiara.

“One morning, we had a client that came to us from the Weathercoast. She walked for a long distance, over 2 days in the bush and keeping away from the truck road in fear of her husband. She had injuries, and her clothes were torn. I gave her my daughter's clothes, settled her down, and after I provided counselling for her, I paid for fuel for the police boat to take her to CCC” Interview, Provincial Committee

A critical issue that emerged from the evaluation was that while the FSC PCs are not permitted to accommodate clients in the office, as per the security protocol.

Urgent needs for client short term accommodation has resulted in the following solutions from PCs:

- PCs providing temporary accommodation at their office. (However, Marau and Tulagi offices do not have electricity. Staying in the office after dark is risky compared to the other locations.)
- Providing accommodation in PC's homes.
- Many of the clients in Kirakira either get safe refuge in a cell at the police station or spend the night at the FSC office.
- In Gizo, on one occasion, they kept the client in an office with the FSC volunteer overnight until the client was safely airlifted to Honiara for accommodation with CCC.
- In Tulagi, clients stay in a discrete location, usually a motel room.
- At Marau, clients stay with police officers at their homes.
- In Noro, clients are accommodated in the office, which has a bedroom. Volunteers spend the night with the client, with police officers on alert.

As part of the RVAW project, IWDA supported FSC to undertake risk and safety mapping with FSC PCs to develop a PC safety protocol as shown below:

**Committee Safety Protocol
For Committees**

- Referral networks meet at least quarterly
- If I feel unsafe or there is an incident, I report it to the police first.
- If there is an incident, I report it to FSC as soon as I can (after the police).
- I meet the clients in a place that is safe for both of us and not in their home.
- I finish work before dark. I do not accompany clients after dark.
- I aim not to have clients in my home and support them to relocate as possible.
- If I feel unsafe and I need to accompany a client, I will call the police or a taxi.
- Two committee members will accompany women when making a referral.
- There are always two committee members at the centre when open.

With Support from FSC

- Referral networks established.
- Support for more community awareness in the communities that the committee members live in.

FIGURE 1: COMMITTEE SAFETY PROTOCOL

Safety Protocol Implementation

This evaluation found that two out of the five PCs were not oriented on the above safety protocols. Critical areas of risk identified through the evaluation were related to PCs accompanying and sheltering clients. FGD also indicated that risk plans and protocols had not been reviewed and updated. Safety is paramount in responding to VAWG for both clients and staff, and as it stands, the approach to short term accommodation puts PCs and clients at risk. Suggestions raised to resolve these issues included: hiring security staff so that clients and PCs can stay in the office; development of partnerships with secure accommodation (such as a hotel accommodation with security); provision of emergency funds to support clients while they are seeking services. It was felt that protocols need to be developed and reviewed for each PC, given differences in context across provinces.

Despite these issues, each of the PCs were able to list many risk mitigation strategies currently being used – such as volunteers working in pairs, building strong relationships with the community, policy, and taking trusted taxis when working with clients (as opposed to walking at night). The risk mitigation strategies discussed are in line with the safety protocol. They suggest that while the protocols may not have been fully implemented, they have mitigated some risks.

Recommendation 2: IWDA and FSC should urgently address safety issues for PCs and clients.

- FSC and IWDA urgently review safety processes and protocols for their PCs and clients in rural areas

- FSC adapt new safety protocols to the context in each province in partnership with RSIPF and with respective SAFENET structures.
- FSC train all staff and volunteers in updated safety processes and protocols.
- IWDA provide additional funding required for new safety measures.
- FSC and CCC develop an advocacy plan in collaboration with SAFENET partners for establishing additional shelter services in Provincial centres.

ACCESS TO PSYCHOLOGICAL FIRST AID AND COUNSELLING SERVICES

Data from annual project reports indicate that a total of **1,575** women and girls received counselling from FSC between 2018 and 2020, with a substantial increase in 2020 to 1,112.

In FSC Honiara, as part of capacity building through IWDA, five counsellors/case managers studied part-time for diploma and certificate qualifications in general counselling at the University of South Pacific.

Additionally, counselling capacity was increased for FSC through the merger of its case management and counselling units. This merger resulted in increased collaboration between UN Women and IWDA in supporting FSC to ensure efficiency and role clarity for the counselling team. Further details of technical capacity support can be found in [section 3.4](#).

The number of clients seeking counselling has increased rapidly from 2019 to 2020, and the number of counsellors in Honiara has increased over time to meet this demand. However, there is unmet demand for counselling in rural areas. The role of PCs is primarily psychosocial first aid (PFA), referral to police and health services rather than formal counselling. Most FSC counselling takes place in Honiara or through counsellor visits to the PCs.

Client interviews and interviews with staff and volunteers of CCC and FSC in rural areas revealed that, in the first instance, clients received psychosocial first aid (PFA) from the Sisters at CCC or from PCs in the provinces and Honiara. Following PFA, clients were offered a range of services from CCC and FSC, including referrals to counselling, health, and police services. PCs under FSC and the Sisters at the CCC were all trained in PFA, and all the clients interviewed expressed satisfaction with their arrival experience at FSC and CCC.

TABLE 5: FSC COUNSELLING AND CASE MANAGEMENT STAFF 2016-2020

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|--|-----------------------------------|--|---|---|--|
| Total Counselling & Case Management Staff | 3 Senior (1) Counsellor (2) | 6 Senior (1) Counsellor (2) Case managers (3) | 7 Senior (1) Counsellor (2) Case managers (3) Driver (1) ² | 6 Senior (1) Counsellor/ Case managers (4) Driver (1) | 6 Senior Counsellor (1) Case managers (4) Driver (1) |

REFERRALS AND ACCOMPANIMENT RELATED TO SERVICE ACCESS

Referrals ensure that clients can access all the support services needed. For example, FSC will refer the client to the hospital she comes to a crisis centre and also needs medical assistance. Accompaniment is when staff physically accompany clients to other services and support clients to navigate the police and legal services. Providing transportation for accompaniment ensures that the staff and client are safe when travelling between services.

“Coming to the centre, I realise the help of this place. I was not alone to go to the police. The sisters took me to the police, provided transport for me to go to the Naha police station and then come back again” CCC Client

² The driver is included in counselling staff because they provide transportation to clients for referral services

Many clients referred by FSC or CCC to other VAWG services return home, fearful or with no means of transport to get to the police or hospital for support. CCC and FSC also receive referrals through SAFENET. A total of 301 clients were referred to FSC by SAFENET partners between 2018 and 2020. Most of these clients (176) were referred in 2020 compared to 77 clients referred in 2019 and 48 clients referred in 2018. For CCC, referrals from SAFENET have increased throughout the project. Clients referred from SAFENET made up 35% of clients in 2018, 58% in 2019 and grew to 64% in 2020.

The following information summarises referral and accompaniment considerations brought up through the evaluation process:

Referral Coordination Between Partners: While CCC and FSC have been supported by the project to improve service delivery, coordination between the programs and the partnership with SAFENET could be improved. For example, services for legal aid and representation could be accessed by CCC from the FSC legal team. This would overcome the challenge of CCC wasting time waiting for the lawyer or paperwork at the Public Solicitor's Office (PSO).

Differences Between Referral Systems: Referrals and case management systems are not the same for all locations or both programs. FSC has more experience in referral and case management. With their close connection to SAFENET and their understanding of the SAFENET MOU and the FPA, FSC counsellors are better equipped to mitigate the challenges they encounter referring to and working with other service providers.

Outside of Honiara, PCs are primarily responsible for the referral of clients to health, justice, and police services. The evaluator observed that PCs in Gizo and Kirakira had formal channels for referrals and case management. However, KII and FGD participants in Noro, Tulagi and Marau reported that PCs in these locations had a more ad-hoc approach to referrals even when specific VAWG counselling was required or when seeking PSN and PO for clients.

Referrals to Hospitals and Clinics: Referrals to hospitals and clinics were discussed in FSC PC FGD. It was noted that where the hospital or clinic had a nominated VAWG focal point, easier and more immediate access to medical aid was received. In addition, VAWG focal points have some training in GBV, SAFENET and FPA, understand the importance of filling out the SAFENET referral form, and collaborate with FSC to appear as proxy representation in court for the clients.

Referrals to Police: Referrals to police were discussed within FGD with FSC PCs in Noro and Tulagi. These groups reported that they only recently received positive support from the police. This improvement came about because of the SAFENET consultation workshop and rollout. In Gizo and Kirakira, police relied on the services of FSC for legal aid and counselling of clients. In Marau, where referrals were largely informal, police officers previously called their wives to attend to victims³ who presented at the police station. The PC in Marau has since taken over this role, and one of the police officers' wives is a current member of the PC.

"The work of FSC here is very good because before, we used to get our wives to come in the station to assist in talking to the victims. In this station, there are no woman, only men, and so the culture is very strict for us men to interview women who come to the station. Now we call the FSC volunteers to come to the station, or we go drop off the client at the FSC office" FG Police Office, Marau

Transportation: Transportation is a challenge to referral and a critical issue for women accessing VAWG related services. When there is public transportation available, women travelling to access services can be at risk of exposure due to the small populations of communities, even in Honiara. In addition, women rarely have access to independent transportation and are usually reliant on men for access to transportation. In Honiara, FSC and CCC both rely heavily on vehicles to transport clients, and while CCC have the advantage of owning two vehicles, the operating costs are very high. FSC garages the SAFENET vehicle and uses it for case management as well as administrative work.

³ Police and legal services in Solomon Islands refer to survivors of violence as victims.

Transport can be challenging in provincial areas too. In rural areas, women travel by canoe, outboard motor and ship, and trucks and taxis in provincial stations. Not many people own transport, and public transportation is costly in rural and remote areas given geographical spread and difficult terrain.

Like Honiara, Noro has a specific budget for taxi use to accompany clients. However, when they run out of money during the month, they walk long distances to access the police station. This also creates risks. Similarly, interviews with the PCs in Tulagi and Kirakira highlighted the risks of the perpetrator accosting the client when walking to the police station. In Gizo, Kirakira, Marau and Tulagi, all the critical service providers are within walking distance, and PCs accompanying a client do not incur any cost. However, when referring clients to Honiara, Tulagi and Marau, an outboard motor is required, resulting in a need to purchase passage or pay for fuel to use the police speedboat. In Tulagi, the PC was concerned about a client unaccompanied in a boat travelling to CCC. Therefore, the evaluation found it essential for FSC and CCC to provide transport and accompany clients they refer to different VAWG service providers.

“The sisters helped me and took me to the Naha Police Station to follow up with the case – the police investigation into the case took too long. So that is why it is now four months. The Sister also reached out to my family through the police to facilitate mediation ... if it was just me, I would not know where to go and what to do, I would probably be dead already” Interview, Client, CCC

Recommendation 3: Improve the security of clients, staff, Sisters and PCs during and accompaniment.

- FCC and CCC should ensure reviewed safety protocols address transport and accompaniment risks.
- IWDA and donors ensure transportation needs are adequately funded.
- FSC and CCC ensure project budgets are managed effectively, allowing access to transportation funds when required.

Recommendation 4: Improve PC referral processes through peer support

- IWDA and FSC should fund an opportunity for PCs from provinces with more ad-hoc referral systems to travel to Gizo, Kirakira or Honiara to review and learn from these more formal systems.

ACCESS TO LEGAL SUPPORT

FSC is the only civil society organisation that offers legal support for its clients free of charge. At the beginning of the project, there was one lawyer, and now there are two because of the FSC / IWDA partnership. Data from project monitoring reports show that 3,475 clients accessed legal services offered by FSC. It is interesting to note that clients accessed legal services more than three times more than counselling services. This may suggest a greater demand for legal services. However, this variation may also be due to the way data has been recorded and a lack of standardisation. The interviewed stakeholders and PCs expressed the need for a consistent and regular lawyer to be present to respond to cases for clients in rural areas. Currently, lawyers travel to the provinces on an irregular basis, which has been delayed further due to COVID-19.

The FSC provincial committee member in Kirakira sometimes acted as a legal proxy during court hearings of cases that had come through the FSC and where the FSC Honiara-based lawyer was not present. This also occurred in Western Province, where FSC Gizo volunteers sometimes act as a proxy to represent clients upon written instructions from the FSC lawyer. As a result, the number of legal services provided has increased from 143 and 124 in 2019 to 3208 in 2020. In addition, between 2018 and 2020, the legal team grew from 1 member, a senior legal officer, to 3, including the senior legal officer, a legal officer, and a paralegal.

ACCESS TO SOCIAL WELFARE

Exploring social welfare as a type of service accessed by clients was not initially in the scope of the evaluation. However, interviews with three provincial committees showed that most of the legal support for child maintenance cases were referred from the Solomon Islands MHMS Social Welfare Division. One client revealed that after waiting for two years for Social Welfare to take up her case, she had taken her files to FSC. She is currently waiting for the FSC lawyer to proceed with her case.

Interviews with clients revealed a high demand for legal services. Many clients had reached out to FSC because of the child maintenance support that FSC legal service offers. Interviews with provincial volunteers and stakeholders revealed that many of the social welfare cases pending at the Social Welfare Department had been transferred over to FSC in Gizo and Kirakira.

This raises concerns about whether FSC has taken over the government's social welfare responsibilities rather than focusing on new clients and physical and sexual violence cases. There is also a question of whether PCs should focus on social welfare and if this takes away from supporting clients and promoting awareness. These issues also suggest resourcing of the legal staff numbers may need to be considered.

Recommendation 5: FSC review demands on PCs to support social welfare cases.

- FSC to review demands on PCs for social welfare work and address this issue with SAFENET.
- FSC establish referral criteria or MoU with local MHMS Social Welfare Divisions, which aims to set parameters around referral and responsibilities.

3.2 ACCESS TO SERVICES BY VULNERABLE GROUPS

WOMEN FROM RURAL AREAS

Both programs were most successful in increasing reach to women in rural areas. A total of 1704 services were provided to rural women over the project period (288 accessed shelter through FSC and 1416 accessed other FSC services), with the number of services accessed increasing over the project period. A key enabler of FSC's increased provincial service provision was the operation of the ten PCs across eight provinces.

There were many positive stories of rural clients that PCs and the CCC have assisted in accessing support from other services such as the police, courts, and medical aid. One client reported:

"A lot of the clients got their case stuck in the police, but coming to FSC, our case was pushed through, and were able to follow through with our case."

Referral support from the PCs has successfully supported rural women to access services, including police, legal aid and medical support. In turn, the other support services have referred women and girls to FSC and CCC for safe refuge, secular and spiritual counselling and case management.

Several clients in rural locations who were interviewed said they accessed CCC and FSC through police referrals. This may be because police stations and posts have outboard motorboats and vehicles at their disposal and are more easily able to reach clients, unlike other service providers (such as medical and legal). Other rural clients interviewed reported being encouraged by PCs, family members, and friends to access FSC and CCC services directly.

WOMEN AND GIRLS WITH DISABILITIES

A total of **56 people with disabilities accessed FSC and CCC services** between January 2018 and December 2020. FSC increased its services for people with disabilities from eight to 38, with eight people in 2018, eight people in 2019, and 32 people in 2020. In addition, eight women and girls with disabilities accessed CCC services.

Barriers to Access

The Government of Solomon Islands is not yet a signatory to the UN Convention on the Rights of Persons with Disabilities, and people with disabilities remain largely invisible in government policy, planning and budgeting. They also face stigmatisation and discrimination.

Globally, it is estimated that between 15% - 20% of the population live with a disability, and research has shown that women with a disability are 2 to 3 times more likely to experience physical and sexual abuse

than women without a disability⁴. With these figures in mind, and considering FSC and CCC service provision figures, disability-inclusive access remains a gap for both services.

When discussing barriers to rural women with disabilities accessing services, the evaluation found the following:

Lack of Accessible Buildings: The evaluator observed that the buildings of multiple services in the provinces were inaccessible for women with disabilities. This issue applied to most service providers, not just FSC offices. Additionally, police stations are unlikely to be disability-inclusive, and police officers indicated in KII that it is rare for a woman with a disability to present by herself to a police station.

Stigma and Community Attitudes: People with disabilities experience stigma and discrimination in Solomon Islands in accessing all services. An interview with a woman with a disability revealed that, within the community, most girls with disabilities are treated differently to girls without disabilities because there is an assumption that girls with disabilities are not sexual and not attractive to boys. Furthermore, if they don't fit these assumptions, they are judged and cautious about coming forward. First, they are discriminated against because of their disability, and secondly, because of their sex and age. Based on this, rape cases are not reported, and the girl with a disability does not get the help she needs. Attitudinal barriers need to be addressed in services alongside physical barriers.

Carer Resources and Attitudes: Women with disabilities are often accompanied by relatives who provide care and communicate with and for them. This is a challenge because women with disabilities must then rely on others to access services. MHMS in the provinces revealed that women with disabilities only access VAWG services when visiting hospital outpatients or antenatal clinics. The perpetrator is usually a male relative in the house or living in the same village. Examples from the evaluation include:

- A provincial committee in Tulagi gave an example of a case of a woman with a disability. She was pregnant, and it was found that a male relative had raped her. Her grandmother helped the client access the police, who then brought the client to the FSC office. The police officers went to arrest the perpetrator.
- In a village in Makira, a girl with a disability suffered a miscarriage. Although the village people knew who made her pregnant, there was no investigation or action taken related to the rape.

These examples demonstrate the level of dependence women with disabilities have on their family and community members to support them in reporting. While access to services is possible with support, it is often inadequate. This has implications for who needs to access service information and whom awareness-raising activities should target. Awareness for women with disabilities needs to include carers and work in partnership with disabled people's organisations.

Transportation: Transportation issues were documented in [section 3.1](#) above. These issues are compounded for women with disabilities. Both organisations have vehicles in Honiara to make house calls to clients who are unable to leave the house. St John's Ambulance is also available to provide transport support. CCC recently received three donated wheelchairs to assist clients with mobility issues. Transportation issues are a barrier in rural areas where FSC does not have access to their own vehicles.

Staff Skills and Confidence: An issue raised in the evaluation was a lack of staff and PC skills to respond to women with disabilities. When women with disabilities experience violence, it is rarely reported to the police or even to FSC. Police, FSC volunteers and Honiara staff, said they were unsure how to manage and respond to counselling for clients with disabilities. (Although in Honiara, a sign language interpreter accompanied two deaf clients to CCC.) CCC also shared the same sentiments. It is worth noting that there are no specialist VAWG disability services or disability residential centres in Solomon Islands.

