



K a r t i n i
International

She Can Project

MID-TERM REVIEW OVERVIEW REPORT

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Executive Summary

Action Aid – She Can Project: Mid Term Review

The She Can project is a part of ActionAid International's (AAI) global Safe Cities Campaign. The project focuses on the links between violence against women and girls (VAWG) and urban public services. It uses approaches to reduce VAWG that have proven effective in these and other countries where AAI has worked in the past. The aim of the project is to “increase safety, mobility, access to justice and gender-responsive public services for 60,990 women and girls living in poverty and exclusion, who are vulnerable to violence against women and girls in 20 urban areas in Bangladesh, Myanmar, Kenya and Zimbabwe.” The idea is to expand the reach of these models to more communities in each country.

This Mid Term Review (MTR) report reflects the results and findings of the first two phases of ActionAid and Department for International Development's (DFID) plan to conduct a joint study of the She Can project with the support of an external evaluation team.

The objectives of the MTR were to:

1. Assess the overall implementation of pathways and achievement of outcomes in accordance with the She Can logical framework and theory of change at the mid-point of the project.
2. Collect and analyse data and facilitate learning processes regarding the project logical framework and theory of change using the Safety Audit Toolkit and Outcome Harvesting method.
3. Consult on, revise and begin implementing project monitoring tools and processes so as to streamline them and strengthen the related analytical processes.

The MTR was carried out between August and October 2016. The period analysed covered the first two years of the project, until approximately July 2016 (or October in the case of Myanmar). The MTR was carried out in selected sites of all four countries.

The MTR process used two main methods for collecting data: AAI's Safety Audit toolkit and Outcome Harvesting (OH). The Safety Audit tools used included: street survey; safety walk/journey; key informant interviews; focus group discussions (FGDs) and trust mapping. The OH process used FGDs with country office and national personnel, project participants and diverse groups of duty bearers. Both methods included a reflection process to facilitate the learning process built into the evaluation. A detailed sampling method is provided for both methods in the main body of the report.

The international evaluators prepared an approach document that outlines all the MTR's methodological tools and reports back on the monitoring tools consultation. The evaluators visited three of the four countries participating in the project (minus Bangladesh) for week-long field missions. These missions encapsulated both data collection and the learning process, mainly regarding the OH method, and the ethical protocol and monitoring tools and processes. Each country office hired national consultants to conduct all the Safety Audit data collection and analysis; participate in week-long country visit and complete follow-up work for the OH method; as well as write the national MTR report. In addition to this global report the international evaluators then prepared a country case study report for the three countries visited based on the OH findings with some comparisons to the national MTR report.

The MTR's limitations included: BREXIT's impact on the evaluation budget; the security situation in Bangladesh which precluded participation of the international evaluator in a field mission there and variations in how the national consultants collected and analysed data for the safety audit method.

Key Findings

The report's key findings are organised by evaluation question (EQ) and are summarised in the chart below, noting that due to there being considerable overlap between EQs 1 and 2; EQs 3 and 6; and EQs 4 and 5, the key findings for these have been combined to avoid duplication.

EQ1 a: How does the ActionAid programme work. to support women's groups and movements in the prevention of violence against women

EQ2: What are the most effective strategies to do this?

All four countries worked actively to train volunteer human rights defenders and support their organising into women's groups to both work and take collective action on VAWG issues at the community level. The MTR evidence gathered shows this is the strategy that has been most effective overall of those the project has utilised.

EQ 1b How does the ActionAid programme work to engage men and boys in VAWG community mobilisation programmes?

EQ2: What are the most effective strategies to do this?

Where men and boys have been involved in the project's HRD training and community mobilisation activities, more significant changes were documented with regard to changes in men's and boys' attitudes. Further discussion would be needed, however, to determine whether this approach would merit further attention in the second half of the project and to what degree this strategy actually addresses the underlying structural causes of VAWG.

EQ1.c How does the ActionAid programme work to improve the approach of public authorities and public services at the local level to VAWG?

EQ2: What are the most effective strategies to do this?

Where there has been training of duty bearers there has been a direct link with increased responsiveness to HRD demands and changes in public services designed to reduce VAWG. These initial successes suggest there is a need for the project to move towards a more systematic approach to how to engage duty bearers on a more formal, institutionalised and systematic basis, where possible given the context. Apart from the provision of sensitisation training, the current approach with duty bearers, is mostly fairly ad hoc and reactive, in response to specific incidents of violence and related issues. One exception would be the ongoing relationship established between local government in Kenya and women's action groups in Mombasa – which has proven to be quite effective.

EQ 1d. How does the ActionAid programme work to change public opinion regarding VAWG?

EQ2: What are the most effective strategies to do this?

The project has utilised two main sets of approaches to changing public opinion and community mobilisation. The first set, as defined in the project logframe is the work of the HRDs, AA and its partners as regards both public events and use of media. This has included a strong campaign component that promotes community awareness through diverse media explicitly targeting the wider community. The impact of this latter pathway has been the most difficult for the project to track and

document; therefore, it was not clear how effective this strategy was. The other approach is a recognition that in all the countries, HRDs' work in the communities has had further repercussions in terms of changing public opinion of those who are aware of their work. This has further contributed to mobilising some of those people.

EQ 3: To what extent has the project been able to realise its intended outcomes?

EQ 6: What insights do we learn about She Can pathways and outcomes/results by applying the empowerment framework of the four levels of power?

The outcome harvesting data has complemented the safety audit data to provide qualitative analysis regarding the achievements. The Safety Audit data showed that about half of the indicators were met or surpassed. The Outcome Harvesting data provides extensive evidence in all countries regarding outcomes and impacts, and even the beginnings of social norm changes related to VAWG. Analysis of both sets of data show both substantive improvement in data quality from the baseline, as well as need for future strengthening. The empowerment framework illustrates how the TOC is being implemented, where for the most part the evidence applied to this framework validates the TOC and identifies changes attributable to the project that extend the scope of the TOC.

EQ 5: How relevant are the approaches used by She Can for the different country contexts?

EQ 4: How sustainable are She Can's outcomes?

The key finding for these two evaluation questions is that there is strong evidence that the project is both relevant and that its main results are sustainable. The project is relevant in terms of:

(1) contributing to organisational priorities for ActionAid and DfID; (2) some duty bearers now being more proactive regarding improving safety in the city; and (3) meeting global priorities such as universal women's human rights commitments laid out in the Convention to Eliminate All Forms of Discrimination against Women (CEDAW) and Sustainable Development Goal (SDG) 5.2 on eliminating all forms of violence against women, as well as SDG 11 on safe and inclusive cities. The project has also been able to adapt to changes in external factors and either address these or take advantage of relevant changes. The two main findings regarding sustainability were that almost all people trained as HRDs remained active within the project and empowered regarding their capacity to contribute to change in their community; and that there was considerable intersection between the processes, systems, structures, and relationships that actively promoted sustainability in the She Can project.

Another entry point for sustainability and relevance consisted of coordinating efforts with the Safe Cities Campaign Network at the national level and other coalitions and networks at the local level.

EQ 7: How have learning processes and lessons learned been applied to She Can Approaches and Theory of Change?

Since the learning process started with the MTR process itself, it is premature to assess how the project has used the learning processes to change its approaches and Theory of Change. However, the key lessons learned to date have been that:

1. Outcome Harvesting is a good methodological tool to complement and supplement the Safety Audit toolkit.
2. The current set of monitoring tools are not capturing a significant portion of the project's qualitative results, particularly results which are community-specific.
3. The Safety Audit methodology is also effective but needs to be applied more consistently across the four countries.

4. The underlying premises of the project's Theory of Change, regarding taking a human-rights based and social mobilisation approach are valid. Most of the major findings and conclusions regarding the TOC have been incorporated into a revised table in the main report. These insights relate to how the project has been implemented to date in most or all the countries as opposed to theoretical or hypothetical assumptions. They cover additional challenges, such as external factors and issues concerning human rights defenders (such as safety, trauma support and volunteer labour), as well as the extended effect of the HRDs' work on, for example, reducing or preventing S/VAWG in both the public and private spheres in their communities (such as sexual harassment or other forms of sexual violence in public or domestic violence, wherever it occurs) and contributing to improving duty bearers' accountability to the public through formal mechanisms. Furthermore, the theoretical framework proposed for the evaluation has contributed to explaining how the project works and identifying these important dynamics that had not been included in the project design.

Conclusions

Conclusion 1: Achievement of outcomes

In general, the She Can project has mostly met its year 2 outcome-level milestones (regarding mobilisation of women and girls and duty-bearers' responsiveness to GRPS) and has made progress towards the impact statements by the time of the MTR. This is evidenced through the safety audit and project monitoring data, and especially the outcome harvesting method.

Conclusion 2: Achievement of outcomes

The project is already contributing to achieving its impact statement in that change agents – be they volunteers, women's groups, organised community groups or duty bearers – are already actively working to prevent and end violence against women in their communities and in the lives of specific women, girls and boys. This is one of the main results in all project sites.

Conclusion 3: Pathways with women and girl HRDs and HRD groups

The principal pathway for achieving these results is the training and capacity building of groups of women and girls as volunteer change agents and human rights defenders. This doubly validates the theory of change because this pathway is designed to be the principal driver of change and these individuals and groups continue to fuel the social transformation being brought about by She Can.

Conclusion 4: Enhanced Support for Women HRDs

The project's success is highly dependent upon the work of women volunteers and the women concerned have been very willing to do this work. The project needs to enhance its support for women HRDs to be coherent with its HRBA and for the project's sustainability.

Conclusion 5: Pathways with men and boys

The MTR findings show that boys and men are present in all the categories of actors in the project, whether as prime groups of change agents (whether mixed or male-only), community organizations and networks, boy victims of violence who receive services, perpetrators or duty bearers. Where there have been dedicated efforts with specific sectors of men and boys – including men-only training or HRD groups and community outreach – the results related to changes in men and boys' attitudes have been more

positive. This suggests that this is an effective strategy that can support the reduction of VAWG.

Conclusion 6: Pathways with duty bearers and service providers

Progress with duty bearers has been mixed, but all milestones have been met. This relates to various internal and external factors.

- (a) Duty bearers were not as engaged at the beginning of the project because they are not the principal change agents.
- (b) There are differences among the categories of change agents: in general it is easier to bring about changes in VAWG in some sectors (e.g., health) than in others (e.g., policing).
- (c) For duty bearers to be more responsive on an ongoing basis there may be the need to adopt a more systematic approach to working with duty bearers – both planning and accountability mechanisms - beyond the current one, which is more reactive and ad hoc in nature.

Conclusion 7: Pathways for community mobilisation and changing public opinion

The project has utilised two sets of approaches to changing public opinion. Of these, the most effective has been the work at the community level because it has contributed to both changing public opinion as well as to the mobilisation of some community members. The other set of approaches involved changing public opinion at a larger scale through public events and the engagement of the media. It was much more difficult to assess the effectiveness of the latter, though there was some evidence that these events had an impact on the public based on facebook hits as well as spikes in the number of calls to project-related hotlines.

Conclusion 8: Relevance and Sustainability

The MTR has shown that similar features explain both the relevance of the project and its future sustainability. These are rooted in the work of the HRDs and the collective model of mobilisation to bring about change. By taking a human rights-based approach the project also contributed to both relevance and sustainability.

Conclusion 9: Usefulness of the analytical framework of empowerment

The usefulness of the empowerment framework is illustrated through how the four levels of power adequately capture both how the project has been implemented to date and the outcomes achieved thus far.

Conclusion 10: Lessons learned about the TOC

It is a very successful approach to use social transformation to prevent and end violence against women, girls and boys through a virtuous circle beginning with intertwined individual and collective empowerment leading to a broadening circle of community and social commitment and action along with duty-bearer responsiveness and accountability.

Conclusion 11: Lessons learned about the Safety Audit method

The Safety Audit provides key information from the general public, as well as the various project participants and stakeholders. That said, there are drawbacks in how it is currently being used. These will be improved for the end-line.

Conclusion 12: Lessons learned about the outcome harvesting method

The outcome harvesting method has provided a crucial contribution to identifying and documenting both

the processes engaged and the changes brought about by the project to date by focusing on the quality of the interventions, including by identifying project results that even ActionAid country team staff and national partners were not aware of.

Conclusion 13: Lessons learned about the monitoring tools

Linked to EQ 7

The revision of the monitoring tools has produced a similar consensus regarding the limitations of focusing narrowly on quantitative data. The evaluation team introduced a tool to facilitate analysis of changes in terms of the four levels of power that all the country teams considered will be very useful for periodical monitoring.

Recommendations

Recommendation 1:

Systematic triangulation of quantitative data with data that is collected and analysed collectively could contribute to organisational evaluation protocols, especially given the centrality of participatory methods and the human-rights based approach of ActionAid.

Recommendation 2:

ActionAid should consider reviewing the logframe on a global scale to determine how to improve the design and/or reporting of the monitoring and evaluation process so as to capture all project results, including the possibility of adding qualitative indicators.

Recommendation 3:

There is a need to review the commitments of ActionAid and its partners to the HRDs. During the remaining year of the project these involve: refresher training, monitoring of their work, a review of their remuneration, and post-trauma support, assessing HRDs' security risks. Post-project sustainability strategies will also need to be developed.

Recommendation 4:

Further study of the dynamics of engaging men and boys in different roles could be used to inform ActionAid's next strategic plan.

Recommendation 5:

Coordinate efforts among AA, partners, HRDs and other stakeholders at the local level (and national, if relevant) to contribute to greater commitments and systematic change on the part of duty bearers during the final year of the project, which will also contribute to strengthening the project's sustainability. This could also include hiring a consultant to channel HRDs' expertise towards policy proposals as well as making more effective use of the Safe Cities Campaign Network and other formal or informal coalitions at the local level.

Recommendation 6:

Consider revising the Theory of Change to incorporate changes outlined in the revised TOC table in the main report.

Recommendation 7:

The Safety Audit methodology will be revised for the end-line to ensure comparability, quality and relevance. By revising Safety Audit methodology only data relevant to the logframe indicators is collected and there is greater analysis of the data. This will both save time and resources and mean AA country offices can make more effective use of the data collected.