Project Strategies Addressing VAWG Service Access for Women with Disabilities

⁴ CBM's Inclusion Made Easy guide, citing DFID's 2000 'Disability, Poverty and Development', accessed at https://www.cbm.org/fileadmin/user_upload/Publications/cbm_inclusion_made_easy_a_quick_guide_to_disability_in_development.pdf

The RVAW project design included an analysis of barriers to women with disabilities. The primary project strategy was a partnership with People with Disabilities Solomon Islands (PWDSI), which was recently formalised in 2021. In collaboration with PWDSI, FSC & CCC held disability inclusion workshops (FSC in September 2020, CCC in June 2020). The workshops included awareness on issues related to people with disabilities and VAWG and discussions of how FSC and CCC could better assist their clients living with disabilities.

FSC and CCC have been improving access for women with physical disabilities in Honiara throughout the programs. The FSC and CCC buildings in Honiara have improved access for women with physical disabilities because of the programs.

FSC recently developed a training resource for staff and PCs to plan and implement training workshops. One module within the training manual is '*disability rights and inclusive practice*'. This topic challenges stereotypes around persons with disabilities. In addition, it will increase the awareness of FSC staff and volunteers of the unique challenges faced by women and girls with disabilities who experience violence. In addition, CCC attended a two day disability inclusion training, facilitated by PWDSI.

To better support women with disabilities, CCC is in the process of registering its small medical clinic with the Guadalcanal Province as a 'public' clinic. The clinic would only be open to clients and staff. Still, it would mean that a doctor would conduct weekly visits to the clinic, and an ongoing nurse would support the nurse at CCC (previously a Sister) helping women with disabilities.

Future Plans for Addressing VAWG Service Access for Women with Disabilities

An interview with IWDA staff indicated that a budget was allocated to deepening the engagement with PWDSI in the next phase. For example, through supporting training with the Deaf Association. The funding will also support FSC to roll out its new training package to PCs and communities throughout Solomon Islands. CCC has requested staff sign language lessons from the Deaf Association of the Solomon Islands. This training is scheduled to occur in the next six months. In addition, FSC is being supported to draft its disability policy and socialise it with staff, volunteers, and the board.

A disability audit of both organisations is planned to review the physical premises of both organisations and policies and practices and recommend how disability inclusion can be further improved. However, issues such as attitudes and stigma should also be addressed.

Recommendation 6: IWDA, FSC and CCC prioritise disability inclusion:

- CCC and FSC should implement the planned disability audit, ensuring it includes a knowledge attitudes and practices survey to understand these before and after training. Information from this audit should inform staff training and awareness-raising activities.
- CCC and FSC conduct targeted awareness-raising activities for women and girls with disabilities and their carers, utilising the partnership with PWDSI.
- IWDA enable CCC and PSC to learn from Tonga WCCC and other Pacific crisis centres about disability inclusion through exchanges.
- CCC and FSC ensure that training provided by PWDSI to FSC and CCC addresses staff and volunteer stigma and attitudinal barriers towards women with disabilities and builds confidence.

GIRLS UNDER 18 YEARS OF AGE (UNACCOMPANIED)

Young women were a key focus of the project. This section focuses on girls under the age of 18 years who are unaccompanied. There is a challenge in disaggregating data in Solomon Islands, where unmarried women are considered girls, regardless of their age, and married girls under 18 are considered women.

According to monitoring data, girls under 18 years of age made up 25% of total CCC clients, and service to this group has declined throughout the project. While data showed just 2% of services provided by FSC between 2018 and 2020 were accessed by girls under 18. However, as FSC records the accompanying adult, as opposed to the child, as the client, it is not possible to determine accurate numbers based on current data collection.

CCC has a dedicated space to accommodate unaccompanied adolescent girls, known as the Rainbow Wing. Through the project, CCC has refurbished an extension of the Rainbow Wing, including solar power for lighting, to provide space and privacy for girls seeking refuge.

“Last week there were a total of 40 clients in this place, and most of them are young girls, now we reduced to 14 clients, with 3 married women and more young girls. Interview, Client, CCC

In addition to providing space for young women, both services have strengthened their child safety and child-friendly spaces. For example, the client waiting room at FSC now has a play space for young children, making it more accommodating to women with children. In addition, FSC is in the early stages of developing a young ‘gele seif’ corner and is investigating partnerships with the Women’s Rights Action Movement Solomon Islands and ChildFund to support this work.

Barriers to VAWG Service Access for Adolescent Girls

Reliance on family member support: Interviews with PCs revealed that girls seek out FSC services, especially clients who have experienced sexual abuse from a stepfather or male relative living in the home. However, FGD in one project location reported that girls seek help for sexual and physical violence only when they know the service provider who will help them. The reasons for this are fear or shame. Girls feel that because the perpetrator is a male from their household, they will come up against the power and respect they hold as uncle, nephew, son, stepfather, or even father. They fear judgement and that they will be seen to have engaged in transactional sex, despite being raped.

Lack of targeted awareness: In some project locations, data from FGD suggests that FSC services are underutilised by all girls under the age of 18 because they are unaware of the service. FSC awareness-raising efforts are directed at women 18 and older. As with women with disabilities, this has implications for awareness. Awareness-raising should be targeted at family members to support girls as well as girls themselves.

Kastom: If the girl reports to the police that a male relative raped her, and her brothers hear of it, she must pay compensation (*chupu*) for making her brother hear about her shame. Thus, she becomes doubly victimised. If she does not pay *chupu* to her brothers and they hear that she has spoken out about being raped, they may beat her. That is why girls in provinces such as Guadalcanal are afraid to come forward to report cases on their own.

Recommendation 7: Improve girl’s access to services.

- With support from IWDA, FSC and CCC to improve data collection on the experience of people under the age of 18 accessing services, to ensure their voices are included in ongoing monitoring and adaptive management processes.
- FSC and SAFENET reframe how it defines clients to include girls under 18 to ensure data on this group is collected accurately.
- FSC and CCC address negative attitudes held by staff and volunteers about girls under the age of 18 who choose to have sex or are raped.
- FSC conduct outreach awareness-raising activities targeting young girls and women to increase knowledge of rights and services available.

3.3 KNOWLEDGE OF VAWG AMONGST COMMUNITY MEMBERS

Awareness

“I was very satisfied with the support of the FSC in Kirakira because of the information I heard in their awareness programme. I asked the team leader about the Police Safety Notice and how I can get one, and she told me that they can assist me to get it from the police station. So, I waited until my husband was violent to me, and I went to see the FSC team leader, and after she counselled me and write down my story, she took me to the police station. There I applied for PSN for my husband. When the police went to our house to give it to him, he was shocked. And when I went home, I explained to him what the PSN is about, and he understood and was not very angry. Now he is no longer violent, and the other time, we saw the team leader, and he went to shake her hand and told her because of the PSN, he is now a changed man”. Interview, Client, Kirakira

9,402 people were reached through targeted community awareness programs by PCs, exceeding the target of 5,000⁵. Everyone in the community is welcome to attend the community awareness sessions - men, women, and children. The information provided is based on the content contained within the FSC pamphlets developed by the FSC Advocacy and Training team.

Monitoring reports outlined some evidence of changes in attitudes of community leaders. For example, a community chief who is also known to support the committee in Central Province informed the committee that *'with the knowledge gained through FSC training (awareness-raising workshop) I was able to assist and inform victims to seek assistance'*.

Overall, however, there was little data relating to changes in attitude and knowledge. It would be difficult to collect data from every participant, but sampling is possible and recommended for future awareness activities.

Enablers of VAWG Community Awareness

Coordination with SAFENET results in better community awareness: FGD revealed that some PCs delivered more awareness-raising than others. For example, PCs in Gizo and Kirakira partnered with stakeholders to travel to villages and communities for community awareness programs. Communities were selected as high-risk areas based on the number of clients that come from these communities. Gizo PCs plan with stakeholders to organise logistics arrangements, send information to the community chief or church leaders, and identify a suitable venue once the chief has accepted the offer. For example, in Gizo, the planning and sharing of resources are allocated, and FSC usually provides funds for fuel and food for the team, while the police provide the boat and outboard motor. Oxfam supports with learning resources and equipment. Joint community awareness programs usually take five days and cover as many communities in the outer islands as possible, thus achieving wider dissemination of information.

Challenges to Community Knowledge of VAWG

Lack of funding and coordination to reach more remote areas: There is evidence of positive changes in people's attitudes towards preventing VAWG and using the law to stop VAWG. However, data from FGD held in Marau, Noro and Tulagi highlighted unmet needs for primary prevention and awareness-raising activities. Communities that are easily reachable and near the PCs predominantly benefited from awareness programs in these areas. Interviews with stakeholders and data from FGD highlighted that conducting awareness-raising activities in further afield islands and communities was not possible with limited funds for travel. Participants in both the Marau and Noro FGD agreed that the current budget is inadequate to deliver community awareness in island communities. Interestingly, this was not cited as an issue in Gizo and Kirakira. The Tulagi, Marau and Noro committees may learn from them and focus on collaboration with SAFENET stakeholders.

Finally, 16 Days of Activism Against Gender-Based Violence (16 Days) campaigns were conducted annually in all the project locations over eight provinces. FSC and CCC implemented activities in collaboration with local stakeholders. PCs negotiate sharing resources with service providers such as police, MHMS, NGOs (including World Vision and Oxfam), and provincial Councils of Women and women's development desks.

Knowledge and Attitudes of Staff and PCs: A survey was conducted as part of the evaluation, which reviewed the knowledge and attitudes of FSC and CCC staff and PCs related to primary prevention and awareness-raising messages.

The findings indicate that further training on gender equality and VAWG is needed, particularly for PCs and CCC staff.

The most significant findings were that regarding violence against women, 88% of respondents strongly disagreed or disagreed that *'often, if a woman is punched or slapped by her husband, it's usually because she did something wrong and she deserved it'*. However, 7% (1) respondent from Kirakira strongly agreed,

⁵ ANCP performance reports 17-18 through to 20-21

and 57% of respondents from CCC agreed. A higher proportion of respondents from FSC in Honiara (79%), Noro (62%) and Kirakira (60%) responded that they strongly disagreed.

Only 48% of respondents strongly disagreed that *'rape is usually caused by women wearing short dresses and walking to the shop alone at night.'* Of concern is that 15% (5) of respondents agreed, and 3% (3) strongly agreed. These respondents were from Marau, Gizo, Tulagi, KiraKira and CCC. More respondents from Honiara FSC (93%) and KiraKira (80%) rejected the statement, strongly disagreeing. **The results indicate that more training is needed, particularly for PCs and CCC, to understand gender inequality as the underlying condition necessary for violence against women and to challenge the drivers of violence against women, including condoning men's use of VAWG.** The full results of the surveys are documented in [Annex C](#).

Communication and Advocacy

IWDA has supported the FSC Advocacy and Communication team with a communication plan however, this plan requires further socialising. IWDA also supported the development of *'Waka for Stopim Vaelens insaet lo famili an Comuniti'*, a training manual for staff working to stop violence inside families and communities. This manual was tested in various training sessions and will be reviewed and finalised soon.

FSC has developed an Advocacy Plan. However, many staff do not understand advocacy. FGD in all the provinces highlighted this fact. When participants were asked what is currently happening around advocacy, most responded with awareness-raising and service provision.

A success story in advocacy is the Gizo PC, which chairs quarterly stakeholders' meetings and leads the provincial '16 Days' campaign. The Gizo PC has the government women's desk officer's support and has thus secured provincial government funding for some of its operating costs. This funding helps keep services open seven days a week instead of three.

Recommendation 8: Improving awareness of VAWG and services in remote communities

- FSC PCs from all provinces should establish partnerships that increase their capacity to access remote communities with violence prevention awareness-raising activities.
- IWDA, FSC and CCC ensure data collection systems capture changes in attitudes and knowledge resulting from primary prevention and awareness-raising activities.
- IWDA should support FSC to develop an advocacy plan targeting national and provincial governments for increased funding for provincial outreach in support of primary prevention messaging and service awareness.

3.4 ENABLING FACTORS AND CHALLENGES

The policy and legislative environment were critical enablers to increasing access to services, as was detailed in [section 3.1](#).

PROVINCIAL COMMITTEES (PCs)

This evaluation included an in-depth review of the PC model. The PC model was crucial to enabling rural women increased access to services and increased awareness of VAWG, the FPA and services. As a result, PCs have regularly been invited to represent FSC in consultation meetings, as stakeholders in national and local government initiatives, and as conduits to facilitate community forums and interventions. However, several challenges need to be addressed. The full assessment of the PC model is included in [Annex B](#).

The work of the FSC PCs includes the appointment of volunteers, establishing stakeholder partnerships and referral networks; building local capacities; and resourcing awareness and response interventions.

The evaluation found that of the five PCs assessed (Gizo, Kirakira, Marau, Tulagi and Noro), Gizo was most effective in implementing the service model, particularly in terms of committee establishment, the appointment of members, building of stakeholder networks and ongoing management of volunteers and

services. Members in Gizo had been selected from a pool of volunteers who were supported under the UN Trust Fund and a local organisation, 'Family Support Organisation'. The referral network in Gizo was formalised and well established. Both Gizo and Kirakira PCs were consistent in their service delivery, with Committees made up of members capable and experienced in delivering VAWG services. The other committees: Tulagi, Marau and Noro, would benefit from learning exchanges with Gizo and Kirakira.

Security Risks Regarding Short-Term Accommodation: which is detailed in [section 3.1](#).

Volunteer Payments: Volunteer payments were a common issue across the PCs. FSC PCs are managed by volunteers who feel less valued than their full-time counterparts in the head office in Honiara. In FGD, participants discussed the volunteer model for VAWG services and recommended an alternative approach to PCs for their role.

The Process of PCs Receiving Funds: Funds are received from Honiara inconsistently, with some offices receive monthly tranches, and others receive quarterly tranches. Many offices reported that they had experienced delays of up to four months for tranches, creating the need to rely on creditors or personal funds for FSC business. Other inconsistencies were identified regarding transfers to the provincial offices, such as using personal bank accounts or carrying cash from Honiara to the provincial location.

The Process Used to Establish PCs. Establishment processes differed across the five locations. The evaluation found that the process for identifying members for PCs was not documented or defined clearly, nor was it understood what the roles entailed, leading appointees to be somewhat confused at the beginning of their tenure as to expectations and responsibilities.

The evaluation found that specific skills and capabilities were required for the role of PCs, including basic literacy and numeracy skills to manage data collection and financial reporting and communication and public speaking skills to engage with stakeholders and hold awareness sessions. Where PCs who did not have these pre-requisite skills were engaged in leadership roles, the PC's functioning was often restricted.

Recommendation 9: FSC improve peer support to PCs

- FSC set up a network of PCs, including all provincial locations, through phone/texting for sharing practices, knowledge building, skills transfer and learning. It will build and strengthen a community of practitioners, build members rapport, and strengthen the skills of PCs.

Recommendation 10: IWDA and FSC should improve financial and HR processes for FSC PCs

- FSC Honiara to review and update the process for processing and sending tranches of funds to minimise delays and consider the safety of staff travelling with large sums of money on their person.
- FSC to review allowances to consider travel costs when determining PC allowances and increase clarity regarding allowable expenses for Honiara-based staff and PCs.
- FSC to conduct a review of volunteer position descriptions, pay and conditions, to ensure suitably qualified workers are paid a reasonable amount for their labour and fair employment conditions. Details of organisational strengths and challenges of FSC in Honiara and CCC are included in [section 3.5](#).
- FSC Honiara, with support from IWDA as needed, should document the process for establishing provincial committees, including outlining roles and responsibilities of PCs, the definition of 'volunteer' in this context, and how to identify and engage member. This can be based on the successful experiences of Gizo and Kirakira Provincial Committees.

PARTNERSHIP

A partnership review was also conducted as part of the evaluation with FGD with IWDA, CCC and FSC. The following key themes were identified:

Equality: FSC reported that they found the partnership equal. However, CCC found ACoM and IWDA primarily made decisions, but CCC is happy with the arrangement. The role of ACoM complicates this engagement, but this is the nature of working with church structures that are hierarchical and patriarchal. IWDA should continue to support CCC's increased voice in decision-making which requires work with ACoM to increase space, opportunities and recognition of CCC.

Capacity Building: FSC and CCC were both very positive about the capacity building provided by IWDA through the partnership and identified that this capacity building also contributes to the partnership's success. IWDA noted the increased capacity of FSC and CCC and that identification of capacity building needs should be ongoing. FSC and CCC confirmed that ongoing capacity development to address areas where they have difficulty should continue.

Communication: All partners found that communication to discuss project implementation was open and regular. Regular visits by an in-country consultant are also beneficial. Partners also requested that IWDA share communication from DFAT with FSC and CCC to increase knowledge and capacity.

Trust: FSC, CCC and IWDA all reported that the partnership one based on trust. Examples included 'walking the talk', good communication and trust between individuals from the respective organisations working closely together. It was noted that communication challenges with CCC can make maintaining trust difficult, but this has improved in recent months.

Respect: FSC and CCC reflected that the partnership is respectful. Examples included listening and responding to issues and valuing FSC and CCC's expertise. CCC also said that they feel their diversity and religion are respected, including the boundaries of working in the church.

TECHNICAL CAPACITY BUILDING

While this section of the evaluation focuses on the technical capacity for counselling, [Section 3.5](#) focuses on organisational development linked to the partnership approach, including training on governance, child protection, gender equality, and a rights-based approach, noting these are closely related to technical capacity.

In this evaluation, technical capacity building refers primarily to counselling skill development using an approach developed through capacity assessment and ongoing consultation with CCC and FSC.

The mid-term capacity assessment highlighted that overall, staff technical capacity and knowledge has increased on issues relevant to GBV and is aligned with the *UN Essential Services Package to Women and Girls Who have Experienced Violence* (ESP). For example, in the baseline, FSC received a self-assessment score of 38% when asked if FSC staff are trained in and adhered to a rights-based approach. In the mid-term capacity assessment, when asked the same question, the score increased to 100%. Technical capacity was not part of the capacity assessment for this evaluation. Instead, it was assessed through FGD, KII and document review.

The evaluation found in the review of project documents and from FGD that IWDA has supported the two organisations in building technical capacity using several strategies. The underlying principle for building technical capacity was to facilitate linkages to organisations based in the Pacific and within Solomon Islands. In addition, both FSC and CCC receive technical capacity from other organisations such as SAFENET, MWYSA, UN Women, and NGOs such as Oxfam.

Of all the types of the capacity building provided, the most valued by CCC and FSC were training opportunities with other Pacific crisis centres and access to formal qualifications.

Formal Counselling Qualifications: Certification of counsellors was identified as a need in the initial capacity assessment. Since 2019 five counsellors have attended the University of the South Pacific for certificate and diploma courses for General Counselling. Significantly, the counsellors have formal counselling because the *Domestic Violence Counselling Guidelines* (supported by UN Women) formalised in 2021 require qualified counsellors. FSC has a crucial role in the governance and roll-out of the *Domestic Violence Counselling Guidelines* and assessment and training of counsellors.