Recommendation 8:

For the final evaluation phase the evaluation team will review how to implement the Outcome Harvesting process so that it captures some of the gaps that emerged for collecting and analysing qualitative data.

Recommendation 9:

For the final phase of the evaluation it should be possible to develop an analytical tool that would facilitate a means of quantifying the qualitative outcomes documented through the Outcome Harvesting process, in addition to recording the types of improvements made.

Recommendation 10:

Revise the monitoring tools according to the findings of the consultation, especially the use of the analytical tool to measure the four levels of power.

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List of Acronyms

| | |
|---------|--|
| AA | ActionAid |
| AAI | ActionAid International |
| AAB | ActionAid Bangladesh |
| AAK | ActionAid Kenya |
| AAM | ActionAid Myanmar |
| AAZ | ActionAid Zimbabwe |
| CEDAW | Convention on the Elimination of All Forms of Discrimination against Women |
| CSO | Civil society organisation |
| CWG | Community Watch Group, Bangladesh |
| DfID | Department for International Development, United Kingdom |
| FGD | Focus group discussion |
| DB | Duty Bearer |
| GRPS | Gender-responsive public service |
| HRD | Human Rights Defender |
| KII | Key informant interview |
| LCM | Legal Clinic Myanmar |
| LRDP | Labour Rights Defenders and Promoters, Myanmar |
| MOU | Memorandum of Understanding |
| MTR | Mid Term Review |
| OH | Outcome Harvesting |
| SAYWHAT | Students and Youth Working on Reproductive Health Action Team, Zimbabwe |
| SSCN | Safe Cities Campaign Network |
| SRHR | Sexual and reproductive health (and) rights |
| SYW | Sauti ya Wanakake (Women's Group in Mombasa) |
| TOC | Theory of Change |
| VWAG | Violence against women and girls |
| WAG | Women's Action Group, Kenya |
| ZWLA | Zimbabwe Women Lawyers Association |

ActionAid – She Can Project: Mid-Term Review

1. Introduction

The She Can project is a part of ActionAid International's (AAI) global Safe Cities Campaign, and one of the first programmes within that framework. She Can is informed by both AAI's years of related experience as well as by previous pilot studies on women's safety in cities and urban spaces. The project focuses on the links between violence against women and girls (VAWG) and urban public services. It uses diverse approaches to reduce VAWG that have proven effective in these and other countries where AAI has worked in the past. The project's aim is to "increase safety, mobility, access to justice and gender-responsive public services for 60,990 women and girls living in poverty and exclusion, who are vulnerable to violence against women and girls in 20 urban areas in Bangladesh, Myanmar, Kenya and Zimbabwe." It is working to expand the reach of these proven models to more communities in each country.

The Mid Term Review's (MTR) objectives were to:

1. Assess the overall implementation of pathways and achievement of outcomes in accordance with the She Can logical framework and theory of change at the mid-point of the project.
2. Collect and analyse data and facilitate learning processes regarding the project logical framework and theory of change using the Safety Audit Toolkit and Outcome Harvesting method.
3. Consult on, revise and begin implementing project monitoring tools and processes so as to streamline them and strengthen the related analytical processes.

This MTR report reflects the results and findings of the first two phases of ActionAid and Department for International Development's (DFID) plan to conduct a joint study of the She Can project with the support of an external evaluation team. The study's primary purpose is to test the project's theory of change (TOC) and deepen understanding of how change takes place in relation to reducing VAWG/GBV in urban areas in public spaces. The evaluation was designed to be highly participatory in nature and to use an action research approach over the course of the project.

The evaluation process is divided into several phases:

1. Inception period to identify the core evaluation methodology (Feb – Jun 2016)
2. MTR assessment process based on a highly participatory methodology. The MTR

data collection and analysis forms the basis for this report (July 2016- March 2017, with external team country missions in September).¹

3. Drafting of MTR reports (global and national) and country case study reports on Outcome Harvesting findings (October 2016 – March 2017).
4. AA UK and the four AA country offices involved will use the MTR data and analysis to inform any adjustments needed for the project’s final year of implementation as well as to revise She Can’s Theory of Change as needed.
5. The evaluation team will also provide some support with learning related to the MTR results to help guide the project’s monitoring processes.
6. The team will conduct a final evaluation towards the end of the project using similar methodologies as those used in the MTR.

The structure of the report is based on the evaluation questions with some revisions. The front section of the report includes the methodology and a brief review of the theoretical framework and global and country contexts for the MTR. The following section outlines the main MTR findings. The annexes contain all the data collection and analysis tools used for the MTR, the national consultant MTR reports, the country reports by Kartini International, the ethical protocol and results of the consultation on the monitoring tools.

2.0 Methodology

2.1 Analytical Framework of Collective Empowerment

The analytical framework of the She Can Project is centred around women’s and girls’ right to the city, which includes the right to live without violence. ActionAid’s feminist human rights based approach places women and girls as the main change agents at the centre of the action-analysis and seeks to strengthen their organising and campaigning to demand their rights. Unlike other, institution-based models that look to address violence against women through improving services to individual women, She Can puts women in the centre and uses a collective approach to empowerment and capacity building of these key women change agents, commonly referred to as human-rights defenders (HRDs). From this fundamental starting point, the TOC moves towards gathering support from other civil society organisations, including women’s organisations as well as men and boys, to lobby service-providers, justice-system operators and other duty-bearers to promote inclusive and gender responsive practices, laws and policies. The project is also working to change public opinion and attitudes towards VAWG.

¹ Included development of TORs for national MTR consultants and implementation of Safety Audit processes by national consultants, the latter from August to September 2016.

The joint action-research and evaluation process for She Can is based on an analytical framework designed to test this approach and She Can's theory of change. It consists of two separate but connected parts.

The first part of this methodology is an analytical framework that assesses collective empowerment processes related to four overlapping forms of power. Examined together these can be used to chart movement towards transformational change,² in this case with regard to the changes in power at these different levels that are making it possible for women and girls to experience safer cities.

- **Power over:** subordination, exclusion, inequalities;
- **Power within:** women's personal and collective self-reflection, self-recognition as subjects of rights and agents, and capacity development;
- **Power with:** networking and coalition building at the local, national and transnational levels. This may be with both other women's and girls' organizations as well as other social and even state actors;
- **Power to:** vision and goal of empowerment, including women living free from violence and fully exercising all their rights as well as state actors implementing their role as primary duty bearers.

Section 4 shows how this analytical framework is directly linked to She Can's theory of change.

The second part of the analytical framework is the Outcome Harvesting (OH) method of participatory qualitative data collection and analysis. Section 4 also elaborates this method and how it has been applied to the She Can MTR. Outcome harvesting is based on the premise that if you track all of the project's results you can use this process to work backwards to determine what factors contributed to these changes taking place.

The data for the MTR was collected through two different processes: focus groups discussions (FGDs) using the Outcome Harvesting methodology; and the Safety Audit process (combination of street surveys, FGDs and key informant interviews) established at the beginning of the project and adapted from the Safe Cities programme.

2.2 Scope of the MTR

1. Timing

The MTR was carried out between August and October 2016. The period analysed covered the first two years of the project, until approximately July 2016 (or October in the case of Myanmar).

2. Geographic Coverage

² These four levels of empowerment also figure in one of ActionAid's own data collection and analysis tools, the "flower power" (ActionAid, 2016b); however, the process of analysis is different.

The MTR was carried out in all four project countries. In each country the project is implemented in diverse different locations based in urban informal settlements. Each country team selected a sample of these locations to be assessed for the MTR based on project implementation to date, the MTR budget, security considerations and other pertinent factors.

3. Analysis, Learning and Reflection

The intention of the MTR is to both collect and report on data and to use the data collection process as the basis of in-depth analysis of the She Can project. This will contribute to a broader analysis – beyond the scope of this MTR – of ActionAid’s Safe Cities programme and organisational strategic plan (2012-2017). For the MTR the data collected was analysed in the following ways:

- Review of findings of the Safety Audit process applied at the Mid-Term
- Analysis of the Outcome Harvesting findings
- Comparison of the Safety Audit and Outcome Harvesting findings and conclusions
- Comparison of the project’s baseline and MTR results
- Overall project level comparison across all four countries

Learning processes are fundamental to the project’s data collection and analysis. During data collection, especially during the external evaluation team country visits, the team trained AA country office personnel and national partners how to apply the OH method and how to use it as a monitoring tool. They also reviewed the project’s existing monitoring tools and practice as well as reviewed an ethical protocol and its adaptation to each country.

Reflection has also been built into the MTR process. To date this reflection process has involved:

- Country offices: review of She Can theory of change
- Country offices: review of monitoring tools and practice (prior to data collection)
- Country offices and relevant project partners: review and implementation of organisational and joint evaluation ethical considerations
- Country offices, project partners and project participants: review of results of MTR

The MTR’s two main methods for collecting data, the Safety Audit and Outcome Harvesting; also both included a reflection process to help facilitate the learning process built into the evaluation.

2.3 Key Terminology

Key terminology to which the MTR’s methodology and this report refers include the following:

Human rights defenders (HRDs): We propose using this general term in this overview report because each country uses a different term. The terms in each country are:

Bangladesh – Community Watch Groups; Kenya – Women’s Action Groups; Myanmar – paralegals (those who work in the community); and Zimbabwe – volunteers.

Outcome: outcome is a term used frequently here, though it means different things in the results-based management (RBM) logframe as compared to the outcome harvesting (OH) method. For the most part, we will be referring to the broader concept of outcomes as used in the OH method that interprets outcomes as any significant changes resulting from project actions or inputs. If we refer to the project’s outcome statement in the logframe or indicators, we will use the term “logframe outcome” to clarify, where necessary.

VAWG: This is normally understood as Violence against Women and Girls. For the most part throughout the report we will use the term “violence against women and girls”, in keeping with the theoretical framework of the project and this evaluation. Since AAK and its partners in Kenya have begun to work with boys to address gender-based violence against them, we will use the term VAWG/GBV when referring to this particular aspect of the project in Kenya.

2.4 Tools and Processes for Data Collection and Analysis

2.4.1 Data Collection Tools

A. Safety Audit

The Safety Audit methodology consists of a series of street surveys and related qualitative and quantitative tools such as a trust mapping process to determine the status of indicators related to VAWG to be implemented with diverse actors. She Can used a selection of these tools. They respond to the project’s logframe indicators, as well as providing other insights into people’s perceptions regarding the safety situation for women and men in each community. These were the same tools used in the baseline for three countries (except for Myanmar), although they were applied with varying degrees of quality. Table 1 outlines which specific Safety Audit tools the She Can project has been using to track and assess project progress.

Table 1: Safety Audit Tools Used for Baseline and MTR

| Tools | Type of data | Source of information |
|--|-----------------------------------|---|
| Safety Walk (including the standardised Safety Walk Checklist, Tool 10 and Tool 11 AND/OR Safety Journey if public transport is a key issue, Tool 13 | Quantitative and qualitative data | Project participants, especially HRDs |
| Key Informant Interviews (using the semi-structured interview guide Tool 7, and the closed, structured question list) | Qualitative data | Duty bearers; Also can be used with partner organisations (‘She Can’ or Safe Cities |

| | | |
|---|------------------------------|--|
| | | Campaign Network) |
| Focus Group Discussion Guide (Tool 8) | Qualitative | Project participants (women and men; youth and adults) |
| Trust Tool mapping (Tool 6, to be used following the FGD) | Quantitative and Qualitative | Project participants (Women only, youth and adults) |
| Street Survey (Tool 13) | Quantitative | Men and women adults and youth of the general public |

B. Outcome Harvesting

Definition and Key Aspects of Outcome Harvesting

Outcome harvesting is:

“an utilisation-focused, participatory tool that enables evaluators, grant makers, and managers to identify, formulate, verify, and make sense of outcomes they have influenced when it is not necessarily clear what are the relationships between cause and effect or when there are multiple factors that may have contributed to them. Unlike some evaluation/monitoring methods, Outcome Harvesting does not measure progress on the predetermined outcomes or objectives outlined in a project’s results logframe. Instead it is a process that collects evidence of any kind of change observed, and works backward to determine whether and how the project or intervention contributed to the change” (Wilson-Grau and Britt, 2012).

The international evaluation team selected Outcome Harvesting as a complementary methodology to the Safety Audit. Like some of the Safety Audit tools, it is both participatory and qualitative in nature. However two important features of this methodology differ from that of the Safety Audit. One, it is participatory in terms of both data collection and the analysis process, with participants in each OH session engaging in a first round of analysis of the findings. All the prioritised findings are then analysed in a second round by AA country office personnel and their partners. Two, outcome harvesting is very useful for gathering disparate information, including unexpected outcomes whereas the Safety Audit process is designed more to track outcomes directly related to the project’s logframe and indicators.

This methodology is apt for analysing She Can for two reasons. The first is that, even though this multi-country project has a single logframe and theory of change, it is being implemented in different ways. OH methodology provides an opportunity to develop and apply a lens that goes ‘outside the box’ to find commonalities and differences across the countries and, as a result, to test She Can’s Theory of Change. The second is that it is complementary to both the project’s TOC and objectives in that it contributes to the HRDs

and other participants in the method becoming producers of knowledge, and as such contributes to their knowledge, capacity and empowerment.

Application of Outcome Harvesting in the MTR

Purposes

For the MTR, the international evaluation team worked with the country teams to use outcome harvesting for three purposes. The **first** was to teach the OH method to AA country team members and project partners using the “learning by doing” method. The **second** purpose was to gather AA country teams’ and project partners’ own perceptions of the project’s outcomes and analysis of them, which was achieved simultaneously with the first. The **third** purpose was to gather findings and analysis from project participants and stakeholders. This final way happened in two moments, one was while the international evaluators were in country to accompany the process, and the other was after the international evaluators left.

Triangulation of Data

Since Outcome Harvesting methodology is largely qualitative in nature, it can sometimes be hard to document the extent and reach of the qualitative changes that have taken place. In this instance, it became even more important to ensure that the outcomes recorded were confirmed by more than one type and group of stakeholders so that some results not be seen as only standing as anecdotal evidence. We also gathered specific information around the location and date (or period) in which the change had occurred so they could be verified independently and compared across countries in a way that meets both standards of validity and reliability.

Stages of Application of the OH Method during the MTR

Action One: Outcome Harvesting Session at Country Level

Step 1: Identify changes that have taken place

We asked different project participants and stakeholders to identify the changes/outcomes they have personally observed or experienced. This entailed starting with the country office and national partner personnel and MTR national consultants and then, following training on how to apply the OH method, with OH sessions for duty bearers and community participants led by country personnel.

Participants in the OH FGDs were asked to identify all the changes that had taken place due to project interventions in the past two years and to then categorise these changes according to the levels of social change identified in the empowerment framework and the project logframe:

1. Individual level (changes in knowledge and skills, practices, etc.) – corresponds with ‘power within’

2. Women's groups (corresponds to 'power with')
3. Community collaboration (also corresponds to 'power with')
4. Changes in services, policy and laws (corresponds with 'power to')
5. Changes in social norms (corresponds with transformed 'power over' category)
6. Other changes

Step 2: Data Analysis

Stakeholders and participants then reflect on and prioritise the most important changes amongst this group and discuss which underlying factors that contributed to these changes. We then compared these sets of results and analysis regarding underlying change factors against the original assumptions of the project's theory of change. To facilitate the learning and analysis we also compared and contrasted the findings of the Safety Audit and Outcome Harvesting methods with country office and national partner personnel and the national MTR consultant as well; as assessed from the perspective of how each change identified had contributed to any of the four levels of power; compared to the project's baseline and Theory of Change.

2.5 Sampling Methods³

2.5.1 Safety Audit Sampling Process

The Safety Audit used two different sampling methods, systematic random sampling and purposive sampling. For the baseline, the sample was deliberately non-random and not large enough to be statistically representative. For the mid-term, samples were taken from each of the locations included in the MTR and, where possible, the same locations were used to carry out the survey.

How these two methods were applied in the street surveys for each national MTR are summarised below:

Bangladesh: A systematic and purposive sampling technique was used. The national consultants surveyed the participants who were included in the baseline survey.

Kenya: The sampling criterion used three approaches: random selection of persons on streets to avoid biasness and capture all shades of opinion; plus purposive sampling and quota sampling.

Myanmar: The type of sampling used in this street survey was random sampling method in four Townships in Yangon (Townships were chosen through purposive sampling based

³ Please note that a list of project stakeholders who participated in the MTR is not provided to protect their confidentiality. Since these are not included in the national MTR reports, either, national AA offices can be consulted for details.

on geographic and socio-economic differences). The enumerators selected the respondents using random sampling technique who were currently using the street at the point of survey time. A respondent (either male or female) was eligible to participate in the survey only if they were above 18 years of aged and available to be interviewed.

Zimbabwe: The sampling was done in two parts. The first part used purposive sampling where the main public spaces/ hot spots where women and girls face harassment or violence were identified and questionnaires administered in these locations randomly. These hot spots were the same where questionnaires were administered during the baseline survey. The second part involved random sampling of passers-by in these locations.

In other words, the respondents selected to participate in the street surveys were predominantly members of the general public. The rationale for this is that surveying male and female community members would provide comparative data with regard to changes that have taken place related to the project's key indicators since the baseline survey was done using the same methodology and questions. In Zimbabwe there were some discrepancies with the baseline tools as compared with the other countries and the MTR. Myanmar used a completely different method for the street survey and other tools. The analysis of the related responses have been adjusted accordingly in the Outcome and Impact Indicator tables for EQ 6.

The street survey used a closed-ended, pre-coded questionnaire. The sampling criterion used three approaches: i) random selection of people on the street; (ii) targeting people in safe premises;⁴ and iii) people belonging to a group targeted by the project to allow the results to be generalised at the program level.

Different countries used different sampling areas. Within each project area selected, a sample size was allocated using a probability sampling technique. In Kenya, street surveys were held in all seven communities in which the project is operating. In Myanmar, four of seven communities were selected. In Bangladesh, all project communities were surveyed. In Zimbabwe, the project is only being carried out in one urban informal settlement.

⁴ The survey tool explained that interviewers should select well-lit, safe locations, where they could speak to people in private. The methodological sections of the national consultant reports all confirmed that they did so, and that surveys were carried out in the daytime.

Table 2: Number of street survey respondents by country and rationale

| Country | Numbers sampled | | | Rationale |
|------------|-----------------|-----|-----|--|
| | Total | W | M | |
| Bangladesh | 207 | 153 | 54 | From each of the 9 selected cities, we identified 17 women and 6 men. We followed the number of men and women engaged in the project as the direct participants and selected the numbers |
| Kenya | 211 | 140 | 71 | More women and girls were targeted because they are the main focus of the project. Quota sampling used to capture a specific number of women, girls and men to allow the results to be representative of the focus of the project |
| Myanmar | 200 | 104 | 96 | Myanmar team sampled 100 women and 100 men for street survey; however, in practice, the research team asked 104 women and 96 men from four locations in Yangon Region. The sample size was determined depending on the population size of the community where AAM team were working. |
| Zimbabwe | 300 | 200 | 100 | The rationale was to tally the number of women and men surveyed to that of the baseline. |

The four countries provided some data disaggregated by sex and age group, but not consistently across the four countries.

Trust Mapping Exercise and FGDs

The Safety Audit process also used a trust mapping exercise to identify the institutions, groups and individuals who women see as having a role in protecting their safety and security; find out how much women currently trust these institutions, groups and individuals and how far they have linkages to these institutions and people; and monitor how relationships change over time. The participants of this exercise were selected based on their knowledge and involvement in the She Can project.

In Kenya, two trust mapping exercises were conducted in each of the seven settlements in which the project is working; one with girls and one with women. In Mombasa, the selection was done by Sauti Ya Wanawake and in Nairobi this decision was made by African Youth Trust, both local project partners. In Kenya, FGDs were held with different people from those who participated in the trust mapping exercise and participants were selected by local partners. Four FGDs were held in each of the seven project communities, one with girls, one with boys, one with women and one with men, with a total of 66 men and boys participating and 66 women and girls. In Myanmar, Zimbabwe and Bangladesh the trust mapping exercise was carried out immediately following FGDs that focused additional questions conducted with the same participants.

Table 3: Number of participants in trust mapping exercise and/or FGDs or by country

| No. of Trust Mapping & FGD Participants | Bangladesh | | Kenya | | Myanmar | | Zimbabwe | |
|---|------------------|-----|-------|----|---------|----|----------|----|
| | (W) ⁵ | (M) | W | M | W | M | W | M |
| Trust Mapping and FGDs | 58 | 39 | 110 | - | 24 | 12 | 38 | 21 |
| FGDs only | | | 66 | 66 | | | | |

Key Informant Interviews

The Safety Audit process also involved conducting detailed interviews using semi-structured checklists with a combination of diverse duty bearers and national/local partner personnel. Partners were not interviewed in all countries because they were not included in the original list of sectors to be consulted during the MTR. The key informants included the following:

Table 4: Number of Key Informant Interviews by Country

| No. of KIIs | Bangladesh | | Kenya | | Myanmar | | Zimbabwe | |
|------------------|------------|----------|-------|----------|---------|----------|----------|----------|
| | DBs | Partners | DBs | Partners | DBs | Partners | DBs | Partners |
| | 6 | - | 20 | 2 | 10 | - | 6 | 2 |
| Total= 46 | | | | | | | | |

Street Safety Walks and Journeys

The national evaluation teams also visited the project areas with women from each of the respective project areas selected for collation and corroboration of the findings. The purpose of the safety walk was to assess the feeling of safety in the settlements where the She Can Project is being implemented; the walk was implemented in the same locations as the rest of the Safety Audit. This walk was done with the aid of a checklist focusing on the project objectives. They conducted a similar process using public transport. In Bangladesh, there were three safety walks (1 participant each). In Kenya, safety walks were carried out in seven communities (with 35 participants in total). In Myanmar, safety walks were done in two communities (3 participants in each). In Zimbabwe, one safety walk (with 10 participants) was carried out.

2.5.2 Outcome Harvesting Sampling Process

For the Outcome Harvesting, the sample size protocol suggested for each country was to

⁵ Additional details regarding the numbers of women and men who participated requested from AAB and still pending.

conduct sessions using OH methodology and questions in the same communities where the SA tools were applied, and with the following groups:

1. AA country team and national partners
2. HRD groups organised through the project (where more than one sector participates in the project, the OH sessions were held separately)
3. Partner organisations, such as in the Safe Cities Campaign Network or other community network
4. Duty bearers

Table 5: Number and sector of participants in Outcome Harvesting sessions

| Sector/Country | Bangladesh | Kenya | Myanmar | Zimbabwe |
|--|-----------------------------|---------------------------|--|---------------------------------|
| AA country team | 10 (7 W, 3 M) | 5 (4W, 1M) | 7 (5 W, 2 M) | 4 (2 W, 2 M) |
| Partners | N/A | 5 (5W) | 4 (3 W, 1 M) | 2 (2 W) |
| HRDs sector 1 | 90 women | 117 youth (63 W, 54 M) | Total # (# of W; # of M) Paralegals ⁶ | 16 Young women volunteers |
| HRDs sector 2 | 12 (8 men, 4 male youth) | 50 adults (50 W) | 0 | 16 Adult women volunteers |
| Safe Cities Campaign Network ⁷ and other CSOs | 40 (15 W, 25 M) | -- | 0 | 3 (2 W, 1 M) |
| Duty bearers | 17 (5 W, 12 M) | 22 (7 W, 15 M) | 0 | 27 (11 W; 16 M) |
| Total | 169 | 199 | Pending | 68 |

* Estimate of breakdown between HRDs and Duty bearers

+ Data and/or sex disaggregation requested to be included in revision of national MTR reports but not yet provided by time of completion of overall MTR report

2.6 Limitations of the MTR

Application of Ethical Protocol

The national consultants' reports includes very little reference to how the ethical protocol was adapted in each country, thus there is almost no discussion of this in this overview evaluation report.

Impact of BREXIT on Evaluation Budget

⁶ Details re numbers requested and pending from AAM

⁷ Safe Cities Campaign Network members were not included in the original methodological design.

The evaluation budget was fairly tight even from the beginning for such a highly participatory and reflective process. The fall in value of the pound due to the BREXIT vote further restricted the funds available for national consultants and the Country Offices to collect data based on the original fairly in-depth and comprehensive processes required. This made it challenging for at least two of the Country Offices to find national consultants with adequate qualifications who would be willing to work for the funds available and led to a delay in their hiring in these two countries. This meant the evaluation team was not able to review the MTR Safety Audit results in advance and do an initial comparison with the results for the OH results to contribute to AA's uptake of the method during the field missions.

Security Situation in Bangladesh

Due to the security situation in Bangladesh, the international evaluator was not able to support the MTR process there in person and provide face-to-face training on the OH process or review the Safety Audit methodology with the national consultant. While there was skype communication on these two processes, the degree to which the International Evaluator could participate in the MTR process in Bangladesh was quite limited.

Variations on Collecting, Analysing and Reporting of Data for Safety Audit Methodology

Although we as international evaluators are responsible for the content and quality of this report, the way the evaluation was structured meant that the international evaluators had to rely upon national MTR reports for all of the Safety Audit data and any OH data collected after the country visits. The quality of the cross-country comparison therefore depends in part upon the quality of the national MTR reports.

The main challenge is that the data presented in the national MTR reports and annexes does not entirely match the MTR guidelines or the definition of the logframe indicators provided in the indicator protocol. For example, for a few indicators, the data provided was from a different survey question or was calculated or presented differently. This was especially true of all the impact indicators and outcome indicators 1 and 2. The international evaluators had to subsequently request some of the missing data, plus more details regarding the sampling method used, and had to do some of the calculations required to analyse this data. Some of the raw data originally requested was also missing.

Data was also not disaggregated by sex and age consistently and coherently in the national MTRs; the overview report therefore provides sex-disaggregated data only after further consultation with national consultants. Despite these limitations, this is a vast improvement over the serious limitations in comparability and quality of the baseline data in some of the baseline country reports.

Despite this improvement, the different ways the national consultants interpreted how to apply She Can's Safety Audit tools and data analysis points to the need to strengthen the management of national consultants by the country offices to ensure they submit the required deliverables and to review the quality of the data.

A further difficulty is that without all the MTR data, and especially without all the tables of the survey data in a readable and usable form using the methodology recommended in the MTR Inception Report as well as by ActionAid staff (and their partners), the potential for ActionAid to use this data for other purposes in the future is weak. This also raises the question as to why so much data is collected (especially in the survey) if it is not going to be used.

2.7 MTR Reports

The MTR process produced eight distinct reports. These included four national MTR reports generated by the national consultants, three country case studies based on the OH findings written by the international evaluators and a global MTR report based on the findings and analysis of the other seven reports. The national reports presented and analysed the national Safety Audit data and summarised and analysed data from any additional OH FGDs held and provided a brief analysis comparing the results from these two evaluation methodologies.⁸

Since the Kartini International consultants were not able to visit Bangladesh, the international evaluator did not write up an OH findings case study for Bangladesh.

3.0 Evaluation Questions

The table below summarises and shows the linkages between the main components of She Can's TOC and logframe, the evaluation questions and its theoretical framework.