Links to Pacific Crisis Centres: IWDA facilitated linkages to other Pacific crisis centres throughout the project. The training approach of engaging regional service providers such as Fiji Women's Crisis Centre (FWCC) and Vanuatu Women's Centre (VWC) to train FSC Counsellors and CCC staff (as opposed to

international consultants from outside the Pacific) strengthens FSC's regional alliance and relationships with other service providers and contributes to sustainability. In addition, FWCC and VWC can provide examples of best practice in similar cultural contexts.

As a result of training from other Pacific crisis centres, FSC and CCC staff have adapted policies from their regional partners and implemented these into their working environment. Relationships with the Pacific crisis centre network have also been strengthened. Training from FWCC resulted in CCC embedding FWCC training within their capacity building plan to ensure staff practice aligns with survivor centred and rights-based approaches. Exchanges between the organisations are valued and help build individual team members' capacity. Unfortunately, these have been disrupted in 2020 and 2021 due to Covid-19. There are plans for exchanges to resume when travel restrictions are lifted.

National Training Program (NTP): The FSC and CCC program's increased reach and quality were enabled by IWDA's support to effectively strengthen the VAWG technical capacity of Honiara-based CCC and FSC staff and PCs. The first NTP was facilitated by FSC staff and the VWC in 2017. FSC has run the program since 2018, and it was extended to SAFENET partners in line with the *National Counselling Guidelines*.

The NTP was a key learning opportunity for CCC. It provided the Sisters with new knowledge and information about work outside of CCC that responds to VAWG. PCs highlighted that the NTP is beneficial as a space to receive and share ideas and experiences and get new or refresher training. FSC had planned to run NTP forums annually. However, Covid-19 restrictions have limited the capacity for face-to-face learning exchanges. The ANCP project funded the NTP.

In-house training

CCC identified a strong preference for in-house training, which IWDA supported. A training coordinator was recruited by the project and had successfully conducted in-house training for the Sisters. The CCC training coordinator has also provided life-skills training for the Sisters and clients at the centre, hoping to help them with income generation when they leave. However, a manual for training processes and routines is needed for consistency and requires visuals and plain language.

A challenge for CCC is that Sisters who have been trained have left the centre due to ACoM decisions. ACoM decides who is assigned to CCC, how often they are moved, why they are rotated, and whether new Sisters understand what their duties will be stepping into at CCC. More consistent delivery of induction on ACoM policies is needed from ACoM. It would be helpful for ACoM to supply CCC with hard copies of its policies for a survivor-centred approach to keep them at the centre.

Recommendation 11: Review VAWG and gender equality training for CCC Sisters

- IWDA should review CCC's existing training content to ensure that common attitudes that reinforce gender inequality and excuse men's violence against women are addressed, and staff can facilitate this content comfortably.
- CCC should prioritise gender equality and VAWG training for all Sisters to ensure they are not unintentionally, reinforcing harmful attitudes.

3.5 ORGANISATIONAL DEVELOPMENT CCC AND FSC

A key enabler of the FSC and CCC programs was support and training from IWDA on organisational issues, which included: governance structures, staff capacity building, financial reporting, and fraud management. In recognising the complexities of reporting to multiple donors, IWDA provided project management support to streamline work plans, budgets (including cash flow), reporting templates and policy requirements.

At the beginning of the project, capacity was assessed using a four-point system:

1. **No evidence:** This is an area that has not yet been considered and requires a lot of support.
2. **Ting Ting Roundem:** The organisation has done some work on it but needs further development.

3. **Kickstart ongoing:** The organisation demonstrates a good understanding in this area and could use a bit more support.

4. **Mature:** The organisation is demonstrating good practice in this area

The scores for the baseline, midline and evaluation are included in Figures 2 and 3 below. The baseline indicated weak governance, policy and procedures within the organisations, inadequately resourced staff, and capacity building needs in project management, human resourcing, and finance. Policy in gender, child protection and rights-based approach were also priority areas. The same capacity assessment was used mid-term and found substantial increases in child protection and gender policy capacity.

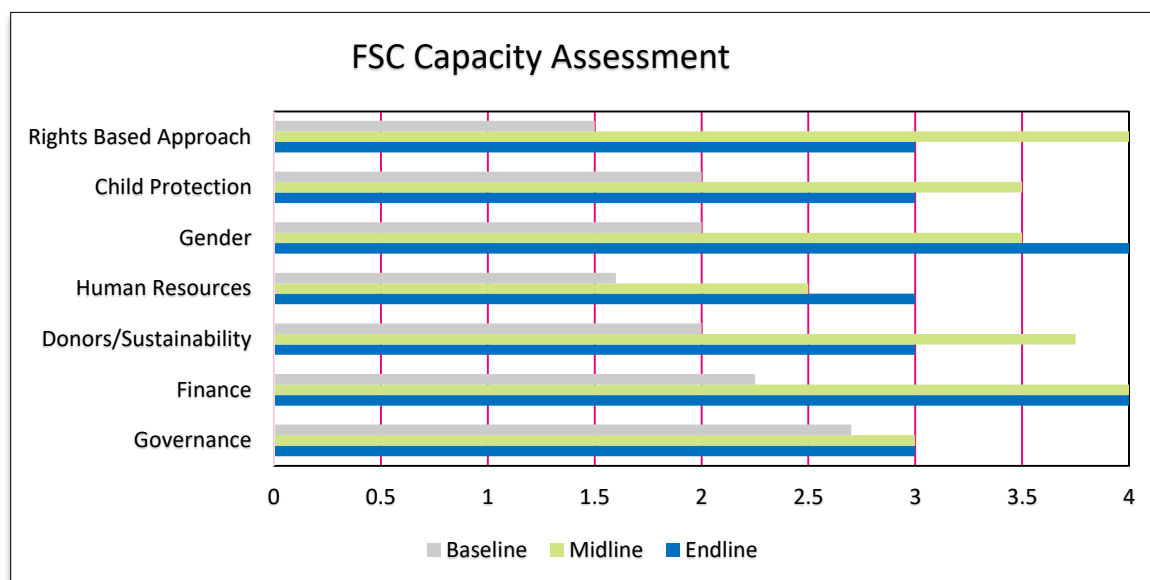


FIGURE 2: FSC CAPACITY ASSESSMENT

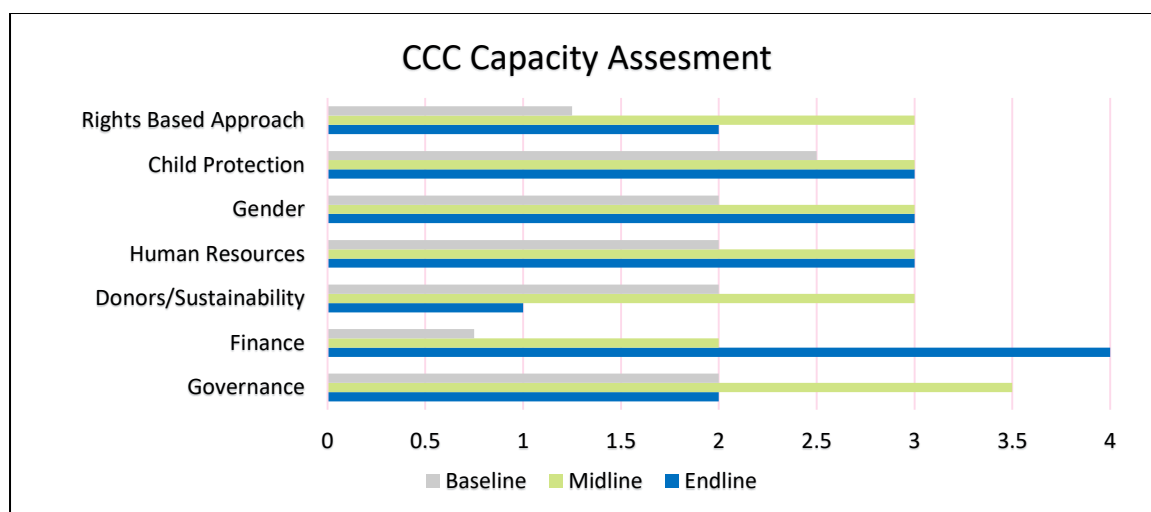


FIGURE 3: CCC CAPACITY ASSESSMENT

Capacity was assessed in this evaluation through a one-day workshop with both CCC and FSC staff members, including volunteers, interns, and security guards. The staff of both organisations used the same assessment tool; however, as scoring was done on a consensus basis, there will be variation between mid-term and evaluation results. The following discussion relates to themes covered in the capacity assessment:

The most significant improvements for both organisations at the end of the project were in finance, fraud, and corruption.

Finance: Financial mismanagement has been an issue for both partners, which resulted in delayed project implementation. IWDA responded by financial capacity support, and financial audits were completed for both partners. As a result, financial operations are now better than in 2019 for both FSC and CCC. In the self-assessment, CCC gave themselves a rating of 3 and FSC a rating of 4.

Human Resources: Human Resources have also improved, with each organisation giving themselves a score of 3 out of 4.

Governance: Governance has improved for both organisations. Improvements in governance bodies (such as the board and sub-committees for executive leadership), organisational accountability and transparency in systems and process of management and operations of CCC and FSC are also evident. For example, FSC held its first AGM since 2015 in 2018, and then again in 2020, and has held more regular board meetings, which took place quarterly over the past two years. CCC engaged a new Governing Committee, which ACoM supports. FSC and CCC both have strategic plans that IWDA supported. It was the first-ever strategic plan for CCC, and FSC is currently developing its new strategic plan.

Donors: FSC increased its number of donors to seven in 2020. This indicates FSC's growing reputation as an organisation delivering quality services to women and girls. However, this has also resulted in several new challenges for FSC related to managing this significant growth. The increase in donor grants within a short period resulted in a substantial workload for FSC staff, given donor reporting expectations. A key observation from FSC was that they need a tool for knowing how to assess donor opportunities. CCC has a less diversified donor base and is considering selling products to support its operations.

Policy and Ethics: Policy and ethics development was also a significant focus of capacity development. IWDA supported the development of policy and procedures for safeguarding and child protection for both organisations and support to FSC for other policies, including fraud, whistle-blower, gender, and disability. Staff members, including PCs of FSC, CCC staff and ACoM members, are trained annually on the Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH), child protection, fraud, and finances.

Child Protection and PSEAH: Child protection and PSEAH have significantly focused on IWDA's capacity support. Annual training has been delivered to both FSC and CCC with in-country resources, including ChildFund, local consultants and IWDA staff. The FSC Board approved a child protection policy in April 2021, and both organisations have PSEAH policies. In 2020 FSC and CCC developed child protection risk management frameworks, and child protection is integrated into recruitment. However, socialising the safeguard policies and child protection for CCC and FSC is an ongoing process that requires continued support.

A more detailed capacity assessment is included in [Annex E](#).

RISK MANAGEMENT

FSC and CCC Honiara

In Honiara FSC, the waiting area is now more private and safer, with new curtains, a lockable door and an alternate entrance. CCC hired security officers, and the Sisters noted a reduction in perpetrators attempting to access clients. CCC's baseline score against Safe Accommodation was 25%. This increased to 62.5% at the mid-term capacity assessment. IWDA has continually supported improvements to both centres in Honiara to reduce client and staff risk. A security company provided a risk analysis for CCC, and they now have a security guard, improved fencing, lighting, and new plumbing systems. A security guard was hired for FSC. As discussed in this evaluation within the section on referrals and accompaniment, access to vehicles for staff and clients is also a safety measure.

In addition to the short-term accommodation issue, FSC PC FGD found that another common risk identified by all PCs was the risk of violence from a perpetrator or the perpetrator's family members. This was raised as a particular concern by those PCs who accommodate clients in their own homes. In two of the FGD, this

raised the question of whether volunteers could have insurance in case of harm done to them, and one focus group participant wondered if volunteers would be entitled to paid leave in the event of injury. PCs in Gizo also discussed technology-based violence where the perpetrator sent threatening and abusive text messages via mobile phone to the volunteer for assisting his wife.

Recommendation 12: Support risk management processes

- IWDA support FSC to develop a tool for assessing donor opportunities.
- FSC consider the need for policy to address PCs concerns related to insurance and paid injury leave.
- FSC and CCC ensure that Sisters, staff and PCs receive training on technology-facilitated abuse and that FSC and CCC have considered this type of GBV within operations, training, and policy.

3.6 COHERENCE AND COLLABORATION

Coherence is particularly important in Solomon Islands as many donors and organisations are active in the EVAWG space.

Collaboration between CCC and FSC: This evaluation found a great deal of coherence between the two partners in-country and with other VAWG actors within Solomon Islands. FSC and CCC aligned their work with National EVAWG policies and collaborated with other actors in this space. Review of progress and annual reports outlined productive memberships in SAFENET, adherence to SAFENET guidelines, National Counselling Guidelines, and use of FPA as the legal foundation of their work. The project promoted collaboration in its partnership approach, ensuring cooperation with each other and with national and provincial government agencies. An example is that FSC visits CCC weekly to provide counselling services.

National Government: At the national level, government ministries responsible for women, children, justice, and health have collaborated with CCC and FSC to implement VAWG interventions through policy, practice, training, and funding support. For example, the Ministry of Women, Youth, Children and Family Affairs (MWYCFA) has officially opened an FSC training workshop. In addition, FSC was invited as a guest presenter for the Government's VAW policy framework.

MWYCFA has provided grants to both FSC and CCC to support service delivery. However, budget constraints for both partners constrain their capacity to implement all services fully. For example, rural outreach for women and girls increased access for women and girls to services and information, and being more visible in rural areas, could all be improved. In addition, the evaluation finds that CCC and FSC could scale up their advocacy to the government for increased funding as per specifications in the FPA for NGOs to get further support from the government for awareness and prevention of domestic violence.

Provincial Government: At the provincial level, the presence of FSC and the establishment of the PCs in five provincial locations are aligned to the national EVAWG policy. Both CCC and FSC have led some policy outcome areas for EVAWG and are critical partners at the national and provincial levels for SAFENET. In some provinces, they are recognised as the only two local organisations providing VAWG services. In the provincial centres, FSC is expected to lead informal referral pathways for survivors of violence.

To secure more meaningful support from provincial governments to support survivors of domestic violence, FSC has commenced a strategic engagement with provincial governments. There is also a plan for the PC in Gizo to upgrade to a branch of FSC. In the short term, FSC has engaged with Western and Isabel Provinces to seek government-funded office spaces for the FSC PCs and better align government and FSC initiatives space. In addition, there is keen interest from provincial governments to pursue partnership agreements with Tulagi and Marau for areas of shared commitments.

NGOs and Civil Society: The programs have collaborated with various stakeholders and partners, such as the *Market for Change* Project. This project provided an opportunity to link with women vendors to disseminate information about the law, services, and women's rights to live free from violence. Similarly, the advocacy work on *Voices Against Violence* with sister civil society organisations (Women's Rights Action Movement and *Vois Blo Mere*) and the RSIPF could be extended into the private sector and include mobile

counselling services. In addition, there may be more opportunities for CCC and FSC to collaborate with women-led civil societies, facilitating women's spaces for practical and critical conversations about VAWG.

FSC and CCC have also partnered with newer VAWG players such as Oxfam and World Vision. However, CCC has mainly focussed on information and awareness to its women's church groups and opportunities to collaborate with the Mothers Unions who operate in provinces with Anglican churches.

DFAT: DFAT representatives reported that there is room for further collaboration between CCC and FSC with UNW and other organisations that DFAT funds, such as Oxfam *Safe Families* and World Vision *Channel of Hope*. They indicated that they would like to see collaboration improve with each organisation complementing each other to achieve a wider reach and greater impact.

UN Women and International Organisation for Migration (IOM): UN Women provides substantial support to FSC. FSC has ten provincial committees, and UN Women supports the Buala and Kolotubi Committees in Isabel Province and Neo and Lata Committees in Temotu Province. In addition, IOM supports the Committees in Rennell and Bellona. An interview with UN Women clarified that support to FSC was based on the understanding that IWDA would focus on staff capacity and organisational capacity building and UNW would concentrate on supporting counselling skills. Interviews with DFAT and UNW representatives indicated that communication and opportunities for collaboration were ad hoc and not consistent in the early stages of the programs. Despite this, they felt collaboration with IWDA had improved since 2020. IWDA was more visible at meetings, communication to and from IWDA was regular, and there is now a collaborative approach to solving the challenge of producing quality data and establishing a workable database and system.

Pacific Women: The three Honiara FSC counsellors also participated in phone online counselling training provided by the *Pacific Women* Support Unit. The training equips counsellors with skills in risk assessment, counselling, and referral services via phone. Phone counselling will also support FSC counsellors to provide improved capacity to serve rural clients remotely. This training connected the counsellors with the Vanuatu Women's Centre, Tonga National Centre for Women and Children, and Women and Children's Crisis Centre (Tonga), who also attended the training.

3.7 SUSTAINABILITY

Ongoing benefits for women and girls experiencing violence

There are several ongoing benefits, particularly for women experiencing violence in Honiara and targeted provinces, however less so for girls and women with disabilities. More women have access to counselling, referral and legal services in the target provinces, as detailed in [section 3.1](#).

Many components of both projects contributed to women's ongoing access to services which include:

Enabling Environment: The FPA, National EVAWG Strategy, SAFENET and donor commitments to EVAWG created an enabling environment. As a result, the Solomon Island Government has demonstrated commitment to ending violence against women in developing and implementing legislation and policies and operationalising SAFENET and its roll out to provinces.

Coordination and Collaboration: Donors have also maintained commitment over the past three years to EVAWG, which could lead to a lack of coordination. IWDA's approach aimed to promote collaboration with UN Women and Pacific Women to facilitate linkages for FSC and CCC to other donors and government initiatives to support sustainability. Many of the ongoing benefits are documented in the coherence [section 3.6](#). Sustainability in this project is also a function of the high level of collaboration with SAFENET and the Solomon Islands Government to implement national policies. The FSC and CCC are now positioned to lead response work in the national government policy and legislative framework. Recognition for their work and the mandate of their services has fully integrated into the nationwide response to EVAWG.

Technical Capacity Building, Focused on Pacific Expertise: IWDA has been committed to facilitating linkages to Pacific Crisis Centres, Solomon-Islands based consultants and formal training of five counsellors. This approach was inherent in the project's design and promoted a decolonisation approach,

locating decision making power within FSC and CCC (and ACoM) as much as possible. IWDA's current strategic plan talks about leveraging locational power through stepping up, standing with, and stepping back when others are better placed to take the lead. The approach to technical capacity demonstrates stepping back. For example, support for the development of the NTP resulted in strengthened relationships between FSC, CCC and other Pacific crisis centres.