Table 6: Principal MTR components

| Evaluation Question | Logframe Indicators | Element of Theory of Change | Form of power | How and where addressed in MTR |
|---|--|---|----------------------------------|---|
| 1. How does the ActionAid programme work: a. to support women's groups and movements in the prevention of violence against women | -output 1 indicators -output 2 indicators | -Pathways with women and girls -Pathways with women's and girls networks | -power within -power with | -Safety Audit -Outcome Harvesting -National reports -Global report |

⁸ The national consultants reports can be found in annexes XX1-XX4. The national OH reports can be found in annexes XX1-3.

| Evaluation Question | Logframe Indicators | Element of Theory of Change | Form of power | How and where addressed in MTR |
|---|--------------------------------|--|--------------------------|---|
| 1. How does the ActionAid programme work: b. to engage men and boys in VAWG community mobilisation programmes? | -outputs 2 and 4 indicators | -Pathways with networks and solidarity movements | -power with | -Safety Audit -Outcome Harvesting -National reports -Global report |
| 1. How does the ActionAid programme work: c. to improve the approach of public authorities and public services at the local level to VAWG? | -output 3 indicators | -Pathways with duty bearers | -power to | -Safety Audit -Outcome Harvesting -National reports -Global report |
| 1. How does the ActionAid programme work: d. to change public opinion regarding VAWG? | -output 4 indicators | -Pathways involving general public and media (campaigns) | -power to | -Safety Audit -Outcome Harvesting -National reports -Global report |
| 2. What are the most effective strategies for: a) reducing VAWG in public, urban spaces; b) improving accountability, safety and access to justice when working with the project's primary groups of women and girls [or mixed groups of women and men / girls and boys], people in power (duty bearers), community | -impact and outcome indicators | -Changes in barriers -intermediate outcomes -'and' outcomes -'so that' impact | -power over (changes in) | -Safety Audit -Outcome Harvesting -National reports -Global report |

| Evaluation Question | Logframe Indicators | Element of Theory of Change | Form of power | How and where addressed in MTR |
|---|---|--|----------------------|---|
| networks, men and boys, women's movements, and general public (including media)? | | | | |
| 3. To what extent has the project been able to realise its intended outcomes? | Milestones for all outputs, outcome and impact level indicators | -intermediate outcomes -'and' outcomes -'so that' impact | Overview | -Safety Audit -Outcome Harvesting -Conclusions for National reports -Global report |
| 4. How sustainable are She Can's outcomes? | Outcome and impact | -intermediate outcomes -'and' outcomes -'so that' impact | Overview | -Outcome Harvesting -Global report |
| 5. How relevant are the approaches used by She Can for the different country contexts? | Outputs and outcome | -Activities ('if we') -outputs ('then') -intermediate outcomes -'then' outcomes | Overview | -Safety Audit -Outcome Harvesting -Country-level analysis & reflection |
| 6. How well do the project's different interventions address changes in power from the perspective of power over, power from within, power with and power to? | Overview of logframe | Overview of TOC | All | -Outcome Harvesting -Analysis by country teams and international consultants -Global report |
| 7. How has Action Aid used the learning process to change its approaches and TOC? | Overview of logframe | Overview of Theory of Change | All | -Review of monitoring tools -Global report |

4.0 Key Findings

The MTR findings are organised by evaluation question. The international evaluation team made two adjustments to the evaluation questions to minimise repetition and maximise analysis. The first is the order in which they are discussed and the second small changes to the questions themselves or their scope. These changes are outlined in the table below.

Table 7: Structure of key findings and evaluation questions

| Evaluation Questions Addressed | Main content |
|--|--|
| <p>EQ 1: How does the ActionAid programme work:</p> <ul style="list-style-type: none"> a. to support women’s groups and movements in the prevention of violence against women? b. to engage men and boys in VAWG community mobilisation programmes? c. to improve the approach of public authorities and public services at the local level to VAWG? d. to change public opinion regarding VAWG? <p>EQ 2. What are the most effective strategies for:</p> <ul style="list-style-type: none"> a) reducing VAWG in public, urban spaces; b) improving accountability, safety and access to justice when working with the project’s primary groups of women and girls [or mixed groups of women and men / girls and boys], people in power (duty bearers), community networks, men and boys, women’s movements, and general public (including media)? | <p>Presents how each pathway was implemented per country followed by an analysis of each one’s effectiveness across the countries</p> |
| <p>EQ 3. To what extent has the project been able to realise its intended outcomes?</p> <p>EQ 6. How well do the project’s different interventions address changes in power from the perspective of power over, power from within, power with and power to?</p> | <p>Analyses both outcome and impact indicators.</p> <p>We suggest changing EQ 6 to ‘What insights do we learn about She Can pathways and outcomes/results by applying the empowerment framework of the four levels of power?’</p> <p>This section also compares the SA and OH methods.</p> |
| <p>EQ 5: How relevant are the approaches used by She Can for the different country contexts?</p> <p>EQ 4: How sustainable are She Can’s outcomes?</p> | <p>Relevance & sustainability of project pathways and outcomes</p> |
| <p>EQ 7 and Lessons Learned</p> | <p>This section analyses the lessons learned from the MTR process regarding the TOC, monitoring tools and processes, as well as the ethical protocol.</p> |

4.1 Evaluation Questions 1 and 2

EQ1 asks what strategies the project has used to achieve its objectives in different areas and EQ2 asks which have been the most effective. Since these questions are so closely linked, this report has combined the answers to them. The data used for this analysis is taken from both the Safety Audit as well as Outcome Harvesting. For each strategy, the SA data is presented first, drawing mostly on output indicators. OH data is then provided to explain the quality of the corresponding SA data. In some cases the OH data is also used to deepen the analysis of outcomes or impacts.

The effectiveness discussion draws heavily on the collective analysis carried out with AA country offices and partners. The analysis provided explains the relative overall effectiveness of each strategy.

4.1.1 EQ 1a. Work to Support Women’s Groups and Movements in VAWG Prevention

EQ1a: How does the ActionAid programme work to support women’s groups and movements in the prevention of violence against women and girls [and boys]?

This is the area in which the She Can project appears to have focused the most attention and **all four countries worked actively to train volunteer human rights defenders and support their organising into women’s groups at the community level. The evidence gathered shows that this is the strategy that has been most effective overall of those utilised by the project.**

Table 8 provides the number of HRDs trained per country plus the number of HRD groups formed per country. These numbers all meet or surpass the project’s year 2 milestones, especially in terms of the numbers of HRDs trained.

Table 8: Safety audit data for outputs 1.1 and 1.2

| Country/Category | # of HRDs trained (gender, age) Actual: 1,389 total Milestone: 1,057 total | # of women’s and girls’ HRD groups formed Actual: 100 total Milestone: 99 total |
|------------------|---|---|
| Bangladesh | 512 total (489 women and girls, 23 men and boys) Milestone: 482 | 17 (1 per project site) Milestone: 17 |
| Kenya | 185 (mostly women, with some duty bearers also trained) Milestone: 175 | 50 women’s and girls’ groups Milestone: 50 |
| Myanmar | 228 paralegals (175 women, 53 men) and 250 garment factory workers (women and men), of these 50 women received additional | 1 women’s group formed, which was unexpected Milestone: 0 |

| Country/Category | # of HRDs trained (gender, age) Actual: 1,389 total Milestone: 1,057 total | # of women's and girls' HRD groups formed Actual: 100 total Milestone: 99 total |
|------------------|--|---|
| | training Milestone: 250 | |
| Zimbabwe | 156 volunteers (126 young and adult women, 30 young and adult men) Milestone: 150 | 32 groups set up, 15 for adult women and 17 for young women Milestone: 32 |

These numbers are important for accountability for the logframe, but an assessment of the quality of the training or its impact on the HRDs themselves is missing. They also do not provide an indication of how the completion of these activities will necessarily contribute to the project outcomes. It was, however, possible to collect that information through the OH process.

Table 9 below uses the OH findings to document the HRDs' personal transformation arising from the training. They confirm the importance of the training in terms of knowledge acquisition in all four countries despite very different country contexts. They also indicate how the training has given the HRDs greater self-confidence and motivation to work for change in their communities. People in the communities also now recognise these women as leaders and search them out for their support on violence-related issues. In some cases, especially where girls or young women are involved, the HRDs have found ways to improve their family relationships, indicating the training has also contributed to intergenerational change.

Table 9: OH findings on HRDs' transformed knowledge, attitudes and practices (KAP), behaviours and taking action to end VAWG⁹

| Country | Changes in Knowledge | Changes in Attitudes | Changes in Relationships | Findings re Changes in Taking Action |
|------------|---|----------------------|---|--------------------------------------|
| Bangladesh | Women and girls possess increased awareness and knowledge about their rights and improved self-confidence and courage to protest VAWG | | Women and girls can talk to their family and can speak openly at any issues and have more freedom to take their own decisions than before | |

⁹ Refer to country case study reports on OH findings by international evaluation consultants for original data summarised in Table 9.

| Country | Changes in Knowledge | Changes in Attitudes | Changes in Relationships | Findings re Changes in Taking Action |
|----------------|---|--|--|---|
| | <p>Women and girls as change agents now have increased skills of demanding help and justice to the duty bearers and offering counselling support to the individuals in need and ability to respond pro actively regarding any incidences of VAWG</p> | | | |
| Kenya | <p>Increased knowledge and awareness of their rights has led to increased safety for girls and boys.</p> <p>Boys and girls have knowledge on how to protect themselves</p> | | <p>Parents take the information their children share with them regarding VAWG/GBV seriously and respect them for sharing this knowledge with them.</p> | <p>Both girls and women are more assertive in taking action to prevent and address VAWG/GBV in their communities.</p> |
| Myanmar | <p>Many paralegals expressed that the training they received gave them the capacity and confidence to work in their communities on VAWG issues. This strengthened their existing commitment to serve their communities.</p> <p>Paralegals' initial training and work with the</p> | <p>ActionAid Myanmar and its partners, LCM and LRPD, used a selection process for those to be trained as paralegals in the community and garment factories that contributed greatly to the effectiveness of the whole project.</p> | | <p>Women paralegals have provided support for many women in their communities living in situations of domestic violence, as well as forms of violence or threats to women's safety in urban spaces. In the case of situations of domestic violence, paralegals often provided advice or mediated among the parties involved; sometimes they accompanied women</p> |

| Country | Changes in Knowledge | Changes in Attitudes | Changes in Relationships | Findings re Changes in Taking Action |
|-----------------|--|--|--|--|
| | community motivated them to request more training and capacity building so as to strengthen the knowledge and organisation of their communities. | | | to police and other services. Many community members and duty bearers recognised paralegals as local leaders because of their community work to prevent and end situations of violence. One paralegal was elected ward administrator. |
| Zimbabwe | Training provided to volunteers has been very effective. The knowledge provided to volunteers of the two national partners has been fundamental to their own <u>capacity</u> building. | Commitment to change and leadership qualities The training also contributes to changing volunteers' attitudes in that it develops their <u>confidence</u> and <u>commitment</u> as change makers. The community recognizes that they are local leaders. | Young women volunteers have improved relationships with their mothers. | Volunteers confront perpetrators when they themselves face situations of violence in public or private settings Both young and adult women are more assertive in taking action to prevent and address GBV in their communities |

The OH process also collected information on the outcomes related to the capacity of women's groups created through She Can. This information is provided in table 10 below.

Table 10: Changes in Women's Groups' Capacity and Participation

| Country | Outcomes harvested |
|------------|---|
| Bangladesh | They are more organised and united to protest VAWG, and take collective actions towards addressing any incidences of VAWG and supporting the victim |
| | Positive changes in organization ability, problem solving capacity and collective capacity of the members of the CWGs |
| Kenya | One of the most effective forms of capacity building for the girls' action groups in Nairobi and the women's action groups in Mombasa has been learning about how to respond to and support survivors of GBV and how to prepare evidence to |

| Country | Outcomes harvested |
|----------|---|
| | strengthen their court cases as well as learning to who and how to report cases of VAWG/GBV. |
| | Male and female students understand and recognize the correlation between their participation in the Girls and Boys Forums, reduced VAWG/GBV in the schools and decreased drop out rates and improved school performance. |
| Myanmar | The women paralegals in one township took the initiative to form a grassroots women's group to tackle violence against women in their community, particularly domestic violence, even though this was not an activity or output for the She Can project in Myanmar. |
| Zimbabwe | Young and adult women organized in reflection-action groups with a thematic focus will contribute to the sustainability of the project because they are self-driven in terms of the area of focus and the activities. |
| | She Can volunteers have become leaders in their communities |

Table 10 above on the capacity of women's groups shows that there were not many outcomes identified regarding the women's HRD groups themselves. The international evaluators consider that this is likely the result of the method used, where participants reflected more on changes in the community brought about by the groups, rather than focusing on the groups themselves. However, the actions of the HRD groups speak for themselves in this regard.

Effectiveness of this Pathway

As indicated previously, training women human rights defenders and forming women's groups at the community level was **the most effective strategy** the She Can project used to contribute to social transformation (as indicated in the OH findings). The training and the formation and on-going support for the women's HRD groups contributed to both personal as well as social change at the community and institutional levels.

(a) Internal effectiveness factors

The internal, project-related factors that have contributed to the approach of organising women's groups being particularly effective include:

- Women and girls are working on issues that are of direct interest to them and their families at the community level, which provides strong motivation.
- The project has provided relevant training on women's and girls' rights to security, national laws and processes related to VAWG and how to mobilise community action and advocate effectively with duty bearers. In Myanmar, there was still relatively little awareness of violence against women of any kind, which led paralegals to want to inform their neighbours.
- The selection of HRDs was a vital component. The selection criteria varied slightly across the countries, and the main features were: length of time living in the

community, interest or experience with social work, interest in learning, community recognition and trust, volunteer spirit.

(b) Challenges to effectiveness

Some challenges related to HRD groups include the following:

1. The formation and support of women's groups is highly dependent upon volunteer labour. The majority of the women and girls who participate in these women's groups are poor and any time they spend mobilising against violence, while adding considerably to community welfare, also takes away time they might be spending to earn additional income. In fact, changes in their employment situation has been perhaps the most important factor in adults (both women and men) leaving the HRD groups and activities in all four countries.
2. For those women's groups who have been trained to accompany victims of VAWG in the court and legal processes to bring perpetrators of violence to justice, there is also a great risk that their wellbeing will be affected deeply by hearing about and supporting the victims of VAWG. It is important for the project to provide psychosocial support for the women who are acting as front line workers, including techniques they can incorporate into their daily practice.
3. Monitoring and refresher training. There is a concern that HRDs need to receive refresher training to ensure they are familiar with new laws, institutional changes etc. and that they are applying what they have learned appropriately
4. Safety is another challenge, with HRDs increasingly facing threats for supporting survivors/victims globally.¹⁰ In Myanmar, AA commissioned the design of cell phones with a panic button and other features to protect HRDs.

4.1.2 EQ 1b How the ActionAid programme works to engage men and boys in VAWG community mobilisation programmes

All four countries have worked on engaging men and boys in VAWG community mobilisation programmes. Since women and girls are the project's main protagonists, there are no specific outputs or milestones for working with men in the project logframe.

¹⁰ This rise in threats to HRDs led to a UN declaration on the matter in 1998 and the appointment of a UN Special Rapporteur on the Situation of Human Rights Defenders in 2000. This issue is also addressed on an ongoing basis by the CEDAW committee and the UN Special Rapporteur on Violence against Women, as well as was documented in a 2016 baseline study of HRDs who work on gender and/or environment issues by the Global Alliance of Green and Gender Action (GAGGA).

Nonetheless, men have also been engaged in all or almost all of the stakeholder groups,¹¹ including in community mobilisation strategies. In all countries, the first step of community mobilisation has consisted of including a small number of men and/or boys in the primary HRD training (see table 8 above). From there, male and female HRDs have engaged with various sectors of men and boys in different ways. **Where men and boys have been involved in these diverse activities, there have been more significant changes documented with regard to changes in men’s and boys’ attitudes.** These results were collected in the OH sessions and are documented in Table 11.

Table 11: OH findings on changes in boys’ and men’s attitudes, behaviours and community participation

| Country | Strategies for engaging men and boys and changes documented in attitudes and behaviours (OH findings) |
|------------|--|
| Bangladesh | <ul style="list-style-type: none"> • Some positive changes in some men’s and boys attitudes towards VAWG, despite limited engagement of men and boys • Instead of joining She Can HRD groups, they have joined other existing community groups working on VAWG and related issues • Changes in negotiation skills among men |
| Kenya | <ul style="list-style-type: none"> • Community sensitisation and outreach sessions/forums with a particular focus on men and boys. • The women’s action groups in Mombasa then involve male volunteers in community actions like tearing down abandoned houses used for sexual activities. • In boys’ forums, boys learned rights and responsibilities regarding VAWG; led to greater understanding of both girls’ and women’s rights to be safe, respected and not harassed, as well as of boys’ own right to safety. • Boys shared what they learned with their parents, contributing to changes in parental behaviour and greater willingness on the part of their parents to support community safety initiatives. |
| Myanmar | <ul style="list-style-type: none"> • Hypothesis of strategy: Men in the community will listen to other men as their peers, so the message of respecting women and girls would pass from one man to the next • A few men have successfully lobbied for improved GRPS (especially street lighting) and a couple of male paralegals modelled positive masculinities at home • Women’s paralegal group mobilised men as part of community mobilisation and training |
| Zimbabwe | <ul style="list-style-type: none"> • Young and adult male volunteers have confronted other men in public locations when witnessing their violent actions |

¹¹ Men and boys have also been engaged as duty bearers, since the vast majority of decision-makers in these four countries are men. That said, we are not aware as to what degree the approach with men duty bearers was shaped by their gender.

| Country | Strategies for engaging men and boys and changes documented in attitudes and behaviours (OH findings) |
|---------|---|
| | <ul style="list-style-type: none"> • Touts¹² engaged in various ways: individually, by public campaigns, and in the media. Some have changed their behaviour and now work as change agents in their sector. • Some Pentecostal pastors have changed their attitudes, and as a result have permitted She Can volunteers to talk with members regarding VAWG and contraception, where previously this was forbidden. |

Effectiveness of this Pathway

The OH evidence reported in Table 11 above demonstrates these strategies have been effective with relatively small numbers of men and boys. On this small scale, there has been an increase in men’s and boys’ awareness of what VAWG is and the fact that it is both illegal and socially unacceptable. This approach has also contributed to identifying some boys as victims of sexual violence in Kenya. Another way to consider the effectiveness of this pathway is to consider impact indicator 2, whose results show limited, if any, improvement in the attitudes of men and boys of the general public. After comparing these very different OH and SA findings, the international evaluators consider that the limited effectiveness of this pathway can be attributed to the small number of men and boys engaged directly, and not necessarily weaknesses in the design or implementation of the strategies themselves. There was a consensus across the four countries that there is a need to work specifically with men and boys, whether as victims, HRDs or perpetrators.

(a) Internal effectiveness factors

- The common factor in all the strategies reported is the direct engagement of men, either directly in the HRD training or by female or male HRDs themselves.
- Effective work with men and boys has been carried out by both female and male HRDs.
- In Kenya, one unexpected finding was that there has been an increased incidence of sexual violence against boys in the country in recent years. This led project organisers to make an internal decision to change its engagement strategy to include the protection of boys.
- Engagement of men and boys is part of an overall strategy to reduce VAWG with women and girls at the centre. This approach can include boys, young and adult men as perpetrators of violence and agents of change, as well as boys as victims. Its goal is to mobilise communities and focuses on rights and responsibilities, as well as men and boys changing power relations in the public and private spheres in their own lives through modelling positive behaviour (alternative masculinities).

(b) Challenges to effectiveness

One challenge has been keeping male HRDs active in the project, an issue that was raised

¹² Touts are part of the public transport sector. They are conductors who collect fare from commuters. They are often abusive of people as they usher them on to vehicles.

especially in Myanmar and Bangladesh. This may be due to the fact that they did not focus in one or more particular groups of men or boys to address their specific situation, whether as survivors of sexual violence (as with boys in Kenya), as potential perpetrators (as in the case of touts in Zimbabwe), or as religious leaders who promote certain views among their congregations that deny women’s rights regarding decision-making control of their bodies (as in Pentecostal pastors in Zimbabwe).

Another challenge relates to the debate within AAI and the different country offices regarding how much of a focus should be placed on working with men and boys in this project. For example, in the initial design, in some countries more boys and/or men were involved in the primary HRD training (e.g., Kenya) while others focused more exclusively on women (e.g., Bangladesh). One suggestion found in both the Myanmar and Bangladesh national MTR reports is the need to organise peer groups of men and/or boys only. In Myanmar, this reflects the evidence of the success of individual men working with their peers on a very small scale.

4.1.3 EQ1.c How the ActionAid programme works to improve the approach of public authorities and public services at the local level to VAWG

The main component of this pathway has been the training and sensitisation of diverse groups of duty bearers. This training has included a review of duty bearer roles and responsibilities with regard to VAWG, relevant national laws and policies, and a review of key VAWG issues at the community level (e.g., the need for increased access to mass lighting). Table 12 below indicates the numbers trained. In every country except for Kenya, the year 2 milestone was exceeded. In Kenya, 79% of the milestone was achieved. **Again, as with engagement of boys and men, where there has been training of duty bearers there has been a direct link with increased responsiveness to HRD demands and changes in public services designed to reduce VAWG.** Based on these initial successes, AA and its partners should consider moving towards more systematic planning and accountability mechanisms that would engage duty bearers and the general public on VAWG. Kenya is already advancing in this direction through the national legislature and local government.

Table 12: Numbers of service providers and duty bearers trained by She Can

| Country | Training provided to duty-bearers and service-providers |
|----------------|--|
| Bangladesh | 323 duty bearers trained Milestone: 168 |
| Kenya | 133 duty-bearers and service providers trained and sensitised Milestone: 133 |
| Myanmar | 196 government officials trained Milestone: 153 |
| Zimbabwe | 208 duty-bearers and service providers trained and sensitised Milestone: 133 |

After this initial step, HRDs advocated with duty-bearers and service-providers for changes in services and public policy, where this was accompanied by needs assessments, policy

proposals or related guidance for changes prepared by AA and/or its partners. For some of these changes, media campaigns and/or community mobilisation also formed part of this pathway.

Effectiveness of this Pathway

Work with public authorities and public services was very effective because it led to making public services more gender-responsive.¹³ These included different public services in each country, such as roads, water and street lighting, as well as improvements in policing and/or the establishment of public consultation mechanisms in some countries. This effectiveness is demonstrated in outcome indicator 3, which shows that all the year 2 milestones were met or surpassed. The project has a total of 22 positive responses by duty bearers for demands made by HRDs to change services, policies or practices while the project milestone was set at nine. At the same time, this goal needs to shift away from primarily reactive responses to community demands for improvements towards a more proactive approach to gender-responsive services. Community consultation mechanisms in Zimbabwe and the monthly GBV working groups that bring together local authorities and community members in Kenya are examples of this shift taking place.

(a) Internal effectiveness factors

- Training and sensitisation of public officials on VAWG/GBV issues.
- Community advocacy led by women's groups (and in Myanmar m/f paralegals) to both demand better and faster responses to critical VAWG/GBV issues at the community level and increased accountability of public officials to the community.
- Media campaigns to put increased pressure on duty bearers to provide better public services.

(b) Challenges to effectiveness

The experience in all four countries shows that certain changes are more easily achieved than others with duty bearers. Two main challenges emerge from the experience with this pathway.

1. Limited work with political leaders and public officials in Bangladesh and Myanmar

Although grouped together because these duty bearers are political leaders and public officials, the issues are different in each country.

- In Bangladesh, despite working with a variety of public sector duty bearers, the national consultants identified a need to expand the types and number of duty bearers engaged, particularly local political leaders who play a vital role in influencing decision-making and policy formulation.
- In Myanmar, despite the initial training, AA's engagement with the government came

¹³ This discussion does not refer to the OH findings related to duty bearers and GRPS because they are presented in relation to project outcomes, specifically outcome 3.

to an abrupt halt in mid-2015 due to the upcoming national elections and the expiration of the memorandum of understanding (MOU) between AAM and the government of Myanmar.

2. Some duty bearers and service providers respond more easily to demands for gender-responsive public services (GRPS) than others

The experience of She Can up until the MTR has shown that there are important differences between types of duty bearers and service providers. The main categories found in all or most of the four countries are: infrastructure and related public services (e.g., public transportation, roads, street lighting); municipal authorities; access to justice and health institutions. The differences among these actors not only relate to the type of responsibility they have, it also has to do with how decision-making is made by the institution and how open they are to public engagement. City officials have been the most open to engagement – even if it might not be much – because representation is a fundamental component of their duty. Judicial institutions, especially police, are the least amenable, because, as gender analysis of institutions points out, they reproduce the social and gender order. This is especially true with the police because of their role as enforcers of the law and because they are granted the legitimate use of force.

Systematic changes are easier to bring about when dealing with municipal, elected officials than they are with the other two kinds of duty bearers. Even *ad hoc* reactive responses often require community mobilisation. In all the countries there are instances of the police responding to GBV, but so far many of these examples have been motivated by either specific situations of extreme violence and/or the discretion of individual duty bearers.

3. Towards the future: Shifting from one-off or *ad hoc* reactive responses to threats to women’s and girls’ safety or actual situations of violence against women towards systematic planning and accountability mechanisms.

The project began in all four countries with a more *ad hoc*, one-off reaction to situations of violence or threats to safety, sometimes called hot spots. This is a strength in itself, where there was no attention to gender-responsive public services (GRPS) previously. Eventually there will need to be a shift to systematic planning by duty bearers and accountability mechanisms that respond to the public. This challenge has already been met in part by the County Assembly in Mombasa – due to the influence of the GBV working groups is now working on changing two relevant policies – including preparing briefs so that these laws/policies can be addressed by the National Assembly.

4.1.4 EQ 1d. How the ActionAid programme works to change public opinion regarding VAWG

All four countries have engaged in diverse campaigns to change opinion regarding VAWG. **However, due to the challenges involved in measuring media impact it was not possible**

to establish how effective most of these strategies were.

The project used two sets of approaches to change public opinion. The first set consisted of those activities defined in the logframe for engagement of the general public, either through the media or public activities. The other set was identified during the MTR and consisted of the HRDs, either individually or as groups, working with community members and groups which contributes to shifting public opinion. The latter set may be the result of community members having a direct engagement with HRDs, e.g., through a sensitisation session, by counselling a woman in the community or accompanying her to the police or other services, by getting community members involved in changing or demanding a change to infrastructure or other services. It may also be an indirect effect, such as through learning about the results of She Can HRDs' work in their community (especially around changes to public services and infrastructure). In other words, the second set identified refers to the work of other pathways, but expands the recognition of their impact.

The MTR gathered two sets of data on different aspects of this pathway. One set relates to media coverage, which comes mostly from both organisational documents used by the national consultants to complete the Safety Audit and logframe indicators. The other set of data is output-level findings from the Outcome Harvesting method that focuses on community engagement and collaboration. A compilation of these two data sets is found in Table 13 below:

Table 13: Strategies for transforming public opinion (logframe data)

| Country | Strategies for transforming public opinion |
|------------|--|
| Bangladesh | On 3 TV channels: <ul style="list-style-type: none"> • 9 TV news shows • 1 TV drama • 1 TV talk show |
| | 2 national newspaper reports |
| | Safe Cities Facebook page (Safe Cities for Women Bangladesh) |
| | Public campaign round tables with media houses |
| | Engagements with duty bearers |
| Kenya | 7 radio broadcasts in each of 2 cities in the first year of She Can |
| | 3 TV shows in the first year of She Can |
| | Parents of participants in girls' and boys' forums and their broader social networks are sensitised |
| Myanmar | Short documents and magazine articles published |
| | 7 urban forums (1 per township), 17 media broadcasts, newspaper reports and TV shows for launch of Safe Cities Campaign (September-October 2016) |
| Zimbabwe | Star FM roadshows (infotainment events in a public area) |
| | 7 media broadcasts during Safe Cities Campaign launch (2015) |
| | 2 TV talk shows, 1 on the national broadcaster |

| Country | Strategies for transforming public opinion |
|---------|---|
| | 4 radio broadcasts |
| | 1 popular TV call-in show |
| | Bumper stickers placed on commuter omnibuses with ZWLA hotline number, the police's Whatsapp number, and VAWG messaging. This also provided information on referral pathways. |

The table above shows that most of the countries used mostly traditional forms of media, radio, TV and newspapers. Only Bangladesh and Zimbabwe use social media, and only Bangladesh has a Facebook account.

Table 14 below provides data on community awareness-raising and mobilisation at the output level, where outcome-level data is provided in the following EQ on project outcomes. This table shows somewhat different strategies to reach out to community members, as well as which sectors were engaged.