Core Funding: VAWG services need to have financial sustainability to improve the quality and reach of services and ensure that clients' needs are met. Core funding also contributes to the 'stand back' approach and localises decision making with FSC and CCC (and ACoM). Core funding was coupled with organisational development to improve the sustainability of the organisations. CCC and FSC reported in FGD that they appreciated managing their budgets according to their organisational priorities, with support from IWDA.

Core funding is a crucial component of promoting women's ongoing access to services.

Organisational Capacity Development: Capacity development based on evidence was also an important component that led to sustainability. IWDA worked with CCC and FSC to determine their capacity development needs using a thorough assessment, followed through on those priorities and responded to emerging priorities. As a result, both organisations have more robust governance and financial management processes, contributing to their ability to continue serving their clients. IWDA has, in the last five years, been consistent in its supervision and management to ensure that governance structures and systems for CCC and FSC in Honiara are strengthened, staff are capable, and the organisations are trusted and credible.

CCC and FSC recognise that they engage in high-risk work, and IWDA has ensured that the organisations have policies and procedures for safeguards and child protection. In addition, most of the staff, including the PCs and the Sisters, were trained on PSEAH and child protection.

IWDA Partnership: Both CCC and FSC have reflected that although they now have multiple donors and co-funded projects, there is still a need for an ongoing partnership, support, and technical input from IWDA. Improved donor coordination has been complex for FSC and required IWDA to coordinate with donors and shift activities and support.

Areas for Improvement

Provincial Committees: PCs improved rural women's access to services and developed a network of people in provincial centres committed to ending VAWG. The PCs are effective at raising awareness of VAWG and services. However, some PCs need to work more closely with Police and health counterparts to reach communities further from their base with awareness and financial support from FSC to do so.

However, there are sustainability issues with the PC model. For example, the risks were detailed in [section 3.1](#), and the operational issues described in [section 3.4](#) negatively impact the sustainability of the PC model.

Marginalised Groups: The projects did not provide ongoing benefits for adolescent girls or women with disabilities. There is evidence that a recent partnership with PWDSI will improve access to services for women with disabilities over the next phase. Finally, disaggregation of data is challenging and improving this should be prioritised, particularly understanding service access requirements for these two groups in the next phase of the projects.

Recommendation 13: IWDA and donors should build organisational independence and solidarity through expanding core funding and access to regional and in-country training opportunities

- IWDA and donors expand the provision of core and long-term funding for VAWG services towards increased provincial reach.
- IWDA expand opportunities for technical capacity development contributing to sustainability by providing access to other Pacific crisis centres (once travel resumes) and Solomon Island consultants.

4. RECOMMENDATIONS

In this section, the recommendations that appear throughout the report are summarised and reorganised in according to theme and timeframe.

The following recommendations should be addressed urgently.

IWDA and FSC should urgently address safety issues for staff, PCs and clients.

- FSC and IWDA urgently review safety processes and protocols for their PCs and clients in rural areas. FSC should provide training to staff and PCs on updated protocols.
- IWDA provide additional funding required for new safety measures.
- FCC and CCC should ensure reviewed safety protocols address transport and accompaniment risks.
- IWDA and donors ensure transportation needs are adequately funded.
- FSC consider the need for policy to address PCs concerns related to insurance and paid injury leave.

IWDA, FSC and CCC prioritise disability inclusion

- CCC and FSC should implement the planned disability audit, ensuring it includes a knowledge attitudes and practices survey to understand these before and after training. Information from this audit should inform staff training and awareness-raising activities.
- IWDA enable CCC and PSC to learn from Tonga WCCC and other Pacific crisis centres about disability inclusion through exchanges (when travel resumes).
- CCC and FSC ensure that training provided by PWDSI to FSC and CCC addresses staff and volunteer stigma and attitudinal barriers towards women with disabilities and builds confidence.

FSC and CCC improve girl's access to services

- FSC and CCC address negative attitudes held by staff and PCs about girls under the age of 18 who choose to have sex or are raped.

Review VAWG and gender equality training for CCC Sisters

- IWDA should review CCC's existing training content to ensure that common attitudes that reinforce gender inequality and excuse men's violence against women are addressed, and staff can facilitate this content comfortably.
- CCC should prioritise gender equality and VAWG training for all Sisters to ensure they are not unintentionally, reinforcing harmful attitudes.

IWDA and FSC improve financial and HR processes for FSC PCs

- FSC Honiara to review and update the funds transfers, allowances, volunteer recruitment processes, position descriptions and remuneration.

These recommendations should be implemented between six and 18 months

IWDA should increase capacity development support to CCC and FSC for quantitative data collection, which is consistent and aligned with the SAFENET template. This should include IWDA support to:

- CCC collecting data related to client length of stay and FSC developing forms that support capturing unique client numbers upon intake.
- FSC staff traveling to another Pacific crisis centre to learn about their approach to data collection, reporting and database (when travel resumes). FSC develop a client database system, following the visit to another centre.

Improve awareness of VAWG and services in remote communities and target girls and people with disabilities

- FSC PCs from all provinces should establish partnerships that increase their capacity to access remote communities with violence prevention awareness-raising activities.
- IWDA, FSC and CCC ensure data collection systems capture changes in attitudes and knowledge resulting from primary prevention and awareness-raising activities.
- FSC conduct outreach awareness-raising activities targeting young girls and women to increase knowledge of rights and services available
- CCC and FSC conduct targeted awareness-raising activities for women and girls with disabilities and their carers, utilising the partnership with PWDSI.

FSC improve peer support to PCs

- FSC set up a network of PCs, including all provincial locations, through phone/texting for sharing practices, knowledge building, skills transfer and learning. It will build and strengthen a community of practitioners, build members rapport, and strengthen the skills of PCs.
- IWDA and FSC should fund an opportunity for PCs from provinces with more ad-hoc referral systems to travel to Gizo, Kirakira or Honiara to review and learn from these more formal systems.

IWDA and donors should build organisational independence through expanding core funding and facilitating access to regional and in-country training opportunities

- IWDA and donors expand the provision of core and long-term funding for VAWG services towards increased provincial reach.
- IWDA expand opportunities for technical capacity development contributing to sustainability by providing access to other Pacific crisis centres (once travel resumes) and Solomon Island consultants.
- IWDA support FSC to develop a tool for assessing donor opportunities.

The following recommendation should be implemented if there are additional resources for advocacy

FSC and CCC focus advocacy on shelter and targeting remote communities for awareness-raising


- FSC and CCC develop an advocacy plan in collaboration with SAFENET partners for establishing additional shelter services in Provincial centres.
- IWDA should support FSC to develop an advocacy plan targeting national and provincial governments for increased funding for provincial outreach in support of primary prevention messaging and service awareness.

ANNEXES

ANNEX A: ACHIEVEMENTS AGAINST PROJECT OUTCOMES, ENABLERS AND CONSTRAINTS

There were four expected outcomes for the *Pacific Women* funded project and three outcomes for the ANCP-supported project. Table 1 provides a narrative summary that indicates the extent to which each outcome was achieved. The **green** indicates the project outcome was on track and achieved, **yellow** indicates the outcome was partially achieved and being managed and closely monitored with strategies in place for achievement, and **red** indicates areas where no progress has been made. There are some limitations to the figures in this table as data collection is an ongoing area for improvement for both FSC and CCC.

TABLE 1 - PROGRESS TOWARD PROJECT OUTCOMES

| Responding to Violence Against Women and Girls in Solomon Islands expected outcomes (Pacific Women) | Progress toward outcomes | Enablers and constraints |
|--|--|--|
| Outcome 1: More women in Solomon Islands are able to access qualified counsellors, legal advice and case management through FSC. |  <p>Women's access to counselling, legal advice and case management has expanded rapidly for all FSC services. Monitoring reports show that 6675 women and girls accessed VAWG response services from 2017 – 2020.</p> <ul style="list-style-type: none"> • Counselling services increased from 115 clients in 2018 to 1,112 in 2020 • Legal services increased from 143 in 2018 to 3,208 in 2020 • Clients accessing the hotline increased from 225 in 2018 to 2,333 in 2020 • Referrals for SAFENET partners increased from 48 in 2018 to 76 in 2020 for FSC • Case management services did not increase. The case management structure was changed and integrated into other services. | <p>Enablers: Policy and legislative environment PCs have increased access to services for rural women. FSC counsellors and legal officers have visited provinces to provide qualified counselling, legal advice, and representation for clients. Core funding enables continuity of services and continuous improvement of the quality of services. Quality of services was also enabled by: Five counsellors supported to get formal qualifications Annual National Training Program Support for training exchanges of staff of CCC to regional crisis centres.</p> <p>Constraints: The primary constraint is that FSC does not record client numbers and services in data collection. Turnover of PC volunteers whereby new PC members get trained again. Legal aid has been heavily burdened with</p> |

Outcome 2: More women in Solomon Islands are able to access shelter and psychosocial first aid services through CCC.

Fewer women accessed CCC shelter and psychosocial first aid services throughout the project. However, CCC services are limited to the maximum number of 30 people able to be accommodated within the facilities at any given time. All women who access CCC shelter services also access psychosocial first aid:

- 2018: 243 clients
- 2019: 313 clients
- 2020: 228 clients

Total: 784

A key risk identified was the lack of shelter available in provincial areas, and FSC PC members are providing short term accommodation in their homes. This risk needs to be urgently addressed in risk management protocols by FSC.

Outcome 3: Vulnerable women (women with disabilities, women in rural areas and young women) are able to access counselling, legal, case management, shelter and psychological first aid services.

- Of these three categories, women in rural areas had the biggest increase in FSC and CCC services access. Approximately 20% of services were delivered to women from rural areas.
- The evaluation found that few women with disabilities accessed services. For CCC, there was no data in 2018, compared to 2 in 2020. Access for women with disabilities increased from 8 in 2018 to 38 in 2020 for FSC, which indicates an increasing focus on disability inclusion by FSC. However, this

child welfare cases from SWD and the risk of FSC taking over the government's mandate.

Enablers: Policy and legislative environment

Increasing referrals from SAFENET.

CCC has improved its data year on year and has very accurate, disaggregated data from 2020.

There have been improvements in the quality of services, improved understanding of rights-based approach and child protection (see section 3.7)

Constraints: CCC operates in Honiara and Auki only, and lack of presence in other provinces, especially safe accommodation, is a risk identified for women seeking refuge.

The rotation of sisters to the Centre means that training can be lost.

CCC is limited by the number of beds they provide, and numbers fluctuate based on length of stay.

Enablers: FSC and CCC in Honiara have upgraded and refurbish their facility to accommodate disabled women in wheelchairs.

Child protection policies and training have been rolled out for both CCC and FSC.

Constraints: The Solomon Islands government has no legislation to guide stakeholders to implement disability inclusion for legal rights.

Although the staff of both organisations have attended training on disability inclusion, practical service provision knowledge and skills need to be improved, and attitudes need to be addressed.

| <p>Outcome 4: CCC and FSC are meeting the objectives of their strategic plans, and their organisations, including their financial and governance systems, are stronger and more sustainable.</p> | <p>should be a continued focus for both organisations to improve.</p> <ul style="list-style-type: none"> Unaccompanied girls aged 18 and under made up 28% of CCC clients and 2% of FSC clients between 2018 and 2020. <p>The results of partnership health checks and capacity development assessments indicate good governance and leadership and capable staff. However, systems and processes within each organisation require further socialising and regulating more broadly across both organisations. This issue was also highlighted in the FGD with CCC and FSC in Honiara on the effectiveness of the partnership model and a combined workshop with CCC and FSC staff on partnership health check and capacity development assessment.</p> | <p>FSC offices in rural locations and other service providers such as the police aren't accessible.</p> <p>FGD indicate that girls fear seeking services due to a perceived lack of confidentiality and judgement.</p> <p>Enablers: Both organisations were introduced to safeguard policies and updated their human resource policies and financial policy, including a fraud policy. CCC and FSC have undergone training in safeguard and specific capacity development training for university qualifications.</p> <p>Challenges: Staff retention at CCC is a huge challenge because he two years rotation by sisters, where investment in skills and knowledge building with the sisters is not retained.</p> <p>FSC PCs have sought permanency in their volunteer status and a better approach for grievance and conflict management in FSC.</p> |
|--|---|---|
| Prevention and response to GBV/VAW in the rural Solomon Islands expected outcomes | Progress toward outcomes | Enablers and constraints |
| <p>Outcome 1: 700 women and girls who have experienced violence in rural areas, including marginalised women and girls and those with disabilities, have access to essential and quality crisis support services (psychological first aid, legal</p> | <p>Monitoring reports of 1,416 VAWG services were accessed by women and girls through FSC in rural areas from 2018–2020; which increased from 353 in 2018, 256 in 2019 and 807 in 2020.</p> <p>However, access for unaccompanied girls and women and girls with disabilities needs to be improved, and there are risks with the Provincial Committee model that urgently need to be addressed.</p> | <p>Enablers: PCs facilitate knowledge about VAWG services and access to VAWG services for rural women.</p> <p>Constraints or access to services for adolescent girls and women with disabilities are noted above in the PW project, Outcome 3.</p> |

information, and referral) in four selected provinces.

Outcome 2: 5000 community members in four selected provinces have increased awareness of VAWG and FSC committee services.

Outcome 3: FSC have developed and implemented an advocacy plan for increased support and awareness of VAWG and FSC services; and the FSC committee's advocacy aligns with the FSC advocacy plan.

Community awareness activities reached 9,402 people.

PCs conducted most community awareness activities with funding from Honiara in communities and schools nearby the PCs offices. The exceptions were in Gizo and Kirakira because they engaged better and co-fund activities with other service providers like the police and health services.

An advocacy plan has been developed but has not been implemented fully. FSC supports the 16 days of activism, an annual advocacy event to eliminate violence against women led by important stakeholders such as the Ministry of Women, Honiara City Council Women's Desk, UN Women, DFAT and private sector organisations.

Enablers Most PCs have a good knowledge of VAW, the FPA and services.

Collaboration and sharing resources with SAFENET partners enable community awareness to target communities further away from Provincial centres. Collaboration was working well in Gizo and Kirakira.

Constraints The evaluation found that better targeting of community awareness is needed to reach communities farther away from PC centres and target awareness for girls under the age of 18 and women and girls with disabilities.

Some PCs need further training on VAWG.

Enablers

Strong relationships with the EVAWG sector and alignment to FPA and National EVAWG priorities.

Constraints

Further coordination with stakeholders is needed at the national and provincial levels.

ANNEX B: REVIEW OF FSC PROVINCIAL COMMITTEES

FSC PROVINCIAL COMMITTEES

The work of the FSC Provincial Committees includes: the appointment of volunteers; establishing stakeholder partnership and referral networks; building local capacities; and resourcing interventions. Overall, the work of provincial committees has gained recognition and established FSC as a trusted, reputable entity. PCs have regularly been invited to represent FSC in consultation meetings, as stakeholders in national and local government initiatives, and as conduits to facilitate community forums and interventions. However, each Provincial Committee has strengths and challenges which are detailed below. These FSC staff are Honiara-based, and they visit provincial areas, but visit can be irregular due to conflicting priorities or weather conditions. Visits were limited due to COVID19.

In 2020, there were four committees in 5 Provincial centres, with a total of 20 committee members supported by this project.

TABLE 2: FSC PROVINCIAL COMMITTEE MEMBERS DEC 2020

| Reporting period | Committee Name | Women | Men | Total |
|------------------------|----------------|-----------|----------|-----------|
| August - December 2020 | Marau | 3 | 1 | 4 |
| | Tulagi | 3 | 1 | 4 |
| | Kirakira | 4 | 0 | 4 |
| | Noro | 3 | 1 | 4 |
| | Gizo | 4 | 0 | 4 |
| | Total | 17 | 3 | 20 |

Effectiveness of provincial committees

The evaluation found that of the five Provincial Committees assessed, (Gizo, Kirakira, Marau, Tulagi and Noro) Gizo was most effective in implementing the service model, particularly in terms of committee establishment, appointment of members, building of stakeholder networks and ongoing management of volunteers and services. Members in Gizo had been selected from a pool of volunteers who were supported under the UN Trust Fund and a local organisation, 'Family Support Organisation'. The referral network in Gizo was formalised and well established.

Both Gizo and Kirakira Provincial Committees were found to be consistent in their service delivery, with Committees made up of members who were capable and experienced in delivering VAWG services.

Kirakira also demonstrated effective implementation of the model in a less developed setting compared to Gizo (which is a tourism destination and a more developed provincial township). The members in Kirakira benefited from strong leadership in the form of a team leader who had development work experience. They also benefited from the experience of a volunteer member who had studied social work and had been an Australia Pacific Training Coalition intern at FSC Honiara. While the referral network in Kirakira was informal, it was effective due to strong stakeholder networks with a mutual recognition of the importance of collaboration.

Noro Provincial Committee was established in a strategic location, with potential to engage with stakeholders and new partners. However, the committee has been working in a silo and has struggled to engage with police to garner their support for VAWG services or open cases and apply PSNs. This had improved recently with increased cooperation from service providers – the police and health - following a training by SAFENET in Gizo where police and hospital staff participants were made aware of the important role of FSC in Noro. Since then, Munda police also transport their clients to Noro for FSC to counsel them.

The evaluator was unable to conduct a full analysis into Tulagi and Marau as both Committee's members had only recently been appointed, due to high turnover of members and the relocation of the committee to

Marau from Suaghi. Key stakeholders interviewed in Tulagi referred to the previous PCs who they had met with regularly and collaborated with, for example through cost sharing awareness-raising efforts and through client referrals. However, there seemed to be an issue with the appointment of the new PCs that needed to be addressed. In Marau, the appointment of new PCs was reported to not have been implemented methodically and with care.

In addition, the following feedback was solicited from FGD about the provincial committee model:

- There are a security risks to be addressed with providing clients accommodation and accompanying clients to referral services
- all the FGD (except CCC and FSC in Honiara) discussed volunteerism and how it impacted the committee members both positively and disadvantageously
- three FGD (Marau, Noro and Tulagi) questioned the selection and appointment of PCs, especially the team leader appointment, and questioned the criteria for appointments
- three FGD (Marau, Noro and Tulagi) wanted the team leaders to be transparent, proactive, and strong
- three FGD (Noro and Marau) asks for more visibility and awareness raising closer to home (office location) before going out to other islands and communities that are further away.

ESTABLISHING THE COMMITTEES, INCLUDING IDENTIFYING MEMBERS

The process of establishing Provincial Committees differs across the five locations. The evaluation found that the process for identifying members for Provincial Committees was not documented or defined clearly, nor was it clearly understood what the roles entailed, leading appointees to be somewhat confused in the beginning of their tenure as to expectations and responsibilities.

At least one provincial committee member does not write, though was confident in public speaking. In Noro, Tulagi and Marau – it was reported that the appointed treasurers consistently struggled with developing monthly budgets and acquittals of the funds. The delays in completing acquittals accurately impacts the release of tranches of all provincial committees, and in turn, their ability to function consistently. The Honiara systems is that once all the acquittals are submitted before all the tranches are released. This is a challenge of balancing anti-fraud processes and ensuring that volunteers are not out of pocket.

The evaluation found that certain skills and capabilities were required for the role of PCs, including:

- a basic level of literacy and numeracy to enable the management and operational functions of the role of committee member, such as data recording, and completing monthly narrative and bookkeeping reports.
- communication skills to support engagement with stakeholders, as well as; and
- public speaking skills to conduct community awareness activities.

Where Committee Members were engaged who did not have these pre-requisite skills, in leadership roles, the functioning of the entire Committee was restricted. A secondary school level education is desirable for a team leader position. A committee will benefit from having a member with counselling experience.

FSC VOLUNTEER PAYMENTS

FSC Provincial Committees are managed by volunteers who reported in FGD that they feel less valued than their full-time counterparts in the head office in Honiara. In FGD the volunteer model for VAWG services was discussed and an alternative approach to remunerating members of the Provincial Committee for their role was recommended.

Many FGD participants and stakeholders interviewed understood volunteerism to be 'working for free', however, as was explained to the wider stakeholders during the evaluation, Committee Member 'volunteers' were remunerated for their time and service with a daily allowance. Furthermore, committee

members who lived a fair distance from the office received a transport allowance, but this allowance was applied inconsistently. All PCs expressed a shared commitment to the FSC. All PCs received a volunteer allowance of the same amount.

However, not all PCs live nearby to the FSC office, creating inequality between PCs as some must spend their allowance on transport. In Tulagi and Marau, the office is within walking distance except for one member who paddles into the office as she lives across the island. For Gizo and Kirakira, two of their staff reside in further inland villages.

Transport costs can take up most of the allowance and so only recently, and at different times, FSC Honiara permitted PCs to draw down on a transport allowance. In Kirakira, a committee member's transport costs would have cost more than the daily allowance received so an arrangement by the team leader was made for her to stay in the FSC office, and hence become responsible for the food and basic needs of clients that come in for safe accommodation. In Noro, the team leader lives on another island, and her outboard motor passenger fare costs \$70 one way, so she stays at the FSC office during the weekdays and returns to her family on the weekends.

In the beginning, we get \$50 allowance when we come to the office, and later we get \$100 per day. But from that we pay for our truck fare which used to be \$30 return, and now it is \$40 so we only take home \$60 to support our household expenses and food. That is why some of our members prefer to go and sell cooked food and vegetables at the market because of financial pressure. Some of us because of the heart we have for the clients we see that come in, so if we go, who will be willing to come and do this work."

Interview, Provincial Volunteer

Additionally, FSC PCs questioned why they are engaged as volunteers and not counsellors, and FSC has commented on some Committee Member's declining motivation to continue working in the volunteering role, leading to high turnover of PCs, as evident in Gizo, Noro, Tulagi, and Kirakira. Another reason is that the set-up of the committees is not part of the FSC policy or in the strategic plan and so remuneration issues could not be addressed by FSC management or board but only through what the project design document as specified.

Remuneration and monetary benefits were discussed in the FGD and interviews with PCs and stakeholders. The Provincial Government representative expressed the need for volunteers to be remunerated and to work full time, five days a week. The PCs expressed disappointment over some of the queries they received in relation to financial expenditures, particularly when the expenditure is outside of the budget line or allocation. They felt that the Honiara staff are hard on the PCs and that there is a double standard.

Sometimes the FSC staff in Honiara come to visit clients or do training and at the end of the day, they go and drink beer at the hotel bar, or spend big money to hire a boat to travel from Gizo to Noro instead of paying for a passenger fare, and I think to myself that it is unfair because for us to use for transport for awareness raising is sometimes questioned by the finance people in Honiara or when we buy food for client when we go over budget" Interview, Provincial Committee Member

As both PCs and Sisters are providing a core service, it is important to value that skill set and engage them professionally to ensure they feel valued and have access to appropriate conditions. However, CCC Sisters cannot be paid due to their oath of poverty. They are paid a stipend and receive paid annual 'stress' leave from the project. FSC is considering how to compensate volunteers.

OPERATIONAL ISSUES FOR PROVINCIAL COMMITTEES

Operations at FSC offices in the provinces are inconsistent compared to the Honiara FSC. Opening hours for the offices in the provincial locations started at 5 days a week, and towards the mid to end of the project period the hours were reduced to 3 days a week and closed during weekends. Some provincial offices also lack technology equipment such as computers, or photocopiers.

“It would take me a long time to write a report because I make many spelling mistakes and we are not allowed to use the correction fluid, so I have to write, and rewrite the report, using a black or blue pen, and use a ruler to make sure that my writing is neat”.

Interview, Provincial Committee Member,

One of the provincial government representatives raised a concern over this and was informed that it was due to lack of funds to keep the office running five days a week. In response, the western government allocated some funds to ensure that the Gizo office is open, and the PCs are remunerated for the two days in the week.

“When the office is closed, the clients would come to our house, and sometimes during the night or the weekend the police truck will come and take us to the station to attend to a client or open the office to keep the client”.

Interview, Provincial Committee Member

FUNDS TRANSFERS FROM HONIARA FSC TO PROVINCIAL COMMITTEES

The process of receiving tranches or funds by Provincial Committees from Honiara is inconsistent – as some offices receive monthly tranches and others receive quarterly tranches. Several inconsistencies were identified in terms of funds transfers to the provincial offices, such as the use of personal bank accounts or carrying cash from Honiara to the provincial location. The evaluation found that not all Provincial Committees receive their tranches on time, with most reporting that they have experienced delays of up to four months, creating the need to rely on creditors or the use of personal funds for FSC business.

One of the reasons for this shared through interviews with PCs was the system where all Provincial Committees must submit expenditure reports before funds are processed and transferred. That means if four Committees have submitted their financial reports, but one Committee has not, then this will delay the payment of tranches to all Committees until all queries on the delayed financial report are resolved and resubmitted.

ANNEX C: SURVEY RESULTS: UNDERSTANDING OF GENDER AND VAW AMONG PCs, FSC AND CCC STAFF

Participants of each focus group workshop in the provinces (PCs) and in Honiara (FSC and CCC) completed a survey form at the beginning of each workshop. The results are discussed below:

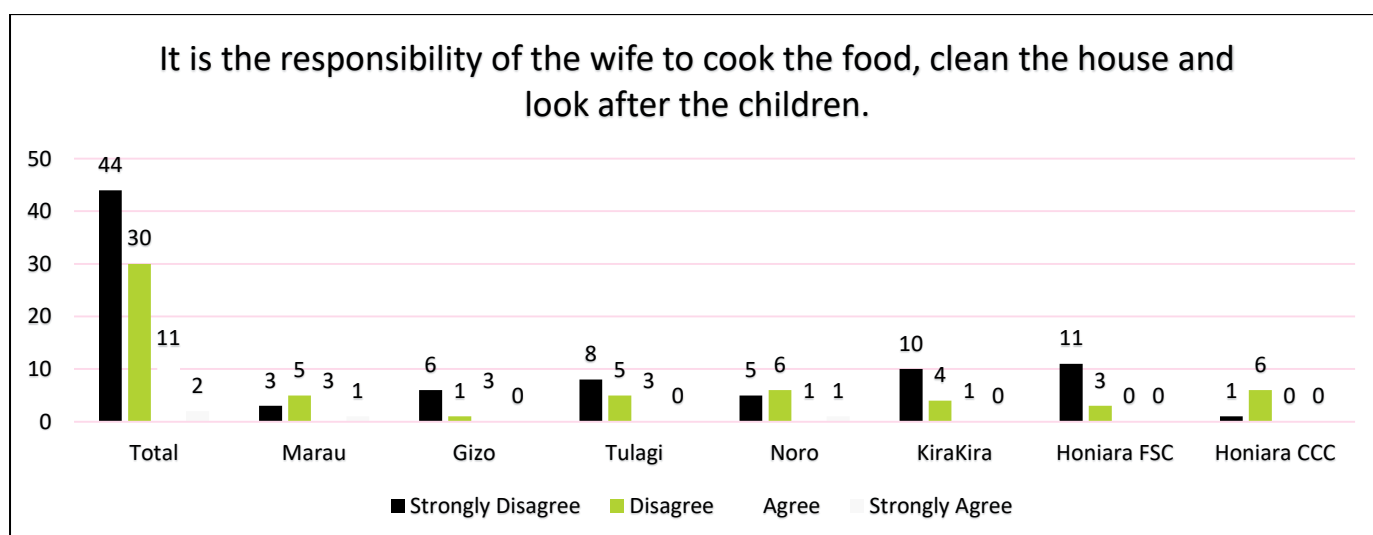
Attitudes

There are attitudes among some PCs and staff and Sisters, which reinforce unequal gendered roles and norms and which excuse men's violence against women. Responses from Honiara FSC were generally more positive compared to CCC and provincial FSC volunteers and the results indicate that more training is needed for CCC and provincial FSC volunteers.

Gender

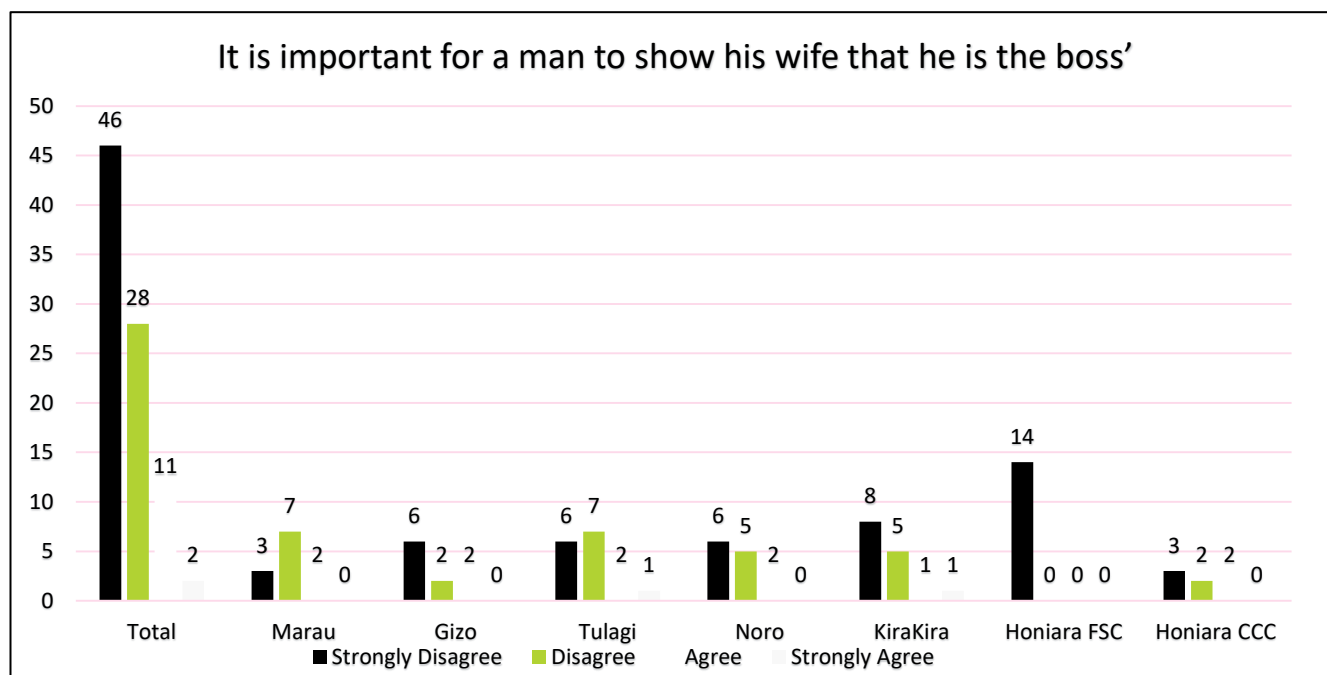
Just over half (51%) of respondent strongly disagreed that is *it is the responsibility of the wife to cook the food, clean the house and look after the children*. The remaining participants either agreed (13%) or strongly agreed (2%). While 34% disagreed, the guidance provided on the survey indicates that disagree means that there are times when they agree with the statement. This indicated that a large proportion of respondents hold attitudes reinforcing gendered roles.

FIGURE 1: FGD PARTICIPANTS' LEVEL OF AGREEMENT WITH THE PHASE 'IT IS THE RESPONSIBILITY OF THE WIFE TO COOK THE FOOD, CLEAN THE HOUSE AND LOOK AFTER THE CHILDREN



There were some differences by location. For example, in Honiara, all respondents from FSC and CCC responded strongly disagree or disagree with 79% of respondents from Honiara FSC responding that they strongly disagreed and 86% of respondents from CCC responding that they disagreed. Compared to other provinces, a larger proportion of respondents from KiraKira (67%) and Gizo (60%) strongly disagreed with the statement. However, in Gizo 30% of respondents agreed with the statement.

FIGURE 2: FGD PARTICIPANTS' LEVEL OF AGREEMENT WITH THE PHASE 'IT IS IMPORTANT FOR A MAN TO SHOW HIS WIFE THAT HE IS THE BOSS'



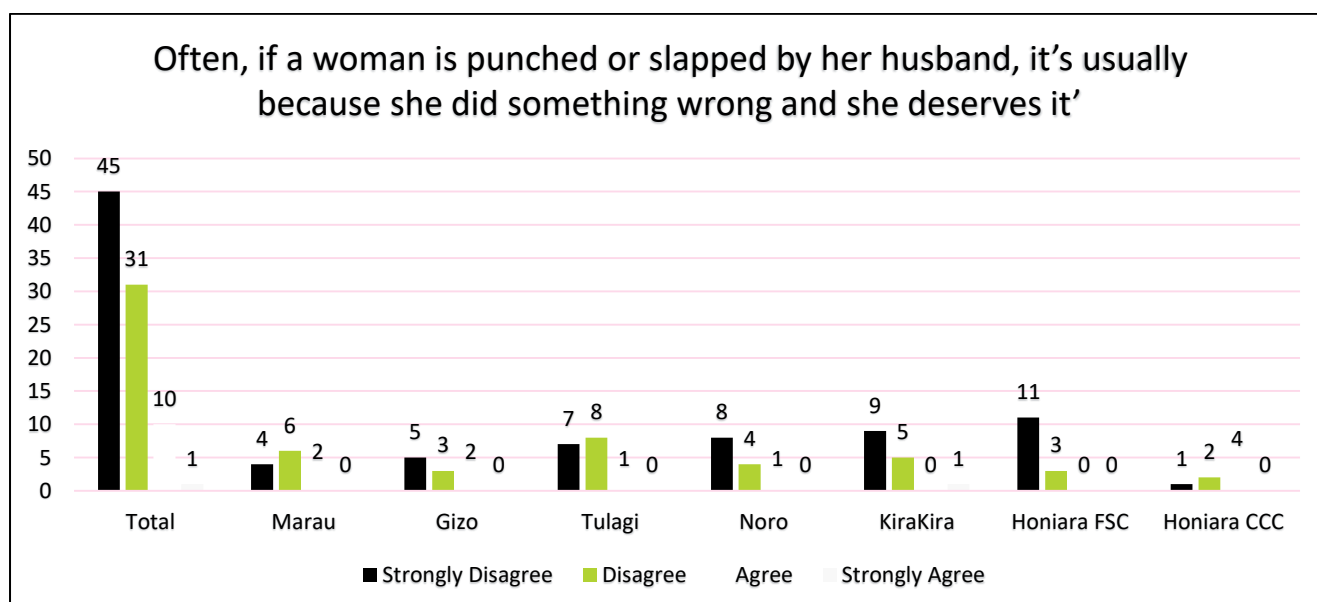
54% of respondents strongly disagreed that *it is important for a man to show his wife that he is the boss* and an additional 32% disagreed with the statement. 100% of respondents from Honiara FSC responded that they strongly disagreed with the statement. At provincial level, a higher percentage of respondents from Gizo and KiraKira responded that they strongly disagreed, 60% and 53% respectively, compared to other provinces.

These responses indicate that more training is needed at provincial level, particularly in Marau, Tulagi and Noro, and with CCC to challenge unequal gender roles and norms.

VAW

52% of respondents strongly disagreed that *often, if a woman is punched or slapped by her husband, it's usually because she did something wrong and she deserved it* and 36% of respondents disagreed. A higher proportion of respondents from FSC in Honiara (79%), Noro (62%) and Kirakira (60%) responded that they strongly disagreed. However, 7% (1) respondent from Kirakira strongly agreed and 57% of respondents from CCC agreed.

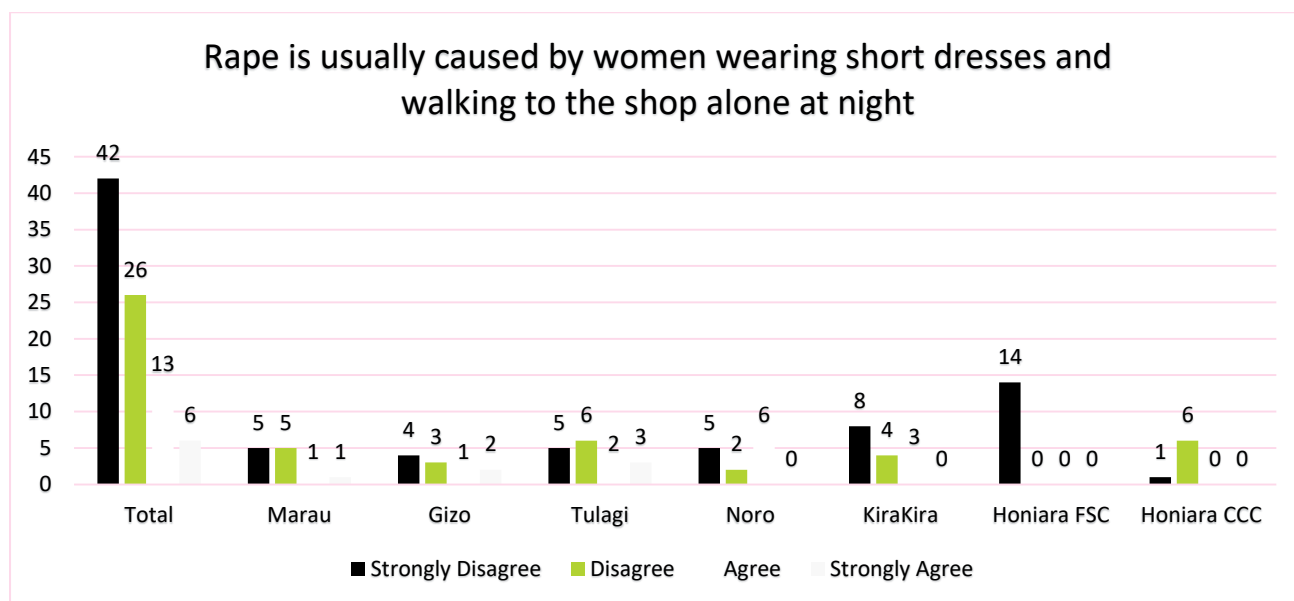
FIGURE 3: FGD PARTICIPANTS' LEVEL OF AGREEMENT WITH THE PHASE 'OFTEN, IF A WOMAN IS PUNCHED OR SLAPPED BY HER HUSBAND, IT'S USUALLY BECAUSE SHE DID SOMETHING WRONG AND SHE DESERVES IT'



Only 37% of respondents strongly disagreed that *men can't control their anger* and 40% of respondents disagreed. While 71% of staff in Honiara strongly disagreed, 14% (3) agreed and 7% (2) strongly agreed. Many respondents from CCC either disagreed (43%) indicating a belief that there are times when men cannot control their anger and 43% agreed. Also of concern is Noro where 31% of respondents strongly agreed and 15% agreed with the statement.