Table 14: Changes in community collaboration at the output level

| Country | Outcomes harvested |
|------------|---|
| Bangladesh | Improved practices of information sharing between members of different community groups and local community members |
| Kenya | Peer to peer learning has also been an effective strategy. |
| Myanmar | Paralegals took the initiative of carrying out training sessions with community members on women's rights, violence and the law in the face of a general lack of knowledge and awareness. |
| | Training and awareness-raising of community members by paralegals, as well as actions by Women for Women group in defence of women in situations of violence, have had the effect of raising awareness about sexual harassment, physical abuse, and other forms of violence against women in the community. |
| | Community members learned to trust paralegals after seeing their work and its outcomes in their community. As a result, they sought paralegals' support in situations of violence. |
| Zimbabwe | Volunteers are doing outreach with community groups and especially churches |

Effectiveness of this Pathway

How effective was this pathway?

Community engagement has so far been more effective than outreach through traditional media. In part this is because the former is more directly ascertainable (if not necessarily measurable in quantifiable terms) than reactions through traditional media. That said, impact indicator 1 does show a slight increase in women's and girls' feelings of safety, to

which She Can may have contributed.

(a) Internal factors of effectiveness

The OH findings indicate that the work of the HRDs at the community level in all countries has had an important effect on increasing community sensitisation around VAWG. In Myanmar in particular, the certificates given to the paralegals for completing the training contributed to increasing community members' level of trust in them. The effectiveness of different media campaigns and tools was much harder to track. That said, in Zimbabwe, the FGDs revealed that some participants had seen project messaging.

(b) Challenges to effectiveness

The project does not yet have a standard and effective means of monitoring the direct link between its media campaigns and changes in public opinion related to VAWG. Initially this was going to be done via newspaper monitoring, which only measured articles' content, not their impact. For these reasons, , this form of monitoring was not that effective. Indeed, it is often difficult to make a direct link between specific traditional media campaigns and changes in public opinions. As designed, the project will be generally restricted to documenting/estimating how many people these media campaigns have reached. There is often no way of knowing whether specific media campaigns or shows led to audience members changing their knowledge, attitudes or behaviour. Another difficulty is measuring the impact at the level of national media, given that most of the work is done at a more local level.

Nonetheless, there are also relatively few examples of successful traditional media campaigns in the field of VAWG prevention. However, one common feature is that they involve multiple, coordinated strategies. One such example involved working with community groups of youth (and other age groups) in various locations, who get together to watch a specially-produced show on VAWG on a regular basis, discuss it, and commit to take action) (Solórzano, 2008).

Most countries did find ways to measure at least the quantity of responses related to public awareness raising campaigns. In Bangladesh, where the project had a Facebook page, quarterly reports were produced on the number of likes received. In both Myanmar and Zimbabwe, where the project had set up VAWG hotlines, project partners registered a spike in calls in their quarterly reports. This information was provided in response to a draft version of this report, but the national consultant reports did not reported on this with any related with quantitative data.

4.1.5 Overview of Effectiveness of the Pathways

There are several ways to assess the effectiveness of all these pathways, using both SA and OH findings, which generally point to similar conclusions.

The impact indicator on change in women's feeling of safety indicates improvement in all

the countries to varying degrees. In Zimbabwe, only 6% of women felt safe in their communities in the baseline survey – by the MTR this had increased to 33%. In Bangladesh, there was a change from 6% to 12%, which indicates that a significant improvement has been made, but there is still much further to go. It is not possible to use the data for comparison purposes for Myanmar as an entirely different method was used for the baseline, although data from a retrospective baseline also indicates a positive change in women’s perceptions of safety. In Kenya, this number increased from 15% to 19% by the time of the MTR. Even though the She Can project can only claim that it has contributed to this change, all of these results show a significant improvement has been made in a relatively short period of time. As indicated above, likely the pathway and component that most led to this result was the community mobilising by the HRDs, although probably all the pathways have made a contribution. In the case of the higher change in Zimbabwe this might be because of the public physical presence of the road shows, or it might be because of the targeted work on one on-going threat to women’s and girls’ safety in the community which is quite visible, i.e. the touts.

The Outcome Harvesting data provides both similar and additional results to support the survey results, in particular by identifying unexpected outcomes. The data in Tables 9 to 14 show that, for the most part, more results were achieved than reported per indicator, and that there were different kinds of changes beyond those tracked by the log frame indicators. The greatest example of this is the work of the HRDs in preventing or ending various forms of violence against women.

Furthermore, the analysis of pathways shows that **coordination across the pathways can strengthen effectiveness**. The clearest example of this is the change in attitudes and behaviour of the touts in Zimbabwe. HRDs worked with touts directly in different ways (confrontation, sensitisation through a Clean-up campaign at a bus terminal), the office of the district authority (chief duty-bearer in Chitungwiza) met numerous times with touts and omnibus drivers directly, some touts went on a popular TV talk show, and eventually some touts began counselling others to change their behaviour. As a result, at some of the commuter stops where women and girls once felt at risk, they now feel safe.

4.2 Key Findings – EQ3 & EQ6: Extent Outcomes Achieved

EQ 3: To what extent has the project been able to realise its intended outcomes?
EQ 6: What insights do we learn about She Can pathways and outcomes/results by applying the empowerment framework of the four levels of power?’

EQ3 in the evaluation TORs asks “To what extent has the project been able to realise its intended outcomes? We have assessed this question in three parts. In the first part, we provide the indicator table with the safety audit findings at the baseline and at the MTR. In the second part, we included a table that shows the main outcomes according to the change categories, and compares them per country. In the third part, we compare the

findings from the two methods. Given the close link between EQ3 and EQ6, we have also linked our analysis of these two evaluation questions as well as linked them to the different strategies used.

The Outcome Harvesting data complemented the safety audit data to provide qualitative analysis regarding the project’s achievements. **The SA data showed that about half of the indicators were met or surpassed. The Outcome Harvesting data provides extensive evidence in all countries regarding outcomes and impacts, and even the beginnings of social norm change in focused sectors.** The latter is related to both men and boys attitudes and behaviour towards women and girls with regard to VAWG and women and girls’ understanding of their own right to security and freedom from violence. Analysis of both sets of data shows both substantive improvement in data quality from the baseline, as well as need for future strengthening. The empowerment framework illustrates how the TOC is being implemented, where for the most part the evidence applied to this framework validates the TOC and identifies changes attributable to the project that extend the scope of the TOC.

In this section, the logframe outcome indicators are provided (table 15). For each indicator, there is a brief analysis of the finding as well as caveats regarding data quality. This table is followed by outcome-level OH findings on community collaboration (table 16) and public services and laws and policies (table 17). The discussion compares the findings from both methods.

4.2.1 Outcomes achieved as measured by She Can Logframe

Table 15: Logframe indicators compared at baseline and mid-term¹⁴

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|--|----------------------|----------|---|
| OUTCOME INDICATORS | | | |
| Outcome Indicator 1 Number of women and girls actively involved in demanding safer cities <i>Source: Total reach form filled out by AA country teams</i> | Bangladesh | 0 | 9,835 women and girls have been mobilized and actively involved in 7 cities through various types of initiatives. Year 2 Milestone: 11,247 |
| | Kenya | 0 | 13,870 women and girls Year 2 Milestone: 13,333 |
| | Myanmar | 0 | 1,670 people (women and girls, men and boys) reached |

¹⁴ All of baseline data taken from AAUK Baseline Global Data Report. In some cases, a different methodology was used so the data was not comparable with the other countries or with the MTR. Milestones: All figures cited taken from revised logframe (August 2016). Since there are only end-of-project milestones for the impact indicators, they are not included in this document.

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|---|--|--|---|
| | Zimbabwe | 0 | <p>Year 2 Milestone: 15,120</p> <p>9,750 women and girls trained on women’s rights and actively participating to demand safe cities.</p> <p>Year 2 Milestone: 6,000</p> |
| <p>Analysis: Both Kenya and Zimbabwe surpassed the year 2 milestone. In the case of Bangladesh, the number is slightly lower than the milestone due to the security situation in the country, which impeded public participation. The Bangladesh MTR report argues that the number reported is not as significant as the activities they have carried out.¹⁵</p> | | | |
| <p>Outcome Indicator 2 Proportion of women and girls with knowledge of referral pathways for reporting VAWG. <i>Source: The minimum proportion of women and girls sampled who answered 'yes' for at least 2 out of the 3 questions of the Street Survey: E8. If a close friend experience sexual violence, would you know where to tell them to go to formally report the incident? E.9 If a close friend experience sexual violence, would you know where to tell them to go for</i></p> | Bangladesh | <p>41% know pathway</p> <p>Source: Survey response cited in Global data report</p> | <p>85% of women and girls know referral pathways (44% increase)</p> <p>Year 2 Milestone: 20% increase</p> |
| | Kenya | 77% of women and girls | <p>78% of women and girls know referral pathways (1% increase)</p> <p>Year 2 Milestone: 20% increase</p> |
| | Myanmar | No data | <p>50% of women and girls know referral pathway</p> <p>Year 2 Milestone: 20% increase</p> |
| | Zimbabwe | No data | <p>58.1% of women and girls know referral pathways</p> <p>Year 2 Milestone: 20% increase</p> |
| | <p>Analysis and caveat: As it stands this outcome indicator and the data both raise questions: (1) Indicator definition: Only providing yes/no answer options does not provide the chance to verify the validity of the response. An example of this problem can be found in the results from Bangladesh. More people know of referral pathways in the general public (street survey – 85%) than those who have participated in project training (FDGs – 50%). (2) Data: In the case of Bangladesh the increase is more than double the</p> | | |

¹⁵ Explanation still pending from Myanmar.

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|---|---|----------|---|
| <p><i>health/medical support?</i> <i>E9. If a close friend experienced sexual harassment /violence, would you know where to tell them to go for legal assistance / legal aid?also</i></p> | <p>milestone. In the case of Kenya, the baseline data was already very high. For Myanmar and Zimbabwe, comparable data was not available to calculate the % change. However, the MTR finding can be compared with the end-line.</p> | | |
| <p>Outcome Indicator 3 Number of documented cases of women and girls demands being positively responded to by the duty-bearers leading to changes in policy or practice regarding urban environments and public services (i.e. urban neighborhoods installing street lights or public transport providers taking practical steps to protect women and girls)</p> <p><u>Source:</u> Documentation of change monitoring forms filled in by AA and partners.</p> | Bangladesh | 0 | 9 Cases Year 2 Milestone: 2 |
| | Kenya | 0 | 11 cases documented Year 2 Milestone: 3 |
| | Myanmar | 0 | 7 case studies had been documented. Year 2 Milestone: 2 |
| | Zimbabwe | 0 | 3 Documented cases Year 2 Milestone: 2 |
| | <p>Analysis: The year 2 milestones were met or exceeded for every country. This is a very important finding because of its contribution to preventing urban violence against women and girls. This is one of the impact/outcome indicators that most demonstrates a significant positive change brought about by the project. Indeed, in all countries the number of cases exceeded the milestone. Of a project total milestone of 9 demands positively responded to by duty bearers, the documented total was 30. These are the number of successful demands that were recorded according to the forms and method defined for the project. In addition to these, during the OH sessions, HRDs and others discussed other examples of successful demands that either AA and their partners were not aware of, or that had not been recorded. Thus this result in practice could well be higher than the amount recorded. Perhaps the example where this was most apparent was in Myanmar, when paralegals (HRDs) gave numerous examples of how they had intervened in situations of domestic violence, whether by counselling women, couples or families</p> | | |

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|------------|--|----------|--------------------------------------|
| | about the law and human rights, or in a few cases, accompanying the women to the police and through the judicial system. | | |

The OH outcome-level findings on community collaboration (table 16) and public services and laws and policies (table 17) of the OH sessions both confirm the link between outputs (EQ1) and the logframe outcome indicators in table 15 above. They also serve to triangulate and expand on the outcomes achieved in terms of both deepening and extending community collaboration as well as changes in public services and policies.

Table 16 Outcome level OH findings on changes in community collaboration

| Country | Outcomes harvested |
|------------|--|
| Bangladesh | Ability to mobilize among members of different community groups and local community members |
| Kenya | The most effective strategies for community collaboration have included establishing regular meetings between the women’s action groups in Mombasa and duty bearers at the local level as well as VAWG/ Working Groups that involve diverse duty bearers combined with community outreach and mobilization campaigns by these action groups. |
| | WAGs’ ability to advocate successfully for both the community’s preferred locations for community lighting for safety reasons and for the instalment of ablution blocks have increased their credibility within the community – which, in turn, enhances their VAWG/GBV-related community advocacy. |
| | Mobilization and sensitisation of community members on VAWG/GBV issues by the girls’ action groups in Nairobi and the women’s action groups in Mombasa has led to a growing understanding that community members do not have to wait for duty bearers to take action but that they themselves can also contribute to bringing about positive change. |
| Myanmar | The knowledge, skills and actions of the paralegals have led to community members taking collective social action to bring an end to situations of violence or insecurity. |
| Zimbabwe | There is increased collaboration on VAWG among organizations at the national and local levels. |
| | Community members have started organizing spontaneously to prevent or end situations of violence they notice or to seek intervention from the police or other authorities. |
| | Volunteers are working with duty bearers to change their attitudes on VAWG and advocate for policy change. |

Table 17: Changes in Duty-Bearers; public services and infrastructure; laws and policies

| Country | Outcomes harvested |
|------------|---|
| Bangladesh | Improved ability to demand for services to the service providing institutions and achieve their demands |
| | With the help of PSTC, demands made of service-providing institutions resulted in urban services |
| | Change agents have more access to different service providing institutions |

| | |
|----------|---|
| | The rate of Police Surveillance at different places around and within their locale has increased |
| Kenya | Specific public services are becoming more gender-responsive, particularly with regard to GBV |
| | Village chief now regards the women’s action group in Mombasa as allies as opposed to a threat. |
| Myanmar | Women garment workers made some gains in safety in their working conditions as a result of negotiations by garment workers trained by She Can partner LRDP to be labour union leaders, but many other demands had not yet been answered. |
| | Government authorities have become somewhat more attentive and responsive to individual and collective demands by paralegals and community members for gender-responsive public services. Occasionally government authorities have even sought the support of paralegals. |
| Zimbabwe | Duty bearers’ increased sensitivity to VAWG issues leads them to act urgently on specific situations of VAWG |
| | Specific public services are changing their infrastructure to be more gender-responsive, particularly with regard to VAWG. |
| | Certain services are becoming more responsive to VAWG, particularly in the health care system and in the police. |
| | Increased collaboration between duty bearers to community groups and the general public. |

These tables provide more information on the quality of these outcome-level results that are not captured in the project’s quantitative indicators. For example with outcome one, not only are women and girls receiving training or being sensitised, in every country some are also taking action to prevent or end situations of violence in the public sphere and, sometimes, also in the private sphere. As for outcome three, a salient finding with the Outcome Harvesting results is not just that there are more gender-responsive public services. This data also shows the significance of how they came about. Key elements across the four countries in general are: duty-bearers (DBs) demonstrate more commitment; DBs recognise She Can HRDs’ leadership; and through these experiences, these actors have become more accountable to women and girls, and the public in general.