Only 48% of respondents strongly disagreed that *rape is usually caused by women wearing short dresses and walking to the shop alone at night*. Of concern is that 15% (5) of respondents agreed and 3% (3) strongly agreed. These respondents were from Marau, Gizo, Tulagi, KiraKira and CCC. More respondents from Honiara FSC (93%) and KiraKira (80%) rejected the statement strongly disagreeing.

FIGURE 4: FGD PARTICIPANTS' LEVEL OF AGREEMENT WITH THE PHASE 'RAPE IS USUALLY CAUSED BY WOMEN WEARING SHORT DRESSES AND WALKING TO THE SHOP ALONE AT NIGHT'



Generally, respondents from Honiara FSC showed attitudes that demonstrate an understanding of VAW and its cause. However, attitudes of respondents from CCC and the provinces indicate that they continue to believe that in some situations the women deserved or caused the violence or that men cannot control their actions related to their anger. **These responses indicate that more training is needed to understand the cause of the violence and challenge common excuses for men's use of VAW.**

Knowledge

While 62% of respondents strongly disagreed that *child sexual abuse does not happen in our country*, 6% (5) agreed and 3% (3) strongly agreed. These respondents were from Marau, Gizo, Tulagi, Kirakira and CCC.

Respondents were asked about a range of behaviours to identify which they believed to be violence. The specific question asked, which of the following are forms of violence and was not specific to which behaviours are domestic violence or violence against women. 50% of respondents correctly identified all the behaviours – *hitting, slapping, punching; humiliating or making fun of someone in front of others; controlling what one is to wear to church, work, and village functions; not allowing the wife to practice her religion; yelling; talking or sharing photos of someone without his/her consent; threatening someone; and checking someone's phone* – as violence. Less respondents identified, controlling what one is to wear to church, work, and village functions (68%) and checking someone's phone (67%) as violence. There were some differences between locations on specific behaviours but overall, there was no significant differences between the locations.

Only 29% of respondents, when asked about whether a range of behaviours are sexual harassment identified all the correct answers– *poking someone; stalking; constantly asking for a serious intimate friendship when the other person refuses*. A four option, *complimenting a person*, as presenting in the

survey is not sexual harassment but the question may not have been clear to the respondents as many responded that it is sexual harassment. Overall, less respondents identified complimenting a person as sexual harassment (36%). As with the question on violence, while there were differences in responses by location to specific questions, these were not significant.

Generally, these responses indicate that **more training is needed to understand the different forms of violence against women.**

ANNEX D: PARTNERSHIP ASSESSMENT

A partnership review was conducted as part of the evaluation. Overall, while the partnership between FSC, CCC and IWDA is positive, there are some issues to address to strengthen the partnership.

Equality

There is collaborative decision-making in the partnership:

FSC reflected that generally there is collaborative decision-making in the partnership. For example, that budget decisions are made equally.

However, for CCC, decision-making was identified as being left with IWDA and ACoM. While CCC expressed that they are happy with this arrangement this does not reflect an equal partnership. The role of ACoM complicates this engagement, however, this is the nature of working with church structures which are generally heavily hierarchical and patriarchal, and it is important that IWDA continues to support CCC's increased voice in decision-making which requires work with ACoM to increase space for, opportunities for and recognition of CCC.

Partners have access to multiple people and senior people within each organisation:

It was also noted at organisational level, that not all staffs' views are considered when decisions are made. While this feedback relates to CCC's internal structures, it is important that CCC is being supported to develop an open and participatory culture where different people within the organisation feel heard when sharing their expertise and feedback. IWDA can encourage this by including a broader range of staff in project meetings. For example, each quarter convening a meeting where a broader range of staff are invited and that the meeting is facilitated in ways that enable active participation including being aware of and acting working to address the power and privilege that IWDA hold in such spaces.

IWDA identified that FSC would not normally have access to senior leadership of IWDA unless specifically requested and there was not specific reflection in relation to CCC. It was identified by FSC that less-senior staff of FSC do not have access to IWDA and that information is channelled through management. Regular contact between multiple people and senior people within the organisation is not necessary, or practical, but is beneficial to provide some opportunities for broader interaction. Similar to above, this could be achieved through convening a quarterly project meeting with a broad range of staff from all organisations.

Differences in organisation priorities, goals and capacity are identified and addressed:

FSC and CCC were both very positive about the capacity building provided by IWDA through the partnership and identified that this capacity building also contributes to the success of the partnership. IWDA also expressed increased capacity of FSC and CCC and that identification of capacity building needs to be ongoing. FSC and CCC identified that ongoing capacity development to address areas where they have difficulty should continue.

FSC identified that there is budget allocated for staff capacity building. However, it was also identified by FSC that only a small proportion of staff can access capacity building because of budget limitations. Similarly, CCC expressed that capacity building is limited to and focused on those working in the refuge. For future capacity building, it is suggested that opportunities to broaden capacity building to those who are not usually recipients are identified.

Coordination and Communication

Communication is open and regular for the partners:

IWDA convenes weekly meetings with FSC and CCC to discuss project implementation. FSC and CCC reflect that this has improved their implementation performance and ensures regular communication. FSC and CCC also expressed that regular visit by an in-country consultant are beneficial but they these have recently ceased and that a replacement should be identified. It was also requested by partners that communication from DFAT be shared by IWDA with FSC and CCC to increase knowledge and capacity.

Workplans and taking actions are coordinated:

There was limited reflection on the coordination of workplans. It was noted that CCC has historically needed more support from IWDA, but further information is required to make a more conclusive assessment and provide recommendations to strengthen. As reported above, both FSC and CCC reported positive outcomes from the weekly meetings.

Both partners are responsive to each other (emails etc):

Management in both organisations have reflected on effective communication with IWDA, including regularly scheduled zoom meetings, emails, and phone calls. The approach has been effective in allowing for immediate responses to address or settle issues, and to provide updates and clarification of progress. Communication with FSC appears to be regular. CCC, however, faces challenges due to connectivity and access to technology.

Trust and Accountability

There is trust in the partnership:

FSC, CCC and IWDA all reported that the partnership is trusting. Examples included 'walking the talk', good communication and trust between individuals from the respective organisations working closely together. It was noted that communication challenges with CCC can make maintaining trust difficult, but this has improved in recent months.

Partners feel that the other listens to them:

FGD with CCC and FSC included discussions of the different ways that partners listen and respond to each other. FSC legal team felt that they were listened to when IWDA approved them to purchase additional lockable storage for their clients' files, including a desktop that is stand-alone for case documentation, registry and filing. The training unit prioritised a training manual, and IWDA supported its development by a local consultant.

CCC staff reported that IWDA had been very good to buffer and speak on their behalf to ACoM for needs of the centre and their clients. With much of the decisions are made by ACoM, IWDA have been advocating for the centre and the work of the sisters, for example, making provision with endorsement of ACoM for the Sisters to take stress leave with some financial support. In a way, CCC looks to IWDA to advocate on their behalf to ACoM.

Partners are clear about the respective roles and responsibilities of each partner:

While IWDA, FSC and CCC reflected that there is a clear understanding of respective roles and responsibilities, this was more in relation the service provision of each organisation, and that IWDA is the donor. CCC however highlighted that more work is required with ACoM to understand each partner's roles and responsibilities.

Flexibility

Partners feel confident to make decisions to respond to the needs of the project:

There were no specific reflections in addition to collaborative decision-making more generally. However, IWDA avail itself and open in providing guidance and options for discourse for CCC and FSC, especially at the governance body level (FSC Board and CCC Committee) when decision making is not at their level. FSC Board and CCC Committee (ACoM) hold a lot of power in how the two organisations operate and a review needs to assess conducive decision-making space for the Centre Manager and Sister in Charge.

There is reasonable flexibility in the budget allocations to meet the needs of the project:

FSC, CCC and IWDA reflected that there is flexibility in budget allocations as well as reporting to allow for higher quality data collection and analysis. It was noted that CCC is given more support around budget management.

There is a recognition for self and collective care of staff involved in the partnership:

CCC reflected that the provision of stress leave has been a substantial improvement. However, FSC reflected that IWDA does not recognise or provide budget for self-care. It was also noted that the staff retreat has been removed from the staff workplan and that when workshops occur with IWDA, for example strategic planning to reflection, there is not down time factored into the activity for rest. Specific resources need to be allocated to enable self-care which are not tied to completing work (for example strategic planning workshop is not a retreat if there is not a significant amount of free time allocated).

Respect

Partners feel confident to discuss issues and challenges with each other in an open and respectful way:

Generally, FSC and CCC reflected that the partnership is respectful. Examples included listening and responding to issues and valuing FSC and CCC's expertise. CCC also reflected that they feel their diversity and religion are respected including the boundaries of working in the church. However, there was an indication that IWDA and FSC do not fully appreciate the work done by CCC and this is not reflective of the critical role that CCC.

Partners recognise and respect each other's strengths and skills and learn from each other:

FSC reflected that they feel recognised that they are best placed to know about to deliver programs for the Solomon Islands context.

Learning and Reflection

The health of the partnership is regularly discussed:

IWDA reflected that direct conversations about the partnership do occur but not regularly. It was noted that travel restrictions related to COVID-19 currently make this more difficult. IWDA noted that FSC and CCC are open about their difficulties. However, there was no evidence of FSC and CCC raising any concerns about IWDA directly.

Partners understand each other's points of view:

There were no specific reflections in addition to general reflections above on communication and decision-making.

Partners can discuss each organisation's challenges and priorities:

There were no specific reflections provided in addition to addressing differences in organisation priorities, goals and capacity are identified and addressed.

ANNEX E: CAPACITY ASSESSMENT

GOVERNANCE

This evaluation found evidence of improved governance structures and systems within CCC and FSC in Honiara, although CCC rated themselves a 2 and FSC rated themselves a 3 in the capacity assessment workshop. Improvements in governance bodies (such as the board and sub-committees for executive leadership), organisational accountability and transparency in systems and process of management and operations of CCC and FSC, are also evident. For example, FSC held its first AGM since 2015 in 2018, and then again in 2020 and has held more regular Board meetings. CCC engaged a new Governing Committee which is supported by ACoM. CCC's annual project work plan is aligned to their strategic plan developed during this project.

FSC and CCC both have strategic plans that were supported by IWDA.

FSC reported in the workshop that all FSC staff needs to be better oriented with the strategic plan. For example, new staff were unfamiliar with the plan. Although all staff have a copy of the strategic plan, they do not make the time to read or understand it. The Provincial Committees also reported in FGD that they were not familiar with the strategic plan. The recommendation is for all staff to be involved in the redrafting of the new strategic plan.

In 2019 – 2022 IWDA supported CCC to develop their first ever strategic plan. The project work plan aligns with the strategic direction set out in the plan. CCC staff and sisters were engaged in the development of the plan, however, knowledge has been lost with sisters' turnover in 2019 and 2020. While the plan has been shared with new sisters in as part of their orientation. the strategic plan needs further socialising to ensure understanding of reporting, accountability, and delegation.

OPERATIONS

| 2. Operations | CCC | FSC |
|-----------------|-----|-----|
| Finance | 3 | 4 |
| Donors | 1 | 3 |
| Human Resources | 3 | 3 |

Finance

Financial mismanagement has been an issue for both CCC and FSC, which resulted in delayed implementation. IWDA has responded by increasing financial building capacity support. The financial operations are now in a better position compared to 2019 prior for both FSC and CCC. In the self-assessment, CCC gave themselves a rating of 3 and FSC a rating of 4. Financial audits were completed for both CCC and FSC.

New financial processes and MYOB software has improved FSC's financial control. The finance officer is attending a degree course at the national university, and a new finance officer was recruited in 2020. CCC has benefitted from an in-country financial consultant and recently in recruited a new finance officer.

Both CCC and FSC have benefited through direct financial capacity building from IWDA for their finance and accounting staff members and establishing regular communication and planning including team meetings, reporting and annual work planning with an in-country consultant. FGD with CCC and FSC staff reported the benefit of having staff from IWDA on the ground which enabled ease of access to onsite technical support, conversations, and direct support.

In addition, the FGD with CCC and FSC reported that although the capacity of their finance staff has increased, there are still technical issues that need to be resolved. For example, CCC has unstable

internet access which hinders communications. CCC also reported that found that further training in finance and coordination is needed between CCC and ACoM. Currently the IWDA funded project staff are implementing programs but further discussion with the CCC Governing committee is needed to look at options to integrate some of responsibilities of the project staff to an ACoM staff.

Fraud and corruption

Fraud and corruption policies had the strongest result with both organisations giving themselves a 4 out of 4.

The CCC has a fraud management guide in accordance with ACoM, and the consequence for fraud is termination for all staff, after two warning given, first verbal and then written. Although there had been an issue of mismanagement of funds, CCC are now in a better position and have clear guidance on how to manage fraud in future. Staff reported that if they knew of an alleged fraud case, that they were confident to report it.

FSC had a previous experience of an incident of mismanagement of funds and fraud and had sought the support of IWDA to provide technical assistance to resolve the matter. FSC recognised that they are still developing their fraud and corruption policy. However, FSC has strong financial controls, and a clause that references fraud in the FSC Policy and Procedures. FSC noted that if any staff suspected alleged fraud case they will report to supervisor, senior management, and the Board.

Donors

FSC has increased its number of donors to seven in 2020. This indicates FSC's growing reputation as an organisation delivering quality services to women and girls by donors. However, this has also resulted in several new challenges for FSC to manage significant growth. The increase in donor grants within a short period of time resulted in a substantial workload for FSC staff to manage donor reporting. A key observation from FSC was that they need a tool for knowing how to assess donor opportunities.

CCC is considering opportunities for developing an economic empowerment arm of the CCC to support with necessities and food for the clients. In FGD with CCC, staff proposed having a training centre in CCC for women to build skills and knowledge for income generation. Any products that are made or produced would sell by CCC, with the benefit to the women being the acquisition of skills that they could use when they leave. Alternatively, a fundraising coordinator could be recruited to raise funds from local businesses and philanthropists to support the centre.

Human resources

The evaluation found that human resources had improved with both organisations giving themselves a 3 out of 4.

FSC reviewed its organisational structure (undertaken through Human Resource training under the project), which was approved by the Board and resulted in a reduction in the workload of several staff and a more even distribution of line management and support to the committees. At the baseline FSC scored their Human Resource capacity at 40% and at the midterm at 62.5% and 75% during the partnership review.

FSC staff reported that although there is some progress such as updated job description and signing contracts, staff feel improvements are needed for recruitment procedures in policy as there are no guideline on remunerations, for consistency, long term benefits, differentiation between probation and long-term work. The evaluators note that the client numbers have increased for both legal and counselling clients and staff numbers have remained constant. SAFENET also has increased its complexity in reporting client numbers, which is a benefit to both organisations, but also increases workload.

For CCC, the Head of the two religious orders annually make decisions on staff serving at CCC, and the Sisters of the Church are constantly changing in leadership which results in is a high turnover of sisters. Policies are in place with ACoM but sisters lack of understanding and knowledge of the human resource policies as it is a big document. Having some extract of the relevant clauses would be beneficial to the sisters and project team.

POLICY AND ETHICS

Policy development was also a significant focus of capacity development. IWDA supported the development of policy and procedures for safeguarding and child protection for both organisations, as well as support to FSC for other policies - fraud, whistle-blower, gender, and disability. Staff members, including PCs of FSC, CCC staff and ACoM members are trained annually on Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH), child protection, fraud and finances.

Gender

The mid-term found that in the baseline, CCC scored 2 against their understanding of gender and how CCC applies gender-focused practice. In the mid-term assessment, this increased to 3 noting that through the project, CCC now has a Training Coordinator, and all Sisters have received training on gender and feel more confident with this term. In the capacity assessment as part of this review, this remained at 3 (noting that the scoring is slightly different).

CCC has the benefit of a training coordinator with one of responsibilities is to conduct in-house gender training for staff at CCC. There is also an assistant coordinator also supports in gender training. Training topics include gender roles and responsibilities and sex – the biological make up, equal rights for all included sexes, counselling, child protection and gender sensitisation. CCC confirmed that all the staff who provide support to clients must have a basic understanding of what gender is and all sisters who have complete the training receive a certificate.

FSC staff members at different stages in the duration of their employment have attended several external gender trainings on all gender related topics such as gender law, VAWG, counselling etc, from FSC training team, from FWCC (RTP), from MWYCFA, IOM and DFAT/Oxfam, and IWDA (GBV forums). Within FSC, the communication, advocacy, and training team with support from other senior managers is responsible for the gender training including training for all the provincial committees and facilitation the delivery of the Keepim Famili Seif training which was developed with the support from IWDA.

However, FSC noted staff noted the importance of having certificates issued to people who completed the series of gender training, especially for the Keepim Famili Seif training. Gender transformation in attitude and practice by all staff members still requires strengthening to see change, thus it is suggested to have a simple monitoring tool for staff to check themselves on their gender attitude and behaviour.

Child protection and PSEAH

Both organisations scored themselves 3 out of 4 for child protection in the capacity self-assessment. As a result of IWDA support, have both organisations have increased awareness of the importance of safeguard policies, of which child protection is a key policy. Both organisations have been supported to develop the policy and attended training.

CCC has a child protection policy, and when it was developed, there was training. More training is needed to define child protection in the context of CCC's work and how in providing shelter and safe accommodation. CCC is looking planning to have refresher training for new staff members and importantly to socialise the policy information with the children and mothers in the centre.

FSC has a child protection policy but has not fully implemented it. The policy requires socialisation with the staff members, and for all the staff, including future recruits to sign an agreement to uphold commitments to protection children in all their work. However, the service provision team – counselling and legal team have shared their experience of how having the policy have brought clarity and meaning to some of the issues they felt challenged with in the past regarding working with children. The communication, advocacy and training team have including child protection as a topic in their training manual for provincial committees

Rights Based Approach (RBA)

CCC scored themselves 2 and FSC scored themselves 3 out of 4 for rights-based approach.

CCC has attended RBA training but highlighted the need for ongoing refresher training on human rights for the staff at the centre. They have discussed having a standard training guide to ensure consistence and simple delivery of the training, especially for addressing human rights in the religious context and setting.

Data gathered from CCC interviews and FGD indicated that sisters were often initially resistant to conforming to the ethics and principles of the survivor centred approach but as they are trained over the duration of their work at CCC they become knowledgeable and skilled. There is a high turnover of staff which can be positive as new sisters come in for training and gain experience supporting women experiencing violence. However, many of the sisters have eventually left the order and have taken the knowledge with them. Some have offered to return to CCC to continue the work, but this is not permitted by the church.

FSC when discussing the questions whether they have accessed training in RBA, there were some confusion of what it means in a standalone theme, so the majority of the staff do not recall training in RBA. However, when discussed in the context of violence against women and children with the integration of human rights principles, most of the staff confirmed accessing training. The staff members who attended the regional training with Fiji Women Crisis Centre had specific training in RBA, with a focus on counselling ethics and organisation value.

Conflict management

Another area which was reflected in the capacity assessment was the conflict management and resolution. Although CCC have the ACoM grievance reporting procedures through the ACoM structure, and manual and church canon for managing conflict, code of ethics and operation manual is not familiar to the people working at the centre. And if a conflict is serious, it goes to Mission Secretary to manage. However, the CCC coordinator also manages conflicts within centre and IWDA has been always supportive of the CCC work, and any issues of complaint or conflict is brought to their attention to discuss and resolve. For example, a recent case where IWDA Program Manager was able to mediate and resolve at the CCC.

The FSC has no guide in conflict management. A clause for grievance in FSC organisation policy (procedures, but does not state the process, as there is a reporting line but not specific to complaint and conflict management. Similarly, conflict management where provincial committee is concern is absent. The centre management has held some dialogues with provincial committee on managing conflict and mediating for resolution. All the staff members reported that conflict management is absent in the organisation. Similarly, conflict management where provincial committee is concern is absent. FSC suggests the development of a conflict and complaint management guide with clear reporting process as there is confusion in the organisation.

ANNEX F: SOURCES

1. Section 2, IWDA Feminist Research Framework (available online):
https://iwda.org.au/assets/files/FeministResearchFramework_online_minustemplates-1.pdf
2. Template 2: IWDA Research Proposal Template (available upon request)
3. IWDA Content and Style Guide for Evaluation Reports (included in TOR)
4. ANCP AD Plans (2017 – 2019)
5. ANCP Reports (2017 – 2021)
6. ANCP Funding Orders (2017 – 2019)
7. ANCP Proposal and design documentation
8. *Pacific Women* Contract (3 Amendments)
9. *Pacific Women* Funding Orders CCC and FSC (2017 – 2021)
10. IWDA and FSC Partnership Agreement
11. IWDA and CCC/ ACoM Partnership Agreement
12. *Pacific Women* Donor Reports (2017 – 2020)
13. *Pacific Women* Project Proposal and Revised Proposal (including Program logic)
14. *Pacific Women* Baseline
15. *Pacific Women* Mid Term Capacity Assessment Results
16. *Pacific Women* Reflection Workshop
17. *Pacific Women* MEL Framework
18. IWDA Field Trip reports
19. IWDA Safety and Security Framework

ANNEX G: TERMS OF REFERENCE

INTRODUCTION

International Women's Development Agency (IWDA) supports two programs in Solomon Islands which are aimed at the elimination of violence against women and girls:

1. Responding to Violence against Women and Girls in Solomon Islands project
2. Response to Violence against Women and Girls in Rural Solomon Islands project

The *Response to Violence against Women and Girls in Solomon Islands*' Project is implemented by the Family Support Centre (FSC) and the Christian Care Centre (CCC) in Solomon Islands and funded by DFAT through the Pacific Women Shaping Development Program. The project commenced in 2017 and will conclude on 30 June 2021.

The '*Response to Violence against Women and Girls in Rural Solomon Islands*' project is implemented by the Family Support Centre (FSC) and funded by DFAT through the Australian NGO Cooperation Program (ANCP) with support from IWDA. The evaluation will cover the most recent phase of the project which commenced in 2017 and ended on 30 June 2020.

BACKGROUND:

Country Context

Violence against women and girls (VAWG) in Solomon Islands is among the highest in the world. Women report having experienced physical, sexual, emotional, and financial violence. According to the 2009 Solomon Islands Family Health and Safety Study, two-thirds of women between the age of 15 and 49 have experienced physical and sexual violence from an intimate partner, with 42% having experienced such violence in the previous 12 months. There is acceptance of violence against women by both men and women with 77% of women agreeing with at least one specific reason for wife beating. Access to services to support women and girls who experience violence is a major challenge in Solomon Islands. As in other countries, there is stigma attached to violence and fear of retaliation that prevents women from accessing services. Services are limited and are largely concentrated in Honiara, despite approximately 80% of women living outside of Honiara. Services, particularly police responses to violence against women and girls, are expanding slowly to cover additional provinces. Increasing access to services for rural women is a government priority for the elimination of VAWG.

The *Solomon Islands Family Protection Act* was passed in 2014 and came into effect in 2016. The Family Protection Act provided a legal definition of domestic violence for the first time. The law explicitly prohibits physical, sexual, psychological, and economic domestic violence and provides mechanisms for safety notices and protection orders for women and girls experiencing violence. While there is a lack of publicly available accurate data on women's access to services (including police), the Family Protection Act does appear to be generating demand for police, counselling, legal and shelter services.

Project Partners: Family Support Centre, Christian Care Centre, and International Women's Development Agency

1. Family Support Centre

Family Support Centre (FSC) was established in 1995 to address the high incidence of domestic violence, sexual abuse, child abuse and rape in the Solomon Islands. FSC is committed to improving the quality of life in Solomon Islands by promoting awareness of women and children's right to live in peaceful, non-violent, and non-abusive families and provide services for women and children who have experienced violence. FSC has a holistic approach to ending VAWG by delivering the following:

1. Facilitating access to health, legal aid and accommodation service providers and material resources.

2. Providing counselling (including a 24-hour telephone response), legal aid and mediation services.
3. Raising awareness of the need to end violence against women by:
 - Lobbying for the development of gender sensitive policies and laws; and
 - Advocacy on implementation of the Solomon Islands Government policies on gender equality and Ending Violence Against Women and Girls (EVAWG).

2. Christian Care Centre

Christian Care Centre (CCC) is the only safe house in the country, offering medium-term shelter to women and children affected by violence. The centre was opened 15 years ago by the Community of the Sisters of the Church, part of the Anglican Church of Melanesia. CCC's goal is to address violence against women and girls in Solomon Islands by providing a safe house and pastoral care for women and children who have experienced violence. Since 2005, the CCC has provided psychological first aid, referral to other services and temporary accommodation for women and children who have experienced violence. Women generally stay at the centre for around two weeks but can stay up to three months if they are awaiting court proceedings.

3. International Women's Development Agency

International Women's Development Agency (IWDA) is the leading Australian agency entirely focused on women's rights and gender equality in the Asia Pacific region. For over 30 years, IWDA has worked with approximately 200 program partners. IWDA is part of a network of women's organisations focused on increasing women's safety and security across Australia, Asia, and the Pacific, including safe house/crisis support, counselling, legal aid and access to justice support.

History of the partnerships:

IWDA and FSC have worked in a partnership together since 2016, and IWDA and CCC have been in a partnership since 2017.

Currently, IWDA, FSC and CCC are all joint partners under Responding to Violence against Women and Girls in Solomon Islands project. IWDA and FSC also are partnered on the Response to Violence against Women and Girls in Rural Solomon Islands project. Both programs are outlined below.

The work of the FSC and CCC is closely linked as key service providers in SAFENET, the national referral network. SAFENET was established in 2013 to improve coordination of services for women experiencing violence and operates based on standard operating procedures between: Christian Care Centre, Family Support Centre, Ministry of Health and Medical Services, the Public Solicitor's Office, and the Royal Solomon Islands Police Force. SAFENET has just undergone a major review supported by The United Nations (UN) Joint Programme in Solomon Islands has supported SAFENET to improve coordination, management and data collection which has resulted in coordination and secretariat being moved from the Ministry of Health to the Ministry of Women, Youth, Children and Family Affairs.

PROGRAMMING OVERVIEW

Responding to Women and Girls in the Solomon Islands project

'Responding to Violence against Women and Girls (VAWG) in Solomon Islands' is implemented by FSC and CCC in partnership with IWDA. The project is funded in full by the Solomon Islands bilateral program of the Department of Foreign Affairs and Trade (DFAT) under the Pacific Women Shaping Development Program (*Pacific Women*). The project began in July 2017 and will conclude at 30 June 2021. Total funding for the 2017 – 2021 period has amounted to approximately \$3,366,001.10 (including GST).

This project seeks to address a major gap in service provision for all women experiencing violence in Solomon Islands. This project will increase access to counselling, legal and case management services for women who have experienced violence. This is a response focused project. Over four years, it will provide

essential core funding, capacity building and technical support to improve the management and practice of counselling and legal services.

The **Program Goal** is more women, women with disabilities, young women and rural women experiencing violence have access to coordinated and best practice standard crisis support services in Solomon Islands.

The program has 4 outcomes:

Outcome 1: More women in Solomon Islands are able to access qualified counsellors, legal advice and case management through FSC.

Outcome 2: More women in Solomon Islands are able to access shelter and psychological first aid services through Christian Care Centre (CCC).

Outcome 3: Vulnerable women (women with disabilities, women in rural areas and young women) are able to access counselling, legal, case management, shelter and psychological first aid services.

Outcome 4: CCC and FSC are meeting the objectives of their strategic plans and their organisations, including their financial and governance systems, are stronger and more sustainable.

The program is part of a national multi-sectoral approach to prevent violence against women and girls closely aligned to the *Solomon Islands National EAWG Prevention Policy 2016-2021*. It is part of Australia's Pacific Women Solomon Islands Country Plan and Australia's long-term commitment to preventing and responding to violence against women

'Response to Violence against Women and Girls in Rural Solomon Islands' program

The 'Response to Violence against Women and Girls (VAWG) in Rural Solomon Islands' is implemented by FSC in partnership with IWDA. The program is funded in full under the Department of Foreign Affairs and Trade (DFAT) Australian NGO Cooperation Program grant (ANCP). Total funding for the 2017 to 2020 period has amounted to approximately \$388,659.79. The program is currently in its 5th year (inclusive of 1 year pilot program in 2016.). The evaluation is intended to cover 2017- 2020 only.

The program operates across four provinces in Solomon Islands (Guadalcanal, Western Province, Central Province and Makira). It aims to enable women and girls who have experienced violence to have ongoing access to crisis support services and to understand their legal rights, to ensure they can live a life free from violence.

The provision of crisis support services is delivered by volunteer-run FSC Committees that are based in the target provinces. This program has supported ongoing training to the Committees, in basic counselling, para-legal support, referral systems, stakeholder engagement and accountability, awareness raising and advocacy. Awareness and advocacy activities are intended to complement the support services, through the creation of an enabling and safe environment for the Committees to deliver their core services.

The intended outcomes of the program are:

1. 700 women and girls who have experienced violence in rural areas, including marginalised women and girls and those with disabilities, have access to essential and quality crisis support services (psychological first aid, legal information, and referral) in four selected provinces.
2. 5000 community members in four selected provinces have increased knowledge of VAWG and increased capacity to enact preventative strategies
3. FSC have developed and implemented an advocacy plan for increased and sustainable government funding and resources for implementation of the *Family Protection Act*

Interaction between the ANCP and Pacific Women funded programs at Family Support Centre – and the reasoning behind a joint evaluation:

Although funded through different DFAT funding streams, the two programs are highly interrelated. The *Pacific Women* funding supports core costs (including staff salaries) of FSC staff, and contributes to the whole of organisations capacity building requirements. ANCP funding supports core costs of the five (5)

volunteer provincial committees, but does not contribute to any staff salaries. FSC staff, including the ANCP Program Manager, trainers, councillors, and legal staff, which are essential to the success of the ANCP program, are all funded from the PAC Women budget, as are operations support staff (finance) and management. ANCP programming activities such as travel to the provinces, and development of advocacy and promotion materials have also been subsidised by *Pacific Women* funding where objectives between the two programs align.

Two separate evaluations were originally planned for the two programs, with the planned ANCP evaluation to take place in FY 19/20, and the *Pacific Women* evaluation in FY20/21. The ANCP evaluation had begun and a desk review completed. However, finalisation of the evaluation was delayed due to COVID-19 restrictions including international and local travel bans, and limitations on group gatherings.

IWDA and our partners FSC and CCC have decided to undertake a joint evaluation to provide a much more holistic assessment of the programs in Solomon Islands. The desire to limit evaluation fatigue for FSC staff and clients, has also played a significant role in the decision to merge the two evaluations.

OBJECTIVES OF EVALUATION

The purpose and focus of the evaluation

The purpose of this evaluation is to provide an independent assessment of two complementary programs to document successes and challenges and make recommendations to support implementation and re-design of safety and security programming in Solomon Islands. The evaluation will focus on the effectiveness, coherence, and sustainability of the programs, with specific recommendations to be addressed to each stakeholder.

The Evaluator will review, collect, and analyse evidence in order to provide findings and recommendations on the following:

This should include:

1. To understand and document the achievements of the programs against the intended outcomes
2. To learn about the enabling factors and challenges to effective and efficient implementation of the programs, including how the two programs have interacted.
3. To assess the sustainability of the approaches and organisations.
4. To make recommendations for any changes needed to maximise impact and sustainability of programming design and implementation, including support by external stakeholders such as IWDA, DFAT and SAFENET partners.

The intended use and users of the evaluation outputs

Findings and recommendations from the evaluation will be used:

- for learning and improvement by FSC, CCC and IWDA
- for accountability (to DFAT, SAFENET partners, communities, and clients.); and
- to inform and influence stakeholders (principally within Solomon Islands) such as Solomon Island Government (National and Local), SAFENET partners, current and future donors

EVALUATION QUESTIONS

Draft evaluation questions for the evaluation are set out below, with the intention that these will be refined with CCC and FSC staff and Committee members during the design of the evaluation plan:

| Overarching questions | Sub-questions |
|---|--|
| Effectiveness: | |
| 1. To what extent and in what ways did the programs progress towards their intended outcomes? | <p>1.1 To what extent do women and girls have increased access to essential and quality support services as a result of the two programs? (Pacific Women Outcomes 1 & 2, ANCP Outcome 1)</p> <p>1.2 To what extent have services been accessible to diverse and vulnerable groups, such as persons with a disability, young women and men, girls, boys, and persons living in rural areas? (Pacific Women Outcome 3, ANCP Outcomes 1 & 2)</p> <p>1.3 To what extent do community members in four selected provinces have increased knowledge of VAWG and increased capacity to enact preventative strategies? (ANCP Outcome 2)</p> <p>Consider:</p> <ul style="list-style-type: none"> a. Increased understanding of the Solomon Islands laws and how it applies to them b. Increased understanding of what VWG is, why it occurs, and how it can be prevented c. Increased understanding of what services exist and how services can be accessed <p>1.4 To what extent are FSC and CCC stronger and more sustainable organisations? (Pacific Women Outcome 4)</p> <p>1.5 To what extent have CCC and FSC Staff, and FSC Provincial Committees increased their understanding of counselling, legal, case management, emergency shelter and psychological first aid standards (Pacific Women outcome 1 & 2, ANCP outcome 1)</p> <p>1.6 To what extent has FSC developed and implemented an advocacy plan for increased and sustainable government funding and resources for implementation of the <i>Family Protection Act</i>? (ANCP Outcome 3)</p> |
| 2. What were the enabling factors and challenges in the service delivery model and the operating context which supported or hindered effective programming? | <p>2.1 What elements of the FSC and CCC service model were effective? What aspects should be kept or changed to enable women and girls who have experienced violence to safely access the support they need?</p> <p>2.2 What elements of the FSC Provincial Committee model were effective? What aspects should be kept or changed to enable women and girls who have experienced violence to safely access the support they need, considering contextual differences between the five provincial committees?</p> <p>2.3 What support was most effective in assisting FSC and CCC to meet the objectives of their</p> |

| | |
|---|--|
| | <p>strategic plans, and what were the key constraints (internal and external)?</p> <p>2.4 What were the key enabling factors and challenges to increasing support for VAWG in i) communities, and with ii) government/duty bearers? What activities or approaches were most effective at increasing support?</p> |
| <p>3. To what extent was the IWDA, FSC and CCC/ ACoM partnership model effective in supporting delivery of results?</p> | <p>3.1 Are partnership roles, responsibilities and expectations clearly defined, understood, and actioned?</p> <p>3.2 Are CCC and FSC satisfied with IWDA's role in the partnership including:</p> <ul style="list-style-type: none"> • Facilitation of expert technical inputs to support quality of service provision • Supporting ongoing project management • Supporting development and implementation of Monitoring, Evaluation and Learning plans • Supporting program learning and development processes? <p>3.3 Do the benefits of a partnership model outweigh the drawbacks?</p> <p>3.4 How can the partnership model be improved going forward?</p> |
| Coherence: | |
| <p>4. To what extent did the two funded programs interact to contribute to the overarching goal of responding to violence against women? (Internal Coherence)</p> | <p>4.1 Is there scope for increased efficiencies across the two programs in future?</p> |
| <p>5. How do the programs align and complement the work of other VAWG service providers? (External Coherence)</p> | <p>5.1 What opportunities are there for increased alignment?</p> |
| Sustainability: | |
| <p>6. To what extent is there an indication of ongoing benefits attributable to the programs, and why?</p> | <p>6.1 What, if any, are the ongoing benefits for women and girls experiencing violence (in Solomon Islands as a whole, and specifically in the targeted Provinces)? What strategies contributed to or prevented the achievement of these ongoing benefits?</p> <p>6.2 What, if any, are the ongoing benefits for CCC and FSC in terms of i) capacity to deliver services, and ii) increase community and government/duty bearer support for VAWG? What strategies contributed to or prevented the achievement of these ongoing benefits?</p> <p>6.3 What, if any, are the ongoing benefits at a National level (ie through FSC and CCC engagement with SAFENET)? What strategies contributed to or prevented the achievement of these ongoing benefits?</p> |

| | |
|---|---|
| <p>7. To what extent have program assumptions been correct?</p> | <p>7.1 Are the assumptions about risks to PCs accurately forecasted and documented in the existing risk plans?</p> <p>a) To what extent are committee members aware of the risk plan? How frequently is it used? Has it been updated since its development?</p> <p>b) To what extent were the risks accurately identified? What additional risks need to be addressed?</p> <p>c) To what extent were the mitigation actions effective in managing the risks (including community engagement activities related to outcome two)? What additional mitigation actions need to be considered?</p> <p>7.2 To what extent, and how, does multi-year core funding improve the quality and sustainability of VAWG Services?</p> <p>7.3 Has the passing of the Family Violence Act resulted in increased demand for EVAWG services? If not, why not?</p> |
|---|---|

SCOPE OF WORK AND METHODOLOGY

The overarching methodological framework

The evaluator is required to propose a methodology based on the information contained in this terms of reference. The methodology and key evaluation questions should be finalised with the IWDA, FSC, CCC and the evaluator, however, at a minimum, the evaluation should adopt a consultative and participative approach. A balance between accountability and learning is critical to ensure strategic data collection and analysis which best meets the needs of the project participants and implementing partners.