4.2.2 Impact-level results achieved as measured by She Can Logframe

Table 18: Impact indicators

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|--|----------------------|---|--|
| Impact Indicator 1 Percentage of women and girls who say they feel safe in their city (disaggregated by sex, age and country) | Bangladesh | 6% feel safe 81% of women have concerns about sexual harassment; 32% of women have concerns about sexual assault or rape. | 12% of women and girls feel safe 79% of women have concerns about sexual harassment; 29% of women have concerns about sexual assault or rape |

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|---|--|---|---|
| <p><i>Source: Calculated from proportion of women and girls who, when asked 'What personal safety risks concern you most when you are in this area?' respond that they have 'no concerns'.¹⁶</i></p> | Kenya | <p>15% feel safe</p> <p>49% of women have concerns about sexual harassment; 28% of women have concerns about sexual assault or rape</p> | <p>19% feel safe</p> <p>54% of women have concerns about sexual harassment; 55% of women have concerns about sexual assault or rape</p> |
| | Myanmar | <p>16% feel safe (have no safety concerns)</p> <p>N.B.: Data is not comparable with MTR as different methodology used and different question asked</p> | <p>61% of respondents feel safe¹⁷</p> <p>49% of respondents have concerns about sexual harassment; 28% of respondents have concerns about sexual assault or rape</p> |
| | Zimbabwe | <p>6% feel safe</p> <p>69% of women have concerns about sexual harassment; 18% of women have concerns about sexual assault</p> | <p>33% feel safe</p> <p>42 % of women have concerns about sexual harassment; 14% of women have concerns about sexual assault or rape</p> |
| | <p>Analysis:</p> <p>All the countries register improvements in women's and girls' perception of their safety in the city, though for the most part they are small.¹⁸</p> <p>One possible explanation is that, given that the project has not targeted mass public opinion, a large change is not anticipated, and thus could not be readily attributed to She Can.</p> <p>Another possibility is that this may be a reflection of the fact that She Can activities have alerted women and girls to safety concerns, whereas before they may have been less aware either of the potential dangers or that their concerns constituted fear of different forms of sexual violence and so did not report them.</p> | | |

¹⁶ Note that three of the reports originally used the data from a different survey question, "How safe do you usually feel when going about your daily business in this area?".

¹⁷ Data submitted was not sex-disaggregated and details pending from AAM.

¹⁸ The final analysis of this point is also dependent upon the data pending from Myanmar.

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|--|---|---------------------|--------------------------------------|
| | In the case of Myanmar, the very fact that ActionAid, the partners and consultants considered a street survey was possible at the mid-term without jeopardising the safety of either the respondents or the interviewers, when at the baseline it was not considered safe, is a telling reflection of the improved safety situation. | | |
| Impact Indicator 2 Proportion of men and boys with positive attitudes to, and respect for, women and girls' rights to freedom and safety in public spaces <i>Source: The average of the percentage of men and boys who respond that staring and whistling <u>as sexual violence or sexual abuse/harassment.</u> (from Baseline Global Data Report)</i> | Bangladesh | 38% of men and boys | 37% of men and boys |
| | Kenya | 25% of men and boys | 29% of men and boys |
| | Myanmar | No data | 4% of men and boys |
| | Zimbabwe | No data | 26% of men and boys |
| | <p>Analysis: For this indicator, only a small increase was found in the case of Kenya, of 4%. Whereas in Bangladesh the data appears to dip (but see caveat below). However, when this data is compared to responses to other questions, a different interpretation emerges. For example, in Bangladesh at the baseline 50% of men and boys felt that women should have the freedom to move in public spaces freely without the assistance of men, while at the mid-term this figure had risen to 90%.</p> <p>In the case of Kenya the OH process found that in all related FGDs participants indicated that men and boys were now involved in activities at the community level designed to increase the safety of women, girls and boys and there were fewer reports of verbal harassment of women and girls. This appears to contrast with the fact that there was not a significant increase in the survey responses.</p> <p>Overall, what this data shows is that there has been some movement in some aspects of men's and boys' attitudes, but that overall it has been mixed or has not been significantly positive. Given that this indicator reflects one of the main barriers to women and girls safety in public spaces, and that this reflects patriarchal gender relations of inequality, notable improvement in this data will likely be observed over a longer period of time following more strategic engagement of men and boys.</p> <p>Caveats: In the case of Bangladesh, the answer options for the MTR are different from the baseline and the other countries. When using the same calculation for the baseline as for the MTR, figure 3.6 in the Bangladesh MTR report, shows that only a total of 34% of men and boys at the baseline</p> | | |

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data | | | | | | | | | | |
|---|--|----------|--------------------------------------|------|-----|-----|---|------|----|---|--|---|--|
| | <p>thought that staring and whistling were sexual violence or sexual abuse/harassment. This compared with the MTR indicates a 3% increase. However, this figure is not comparable with the other countries. Myanmar and Zimbabwe used a different methodology for the baseline so the data is not comparable longitudinally.</p> | | | | | | | | | | | | |
| <p>Impact Indicator 3 Degree of trust women and girls surveyed have with target public services in 7 target cities</p> <p><i>Source: Average of all services identified in trust mapping sessions using the following rating system:</i></p> <table border="1" data-bbox="240 989 500 1192"> <tr> <td>++</td> <td>1</td> </tr> <tr> <td>+</td> <td>0.75</td> </tr> <tr> <td>+/-</td> <td>0.5</td> </tr> <tr> <td>-</td> <td>0.25</td> </tr> <tr> <td>--</td> <td>0</td> </tr> </table> <p><i>Triangulated with survey: "if a close friend went to the police to report it, the police would..."</i> investigate the incident.</p> | ++ | 1 | + | 0.75 | +/- | 0.5 | - | 0.25 | -- | 0 | <p>Bangladesh</p> <p><u>Trust map score:</u> Trustworthiness for all actors was 1 (for government actors was 0.22) <u>Survey:</u> 32% say police would investigate</p> | <p><u>Trust map score:</u> 0.75 (for government actors score was 0.4) <u>Survey:</u> 16% say police would investigate</p> | |
| | ++ | 1 | | | | | | | | | | | |
| | + | 0.75 | | | | | | | | | | | |
| | +/- | 0.5 | | | | | | | | | | | |
| | - | 0.25 | | | | | | | | | | | |
| -- | 0 | | | | | | | | | | | | |
| <p>Kenya</p> <p><u>Trust map score:</u> 0.5 <u>Survey:</u> 39% say police would investigate</p> | <p><u>Trust map score:</u> 0.73 <u>Survey:</u> 53% say police would investigate</p> | | | | | | | | | | | | |
| <p>Myanmar</p> <p>Different method used.</p> | <p><u>Trust map score:</u> 0.6 <u>Survey:</u> 63% say police would investigate</p> | | | | | | | | | | | | |
| <p>Zimbabwe</p> <p>Different method used.</p> | <p><u>Trust map score:</u> 0.78 <u>Survey:</u> 47% say police would investigate</p> | | | | | | | | | | | | |
| <p>Analysis: This indicator shows some improvement in women’s and girls’ level of trust for Kenya, but a decrease for Bangladesh. For Bangladesh, the significant decrease in trust in the police (from 32% to 16%) can be attributed to the population becoming more aware of the situation of discrimination, not necessarily a worsening in the quality of service provided by the police. This is a reflection that the barrier of access to justice is one that is rooted in institutionalised discrimination, and so is not easily or quickly changed on an institution-wide basis.</p> <p>The broken-down data shows some other patterns also. In general, the scores for government services are lower than the services set up by She Can partners. This is extremely relevant as it indicates the quality of the services set up by this project. The exception to this is Bangladesh, where the project did not include setting up new services. In fact, there is now greater trust in public services in Bangladesh, while trust in some NGOs has dropped.</p> <p>Another pattern found relates to public authorities, where the police are</p> | | | | | | | | | | | | | |

| Indicators | Country/ Overview | Baseline | Mid-Term Review Safety Audit data |
|------------|----------------------|----------|---|
| | | | <p>generally trusted less than other public services. This reflects the findings in the pathways, where there were less changes with the police than with other sectors of duty bearers (like city councillors). The survey score on whether people think the police would investigate also varies per country. This data attempts to encapsulate a complex situation, so the figure and changes to it can be interpreted in different ways when compared to other data.</p> <p>Caveats: For Bangladesh, a different method was used to calculate the trust map. Also, the national MTR report cites survey response as 21%.</p> |

The Safety Audit cited in the indicator table above indicates a small contribution towards some impact level transformation. Yet the Outcome Harvesting data in table 19 goes perhaps even further to show initial stages of social norm change in each of the countries, particularly around preventing and ending sexual and other forms of violence through the intervention of parents or community members. All these examples refer to changes in a small group of people in various sectors, but with an adequate number such that momentum could be built to scale up these transformations to reach others. Overall, the main changes identified in all countries relate to preventing various forms of violence as well as increase responsiveness on the part of duty bearers.

Table 19: OH findings on contributions to social norm change

| Country | Outcomes harvested |
|------------|--|
| Bangladesh | Men became conscious about women rights, VAWG occurred by men is decreasing |
| | Increased women participation in professions, meeting, rally, entertainment, social and cultural activities and they can go outside home independently |
| | Women and girls receive social respect and the gap between girls and boys has reduced |
| | Women and girls are more encouraged to go outside after evening and for leisure at public space |
| | The number of early marriages has reduced |
| | Women's and girls' feeling of safety in public spaces and degree of trust in public service providers have increased |
| Kenya | The main changes in social norms attributed to She Can support observed included increased willingness of community members to report specific incidents or concerns related to VAWG/GBV and community safety |
| | Increased responsiveness of duty bearers to community requests for related public services. |
| | Stronger sense of community spirit and volunteerism established. |
| | Fewer incidents of sexual harassment in public spaces |
| | Fewer children sent to store alone at night |
| Myanmar | Social norms regarding violence against women have begun to change in the townships of Yangon where She Can operates. This has been largely as a result of the work of the paralegals, not She Can's public outreach through traditional media and |

| Country | Outcomes harvested |
|----------|--|
| | public events. Collective and individual demands for gender-responsive public services on the part of the government, as well as authorities' favourable responses to some of these, represent early stages in a transformation towards citizen participation and engagement with the state. |
| Zimbabwe | Community in general has become more aware of VAWG and is working to decrease various forms of violence in public spaces. Some men service providers and leaders have changed their attitudes, are no longer being violent towards women and girls and are promoting women's rights. Some men have even become role models for other men. |

4.2.3 Analysis of Outcomes and TOC using the empowerment framework

This section takes the outcomes (all levels) reviewed in the previous sections and brings them to bear on the project theory of change using the empowerment framework. After discussing the analysis, these findings are represented graphically in a chart

Power over – first level:

(This level corresponds to barriers identified in the TOC)

The project has been relatively effective in reducing lack of awareness regarding rights in the communities where it is being implemented. It has also been slightly influential in improving public services and infrastructure that contribute to women and girls' lack of safety and has also contributed a small amount to shifting patriarchal social norms. This finding should not be seen as weak; instead, it is an indication of how deeply entrenched these norms are, as well as the fact that the strategies implemented by the She Can project have proven successful in reducing them. The other barriers have thus far not been effected by She Can, i.e., socio-economic and political inequality as well as the lack of adequate laws and policies that address VAWG/GBV in public spaces. The OH findings did identify two additional barriers that have affected the project. These are: (1) external political situations that affect duty bearers and their engagement with the public (such as the devolution of more authority to the County Assembly level in Kenya); and (2) external change factors (such as availability of donor funding to support the strengthening of public services).

Power within – second level:

(This level corresponds to the outputs on training and mentoring women and girls as HRDs, as well as building HRD groups.)

The most effective pathway of the project so far has been the training and mentoring of women HRDs and the organising of HRDs into HRD groups. Even though from a logframe perspective and even the existing design of the TOC there are other outputs, the findings underscore that this level of power, and these change agents, are what and who provide the momentum for the other subsequent changes and the other pathways. This is shown in the OH findings at the individual level, where in every country the training increased not

only HRDs knowledge and awareness, but also their confidence to work with their community. It also resonates with ActionAid's strategic approach of empowering women and communities, promoting participatory power analysis at all levels and strengthening their leadership, in order to ignite and bolster peoples' action and peoples' movements to address poverty, injustice and inequality.

This level of power is also linked to the other pathways and levels of power wherein other actors, such as community members, CSOs, service providers and duty bearers acknowledge individual HRDs and HRD groups as leaders and seek out their support.

Power with – third level:

(This level corresponds to other logframe/TOC outputs and some outcomes.)

At this level the HRDs (individually and in groups) reach out to others to join them to bring about social transformation. In the logframe and TOC these are categorised along three pathways (a) other women and girls in their community (as well as CSOs); (b) men and boys; (c) the media and the general public.