- A desk based study of program documents and background literature will be completed. This will include program documents, design documents, any national and/or local data, and any comparison to similar programs. **Most importantly, preliminary findings to the evaluation questions should be extracted from existing monitoring and evaluative data. The desk review should also identify where monitoring data requires verification through the evaluation, and any gaps not filled by the MELF which requires data collection and analysis.**
- The review should focus on qualitative methods to complement the existing data. This will include, where possible, field visits to FSC (head office and Provincial Committees) and CCC and meetings with clients and community to collect primary data. Note that research on VAWG has significant ethical implications because of the sensitive nature of the topic. Consultants will be required demonstrate a comprehensive evaluation plan, which demonstrates adherence to best practice guidelines in conducting research and evaluation on ending violence against women and girls.⁶ The consultant will also meet with the program team, relevant government agencies / partners at the national, municipality and community level and other agencies / programs engaged in similar interventions. The methodology should outline the consultation process, including the mix between **individual interviews and focus groups/workshops.**
- In conducting interviews and workshops with participants it is the responsibility of the reviewer to ensure that there is informed consent from all involved. Given the sensitive subject matter no children will be included as evaluation participants; rather **an approach will be designed to collect data on youth access, appropriateness of services and broad child protection issues from secondary sources such as implementing staff, referral partners, and duty-bearers.**

⁶ See Ethics and Conditions for more

- The methodology should also propose a process for **verifying preliminary findings and recommendations** with key stakeholders in Solomon Islands, for example via a post-data collection analysis workshop.

Expected meetings or consultations with stakeholder groups.

As above, the reviewer will consult with FSC and CCC staff; FSC PCs; and VAWG stakeholders during the stakeholder workshop and other stakeholder meetings as required. The reviewer may also meet other agencies / programs engaged in similar interventions. Only where appropriate will the consultant interview women who have engaged with FSC and CCC services, ensuring their safety, wellbeing, and privacy at all times (focus group discussions, for example, are not appropriate for this subject matter).

STAKEHOLDERS

The primary stakeholders involved in this evaluation are the staff of program partners, FSC, CCC and IWDA. Additional stakeholders include, but are not limited to:

1. Women/girls involved in the programs only where no risk of re-traumatisation has been identified
2. Members of the SafeNet network.
3. DFAT Post Honiara
4. Pacific Women Shaping Pacific Development Support Unit
5. DFAT, ANCP desk
6. Community members based in the key provinces

The evaluation findings may also be of interest to:

1. Solomon Islands National Government
2. Solomon Islands Provincial Government
3. Community leaders
4. Religious leaders
5. UN Women Pacific
6. other civil society agencies both in the Solomon Islands and regionally, working to end violence against women in the Pacific

The intended audience for this evaluation is the two partner organisations, to inform a redesign of the program, and the Government of Australia through the Department of Foreign Affairs and Trade (DFAT) in Solomon Islands. **Key findings will be shared with evaluation participants and program stakeholders by both the evaluation team and FSC/CCC.**

The evaluation will aim to inform stakeholders of best practice in relation to family violence service provision in provincial based locations in the Solomon Islands, with recommendations being able to be considered/adapted in other locations in the Pacific.

ETHICS and CONDITIONS

IWDA strives to observe the highest ethical standards in any research or evaluation conducted through programs. As a result, IWDA has developed a Feminist Research Framework that will need to inform the design and implementation of the evaluation.

An initial risk assessment has determined this research to be **high**, noting anticipated engagement with women who have experienced family violence and accessed services. The consultant will need to work with an IWDA team member to complete Template 2 of the IWDA Feminist Research Framework (based on the detailed evaluation plan) for an internal ethics review process before proceeding with the evaluation.

In developing the plan the consultant will need to consider the guiding principles in the Department of Foreign Affairs and Trade's Ethical Consideration for Research and Evaluation on Ending Violence Against Women and Girls including:

- The safety of participants and the research team is paramount, and should guide all project decisions.
- Studies need to be methodologically sound and build upon current research experience about how to minimise the under-reporting of violence.
- All research team members should be carefully selected and have received specialised training and on-going support.
- The study design must include actions aimed at reducing any possible distress caused to the participants by the research.
- Fieldworkers should be trained to refer participants requesting assistance to available local services and sources of support. Where few resources exist, it may be necessary for the study to create short-term support mechanisms.
- Researchers and donors have an ethical obligation to help ensure that their findings are properly interpreted and used to advance policy and design interventions.
- Additional measures should be considered when conducting research with particularly high-risk populations or settings.

If privacy and confidentiality and support for women experiencing violence cannot be adhered to, the research should not be conducted.

The consultant will need to commit to and sign IWDA, FSC and CCC (ACoM) Child Protection Policy and Prevention of Exploitation and Sexual Harassment Policies, including undertaking a police check, and a working with children check if it is anticipated that contact with children will occur while fulfilling the contract. The contractor will also be required to undertake online child protection training, as provided by IWDA. When in Solomon Islands the reviewer will be required to adhere to FSC and CCC internal policies, including the Code of Conduct, and Child Protection policy, any security instructions and comply with the travel safety regulations.

All documents and discussions relating to this evaluation are confidential and all products remain the property of IWDA.

KEY DELIVERABLES

The evaluation's key deliverables are:

1. Capacity building strategy for Pacific Evaluator (as agreed)
2. Evaluation plan, confirmed with IWDA, FSC and CCC including
 - a. Budget
 - b. Methodology including
 - i. Timeline
 - ii. Evaluation Questions
 - iii. Identified information sources
 - iv. Data collection plan and tools
3. Approved IWDA Ethics evaluation plan and tools, with special consideration of VAWG ethical needs
4. Desk review highlighting preliminary findings against evaluation questions where monitoring and evaluative data exists (ie reporting, implementing partner
5. r
6. monitoring data, capacity reviews, partnership reviews, mid-term evaluation etc)
7. Pre-evaluation workshop with FSC and CCC to confirm approach
8. Post-evaluation workshop with FSC and CCC to explore initial findings and recommendations
9. Draft evaluation report, including recommendations
10. Final evaluation report (submitted on IWDA report template) incorporating feedback from stakeholders, **including a brief Executive Summary and two one-page summaries for FSC and CCC respectively to share with program stakeholders**

11. Presentation of final findings and recommendations to IWDA, FSC and CCC

The evaluation will need to provide clear findings on the effectiveness of the program intervention, supported by a strong evidence base, **including sex, age and disability disaggregated data for each finding**, and include some debrief/validation sessions with FSC and CCC staff based on the initial findings and recommendations (e.g. a half day presentation), and the chance for the implementing team to ask questions and provide feedback or explanation.

Structure and format for each deliverable

The Review report should adequately cover all areas specified in this Terms of Reference and additional factors that have affected the performance of the intervention. The requirement to include recommendations is essential.

The evaluation will be conducted in report format. The Review report should cater for the intended readership and users. In general, reports should use clear language, be succinct, be clearly laid out with different information levels and appropriate visual aids.

The total length of the Review report should ideally be no more than 40 pages, excluding annexes. This should include an executive summary of no more than 5 pages.

Written reports must adhere to the IWDA Content and Style Guide (annex 1)

TIMEFRAME

It is anticipated that these deliverables will be provided through a maximum engagement of 72 days across two consultants (50 days for Consultant one and 22 for Consultant 2), see proposed draft below.

| TASK | INDICATIVE NUMBER OF CONSULTANT 1 DAYS (PAULINE) | INDICATIVE NUMBER OF CONSULTANT 2 DAYS (HEATHER) | INDICATIVE DATE |
|--|---|---|----------------------------|
| 1. Development of capacity building strategy | 1 Day | 3 Days, responsible for strategy output | 15 Jan |
| 2. Desk-based study of design documents (particularly program MELFs), reporting, implementing partner monitoring data, and previous evaluative and learning) - a brief report of preliminary findings against the overarching evaluation questions should be submitted (10 pages) * this report should inform the evaluation plan in terms of identifying where data validation is required via the evaluation, and additional data that needs to be collected to address the proposed evaluation sub-questions | 5 Days, responsible for preliminary findings report | 2 Days, with a focus on MELFs and feedback on draft preliminary findings report | 17 – 24 Jan |

| | | | |
|--|--|---|-----------------------|
| 3.Preparation of evaluation plan *Note: This has been completed by Pauline Soaki under the TORs of the original ANCP evaluation – however, changes will be required to satisfy the new terms of reference | 4 Days, responsible for evaluation plan | 2 Days, feedback on draft evaluation plan | 25 Jan – 1 Feb |
| 3. Submission of Evaluation Plan to IWDA | 0 Day | | 02 Feb |
| 4. Clarification and revision of Evaluation Plan, as necessary | 1 Day | | 09 Feb |
| 5. Evaluation tool design, and Ethics plan designed | 5 Days, responsible for tools and Ethics Plan | 2 Days, feedback on draft tools and Ethics Plan | 10 – 17 Feb |
| 6. Submission of Ethics Plan and Tools to Ethics Committee for review | 0 Days | | 18 Feb |
| 7. Ethics Committee Meeting – Meet with Ethics Committee to discuss feedback | 0.5 Days | 0.25 Days | 25 Feb |
| 8. Clarification and Revision of tools as necessary | 2 Day | 0.5 Days | 26 – 28 Feb |
| 9. Pre-Departure briefing and travel to evaluation location | 1 Day | | 1 March |
| 10. Field Work In country stakeholder engagement with FSC Honiara, 5 FSC Provincial committees and CCC Honiara a) 1/2 day information session with FSC and CCC staff and key stakeholders (morning) b) 1/2 day briefing on evaluation tools for FSC staff supporting evaluation in committees (summary of risk assessment, consent forms, methodology summary etc) c) Data Collection: FSC Honiara d) Data Collection: CCC Honiara e) Data Collection: Other key stakeholders Honiara f) Data collection: Gizo g) Data collection: Noro h) Data collection: Tulagi i) Data collection: Marau | 21 Days, responsible for data collection | 3 Days, support for pre- evaluation workshop planning/prep aration and remote support/chec k-ins during data collection 2 Days to help organise initial findings/reco mmendations to inform post- evaluation Workshop | 2 March – 16 March |

| | | | |
|--|--|---|---------------------|
| j) Data collection: KiraKira k) Post evaluation workshop to explore initial findings and recommendations with CCC and FSC | | | |
| 11. Analysis of data, drafting of report including recommendations | 7 Days, responsible for compiling all data into evaluation sub-questions and drafting report content | 5 Days, responsible for delivery of draft report | 18 March – 30 March |
| 12. Submission of draft report to IWDA, FSC and CCC | 0 Days | | 31 March |
| 13. Respond to partner feedback and comments on draft report, and submit final report | 2 Days | 4 Days, responsible for Final Report, including Exec Summary and two one-page summaries for FSC and CCC | 8-9 March |
| 14. Presentation of final results to CCC, FSC and IWDA | 0.5 Days | 0.25 Days | 11 March |
| Maximum | 50 Days | 22 Days | |

REQUIREMENTS

The evaluation team will comprise two members: a monitoring and evaluation practitioner who will be responsible for data collection and output drafting, and a monitoring and evaluation specialist, who will be responsible for capacity building and support to the evaluation practitioner and delivery of the final Evaluation Report. The Evaluation Plan should clearly outline the key responsibilities of each member.

M & E Practitioner should have the following experience:

1. Demonstrated understanding of feminist research and/or evaluation principles
2. Experience (5+ years) with implementation of feminist evaluations
3. Experience in VAWG, gender, women's rights and advocacy related programming, particularly with women and girls
4. Experience in participatory processes and supporting partners with research and/or evaluation programs
5. Excellent research and/or evaluation design and analysis skills, including a proven track record using relevant methodologies

6. Excellent writing and editing skills
7. Experience working in the Pacific, in particular Provincial Solomon Islands
8. Willingness to work and travel in rural contexts, including travel by boat and open truck (vehicle)

DESIRABLE

9. Solomon Islands Pijin language skills

M & E Specialist should have the following experience:

1. Demonstrated understanding of feminist research and/or evaluation principles
2. Significant experience (15+ years) with implementation of feminist evaluations, including evaluations of sensitive subject matters such as VWAG
3. Experience with implementation of evaluations for DFAT funded contracts
4. Experience in VAWG, gender, women's rights and advocacy related programming, particularly with women and girls
5. Experience in participatory processes and supporting partners with research and/or evaluation programs
6. Excellent research and/or evaluation design and analysis skills, including a proven track record using relevant methodologies
7. Excellent writing and editing skills
8. Experience working in the Pacific, in particular Provincial Solomon Islands

Roles and responsibilities:

Roles and responsibilities are to be discussed between the two evaluators and presented in the final evaluation plan. However, it is imagined that the M&E Specialist will have ultimate responsibility for deliverables to IWDA, including taking a leading role in the data analysis and drafting of report, while the M&E Practitioner will take a leading role in conducting in country workshops and data collection.

The International and Pacific M & E Practitioner should discuss whether the evaluation process provides a mentoring and capacity building opportunity for the Practitioner and how this will be undertaken. This should be included in the Evaluation Plan.

The below table provides examples of how this research aligns with the four elements of IWDA's feminist research framework.

Timetable

| Elements of IWDA's Feminist Research Framework | Examples showing how this evaluation aligns with the framework |
|---|---|
| Our research builds feminist knowledge of women's lives | <ul style="list-style-type: none"> • This evaluation will focus on the experiences and stories of women, and will involve diverse groups of (predominantly) women making sense of those stories. • Evaluation participants will include a diverse range of women, and data will be disaggregated by age, location (rural/urban as well as by province) and disability status, to enable analysis of the impact of intersectional identities on women's lives, in particular in regards to accessing support services by those experiencing violence. |
| We are accountable for how our research is conducted | <ul style="list-style-type: none"> • This evaluation is committed to a 'do no harm' approach, and aligns with ACFID's Ethical Research principles. • Participatory research methods will be employed in data collection, in particular during Focus Group Workshops. • The evaluation is based on empirical data to determine what happened and why. |
| We are committed to ethical collaboration | <ul style="list-style-type: none"> • The evaluation is oriented to the needs of program participants and stakeholders rather than the funding agency. • The evaluation design is flexible and determined (to the extent possible) during the group processes. The evaluator will facilitate an in-country workshop with CCC and FSC staff prior to data collection, in order to share evaluation plans and processes and allow space for discussion and changes to be made – such as additions of sub-questions and changes to Tools. • Participants meet to communicate and negotiate to reach a consensus on evaluation results, solve problems, and make plans to improve the program. A sense-making workshop will be facilitated by the evaluator after fieldwork has been completed, involving FSC and CCC staff, and other key stakeholders (such as from SAFENET) to discuss and critique the evaluation process, jointly analyse main points of data and collaboratively develop initial recommendations. |
| We conduct applied research that seeks a transformative impact on the causes of gender inequality | <ul style="list-style-type: none"> • The emphasis is on identifying lessons learned to help improve program implementation and determine whether targets were met. • This evaluation will make recommendations for changes needed to maximise impact and sustainability of program design and implementation, including support by external stakeholders such as IWDA, DFAT and SAFENET. |

| TASK | PROPOSED APPROACH | LOCATION / NOTES |
|---|--|--|
| Briefing with FSC & CCC Management | Zoom meeting (Heather in Melbourne and Pauline in quarantine (Solomon Islands) Propose date: 14 April | Honiara |
| Workshop to test the evaluation tools 2 days in Honiara | See workshop agenda, separately. ½ day workshop with FSC, CCC and members of SAFENET to discuss evaluation methodology and process ½ day with FSC and CCC staff to test the evaluation tools (proposed date 20 April for two half days workshops) Note: Some of the evaluation techniques will be prepared and discussed with the participants instead of starting at the beginning. For example, some of the questions will be pre developed and participants can use that as reference to add, revise more sub questions. Some of the flipcharts will already be populated etc. Revised the evaluation tools, and agenda for project locations. Depending on number of participants for evaluation in each location, proximity of location to Honiara, the duration of time spent will be adjusted accordingly. | Honiara |
| 18 days in all project locations Due to COVID19 the Solomon Airline flights was not regular and At least 3 days in each location | Briefing with FSC provincial volunteers/ CCC staff Courtesy with provincial government official. Full day focus group workshop for CCC staff/Committee members and stakeholders Interviews with clients (women and girls' survivors), government officials, other NGOS (usually higher in rank and not invited to FGD) Partnership workshop 1 full day and 1 half day with FSC full staff and CCC project staff, security guards and sisters on the first day, and senior management only second day Debrief with CCC staff/FSC provincial volunteers | April <ul style="list-style-type: none"> Tulagi : 19-22 April, OBM Marau: 23-26May, flight Gizo: 27 – 29 April Noro: 30 April – 2 May, OBM Kirakira: 4-6 May, flight FG Workshops with <ul style="list-style-type: none"> - FSC: 14 May - CCC: 18 May Workshop for Partnership Check and Capacity Development Assessment: 20 - 21 May |

| TASK | PROPOSED APPROACH | LOCATION / NOTES |
|--|---|--------------------------------|
| <p>Workshop that both the combined pre and post evaluation sessions</p> <p>(a limitation of the evaluation was not being able to stick to the schedule – flexible with commitments of CCC and FSC and adjusting dates accordingly)</p> | <p>Combined the workshops for introductory to evaluation process and tools with the making sense of data and sharing of preliminary findings:</p> <p>1 hour workshop with FSC, CCC, MYWCFA and DFAT to discuss evaluation methodology and process</p> <p>1 hour with FSC, CCC, MYWCFA and DFAT and DFAT staff to test the evaluation tools</p> <p>2 hours Workshop is for the FSC, CCC, MYWCFA and DFAT members to synthesis and do the first preliminary data analysis from provinces for two activities (spider web for risks, and the brainstorm and discuss activity – access by diversity of women).</p> <p>3 hours presentation of the preliminary findings</p> | <p>Honiara 8 June 2021</p> |

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