- (a) Mobilising women and community members (and other CSOs in the cases of Bangladesh and Kenya) was the most effective component of community outreach or collaboration. In all countries, HRDs' outreach to community members has led to more individuals and groups not only being sensitised, but some taking different forms of action to prevent or reduce violence.
- (b) Across the countries working with boys and men in different capacities has contributed to various logframe and TOC outcomes. At this level, this strategy has been engaged in different ways: boys as victims as well as men and boys as community change agents.¹⁹ In all countries, training and outreach have led to an increased sense of VAWG being a joint problem of women and men; men and boys becoming more aware of their rights and responsibilities; and men and boys have participated more in community actions to decrease and prevent VAWG.
- (c) In all countries, media outreach was not a priority compared to the other strategies mentioned; however, there was some indication that both the media were becoming more responsive to the issue of VAWG, as well as media coverage having a small influence on public opinion. At the same time, the project did not take advantage of opportunities here, especially as regards new social media.

Power to – fourth level

(This corresponds to some output, outcome and impact level statements, as well as the final

¹⁹ Men as perpetrators are considered below in the "power to" level. We do not consider duty-bearers here, even though most are men, because unlike men and boys of the other sectors, the project did not engage duty bearers in terms of their gender.

two columns of TOC outcomes, particularly as regards (a) recognition of HRDs leadership; (b) social norm change regarding changing men's and public opinion regarding VAWG and some perpetrators behaviour; and (c) improving GRPS and duty-bearer responsiveness.)

The Outcome Harvesting data (and other SA data, such as FDG findings) provide evidence about the breadth and depth achieved thus far at this transformation level. Some of these outcomes were unexpected in the project design but are keeping with an empowerment analysis and collective mobilisation approach to ending VAWG. These findings can be seen as enhancing not contradicting the logframe indicators. The latter provide evidence of some small improvements in most countries, especially regarding women's feeling of safety and changes in men's and boys' attitudes. Even so, projects have not usually made any ascertainable contribution to the expected impact by the mid-term. Thus this ranking denotes the project has been quite successful thus far.

- (a) Leadership of the HRDs beyond the scope of the She Can activities was identified in all countries. Without a recognition of the HRDs' leadership at a broader scale, the project impact statement would be much more difficult to attain, and a different approach, e.g. an institutional one, would have to be used.
- (b) In all countries, OH findings point to contributions to social norm change. While AA, stakeholders and the international evaluation team do not posit that there has been universal or irreversible change in any of the social norms/barriers, enough actors have made or witnessed the same change that the stakeholders themselves considered that irrefutable steps have been taken towards these forms of progress. In all the countries, one of the social norm changes relates to: increased awareness of VAWG and women's rights. Related outcomes are: an increased sense of safety (Bangladesh), increased confidence in reporting (Kenya), less acceptance of VAWG (Myanmar), and greater commitment to ending VAWG, including those who have perpetrated it or enforced social norms that violate women's rights (touts and Pentecostal pastors, Zimbabwe).
- (c) Improvements in GRPS, duty-bearers' responsiveness and changes in practices, policies and laws: Sensitising and training duty-bearers has been very effective. The changes documented in the logframe regarding services and infrastructure, as well as local-level state/civil society consultation mechanisms are attributed to this initial step, in addition to other components (e.g., advocacy or lobbying). At the same time, there are differences across the various sectors of service providers and duty-bearers engaged by She Can.
- (d) **Improved gender-responsiveness of public services and policies:** In all four countries, the HRDs (individually or in groups) have successfully mobilised for changes in different public services. Among these, all countries have seen improvements in street lighting and police patrols or immediate responses to VAWG. Indeed, documented improvements in certain services or infrastructure in each country exceeded project and country specific milestones.

- (e) **Improved access to justice:** The individual HRDs and women’s HRD groups in all four countries have been successful in contributing to a greater or lesser extent to making police and the judicial system more responsive to various forms of VAWG. In all countries there were examples of HRDs and women’s groups accompanying women and girls throughout the system. In so doing, they contributed to more dedicated police investigations, court trials, and convictions, and thus more effective access to justice for survivors of violence. That said, these changes have been documented in certain units only; systematic changes in institutional practice, policy or laws are not yet even being considered as a result of this project.
- (f) **Policy/advocacy research, gender audits, needs assessment and policy change:** This is a separate pathway that were not assessed in qualitative terms in the national consultant reports. The international consultants have not received copies of these studies, reports, or proposals.
- (g) **Duty-bearers more accountable to women and girls, and the general public:** In two countries (Kenya and Zimbabwe), engagement with municipal duty bearers has led to setting up a more formal mechanism or routine interactions. This has contributed to improving the accountability of this sector of duty bearer.

In the following table (table 20) we graphically represent the above findings. It contains two kinds of information:

- In addition to identifying more barriers confronted by this project, the OH findings identified other possible changes to the TOC. (Identified in the table by striking certain language and adding other language in bold and italics.) These are:
- Separating the media from community outreach done directly by HRDs;
- Separate “enhancing their safety and access to justice” from “women and girls learn about their rights” as the former often requires taking a further step towards empowerment.
- Adding “formal mechanisms for engagements between duty bearers and rights holders” as an “and’ outcome”
- Adding “preventing, reducing and stopping certain situations of SVAWG”

These changes would allow the TOC to be more reflective of how She Can is being implemented in practice and the effects it is having.

- (a) Identification of where the project has been most effective: elements that have been assessed are highlighted in different colours depending on how effective or influential they have been (see legend below).

Legend:

| | |
|-------------------------------------|-------------------------------------|
| Very influential or effective | Very influential or effective |
| Relatively influential or effective | Relatively influential or effective |
| Slightly influential or effective | Slightly influential or effective |
| Very little influence or effect | Very little influence or effect |

Table 20: Suggested TOC at mid-term with levels of influence or effect of the components

The terminology of “influential or effective” is meant to be inclusive of both elements that are influential on outcomes as well as an analysis of to what extent the outcome statements have been achieved.

| Barriers | Activities (if we) | 'then' Outputs | Intermediate outcomes | 'and' Outcomes | 'so that' Impact |
|---|--|---|---|---|--|
| Lack of awareness of rights among women and girls and men and boys | Train and mentor girls and women – equipping them with knowledge, tools and confidence | Women and girls are given opportunities to learn about their rights, how to take actions to enhance their safety and access to justice | Active women, girls, women's networks and groups, engaging in dialogue with and making demands for VAWG prevention in public spaces | Women and girls are organised and take collective action to challenge VAWG in public spaces and demand state accountability and action for gender responsive policies and public services | Women and girls living in poverty and exclusion in 20 urban areas in Bangladesh, Myanmar, Kenya and Zimbabwe have increased safety, mobility and access to justice and gender-responsive public services |
| Patriarchal social norms leading to high levels of sexual violence against women and girls | Produce and disseminate information on violence against women through social and mass media AND engage men and boys (context specific) | | VAWG kept in public view and on the news agenda addressed in the media to maintain pressure on duty-bearers and service providers | | |
| Extreme socio-economic and political inequality between men and women | Conduct research for campaigning/advocacy | Campaign activities demanding safe cities are implemented in five cities to generate discussion and mobilise public support for greater respect for women and girls rights | Women and girls are given opportunities to take actions to enhance their safety and access to justice | LEADING TO CHANGES IN PUBLIC OPINION | Preventing, reducing and stopping certain situations of S/VAWG |
| Inadequate public services and physical infrastructure | Train/build capacity of communities and local partner orgs to conduct gender audits and analysis of public services, engage in dialogue with service providers and | Women and girls' networks and coalitions mobilised and supported to actively lead local and national solidarity movements to demand an end to VAWG | Greater awareness and support for preventing VAWG amongst a wider audience. | AND POLICIES/IMPLEMENTATION OF POLICIES | AND Women and girls living in poverty and exclusion in 20 urban areas in Bangladesh, Myanmar, Kenya and Zimbabwe have increased safety, mobility and access to justice and gender-responsive public services |
| Lack of adequate laws/policies (gender blind and poorly enforced) External political situations that affect duty bearers and their engagement with the public External change factors | Sensitise, build capacity/train duty bearers in women's rights and in delivering gender-responsive public services | Duty bearers, employers and public and private sector service providers are engaged in discussion with rights holders on how to make policies and services more gender responsive | | AND BETTER PUBLIC SERVICES AND FORMAL MECHANISMS FOR ENGAGEMENTS BETWEEN DUTY BEARERS AND RIGHTS HOLDERS | |

4.3 Key Findings – EQs 5 & 4: Relevance of She Can approaches by country and sustainability of outcomes

EQ 5 asks, “How relevant are the approaches used by She Can for the different country contexts?”
EQ 4 asks, “How sustainable are She Can’s outcomes?”

We have combined these two questions because, as the definitions used below show, there is a large degree of overlap between them. Also to a certain extent, sustainability is a projection of relevance (and effectiveness) beyond the duration of the funded initiative. **The key finding for these two evaluation questions is that there is strong evidence that the project is both relevant and that its results are sustainable.**

Relevance is of particular concern for She Can for two reasons. **One** is that ActionAid has relatively little experience with different countries coming together for a joint evaluation, based on a joint logframe, TOC and related monitoring and evaluation frameworks and processes. The **second** is organisational learning, on the part of both ActionAid and DfID. Both organisations came together for this evaluation with an interest in learning what works best to improve women’s and girls’ safety in the city since this is a relatively new area of focus for activists, governments, development workers and academics.

The question of relevance can be addressed two ways. **One** is to examine the design and project’s implementation and its main processes and tools to examine if they respond to beneficiaries’ requirements, country needs, global priorities and partners’ and donor policies. The **second** is through examining how the project adapted to any changes in external circumstances, especially if the changes occurred during project implementation.

The MTR methodology proposed to measure sustainability using OECD’s measurements of social sustainability. In this context, social sustainability is the dimension that encompasses “the processes, systems, structures, and relationships that actively support continuation of benefits associated with an initiative” (Markiewicz and Patrick, 2016).

4.3.1: Project’s relevance to beneficiaries, local civil society and state stakeholders ActionAid and DfID

To a large extent, it is possible to determine if an activity or approach is relevant if project beneficiaries continue to participate or expand upon the use of this approach. There are abundant examples that demonstrate She Can’s relevance from this perspective. The report has already mentioned many of them in other sections and so simply summarises key points below.

Key Project Areas of Relevance to Beneficiaries:

Direct beneficiaries include both HRDs trained and mobilised through the project and, to a lesser extent, duty bearers; indirect beneficiaries who become engaged through project

activities.

- Almost all people trained as HRDs remain active with the project, with the main exception being when they have moved due to employment or other personal circumstances
- The referral centres and mechanisms set up by the project, run by the national partners, all continue to be used by members of the public (quantitative data is not available) (except Bangladesh where none were set up)
- People were mobilised to participate in outreach activities; and some community members began to spontaneously take action to end violence)
- HRDs set up a women's organisation of HRDs in Myanmar, even though it was not part of the project.

Project relevance to global priorities:

- She Can explicitly contributes to Sustainable Development Goal (SDG) 5.2, the elimination of all forms of violence against women and girls in the public and private spheres; it also contributes to women's political participation and women's and girls' equality, which is recognised in the CEDAW and the constitutions of all four countries.
- It also contributes to SDG 11: "make cities inclusive, safe, resilient and sustainable."

Project relevance to country needs as measured by response of public sector duty bearers:

- Local duty bearers sought out the HRD to cooperate with them in Bangladesh, Kenya and Zimbabwe
- Duty bearers and service providers have made investments in better quality and GRPS in all four countries: Zimbabwe (municipal authorities, police, health sector), Myanmar (to a lesser extent with garment factory owners, public transit and electricity, Kenya (policing, road improvement, street lighting,) and Bangladesh (lighting, toilet, construction and improvement of roads and drainages and water supply)
- A few candidates for city councillor positions included safe cities for women in their election platform (Bangladesh)
- Duty bearers have set up accountability mechanisms with the general public in Zimbabwe (municipality) and Kenya (police, local chief, County Assemblies)
- Legal reform is in process in Kenya to contribute to GRPS.

Project Relevance to Organisational priorities of ActionAid and DfID:

- In addition to commitments expressed above, both organisations expressed an interest in analysing how the empowerment model works (especially ActionAid)
- The project addresses urban violence in public spaces, a relatively new topic
- The evaluation provides the opportunity for learning on these topics, as well as strengthening organisational practice of monitoring and evaluation.

The project also reaffirms ActionAid's rights-based approach to working with grassroots women; which focuses on empowerment of women to understand their rights and organize into social movements; strengthening, building and connecting these movements in solidarity

across issues; to campaign and influence for local, national and international policy reforms and rights based alternatives to address inequality.

4.3.2: Adaptation of She Can pathways and milestones to changes in context

There are diverse external factors that have either facilitated or obstructed She Can's objectives. A partial measure of relevance and sustainability is how ActionAid, its partners and HRDs have adapted to these external factors. These are mostly related to the general political context that shapes whether and how citizen engagement with duty bearers occurs.

One negative factor mentioned in general is that of corruption. While there is not a fail-safe method to overcome the effects of corruption, the accountability mechanisms and community mobilisation capacity sought by the project are one key to resisting corruption.

Examples of some other external factors the project has either built upon or had to address include the following.

Bangladesh:

In Bangladesh, there are other NGOs are working in the same slums on similar women's and child rights issues. She Can HRDs have been able to coordinate with HRDs in other projects to demand justice for child victims of sexual violence.

Kenya:

She Can's goals were facilitated by changes made in Kenya's constitution in 2010 which devolved decision-making and budgets for key public services to the County Assembly level. This opened the door for community mobilisation and citizen participation initiatives. AAK and its partners have actively harnessed this opportunity, which explains why Kenya has made more advances in terms of duty bearer accountability and GRPS than the other countries.

Myanmar:

The biggest challenge that emerged is related to the November 2015 elections. As indicated previously one result of these elections is that in July 2015, the government stopped coordinating with AA. However, despite the fact that the government's participation is fundamental to She Can's success, ActionAid have been able to work around this by having HRDs lobbying government authorities directly for GRPS. It is through this means that the documented changes to GRPS were achieved, in addition to provision of support to the HRDs from national partners.

Zimbabwe:

Since the AIDS crisis in Southern Africa, Pentecostal churches have had a growing influence in Zimbabwe leading to the imposition of fundamentalist ideas regarding family unity and fidelity and parishioners being urged not to practice safe sex or birth control. Through their outreach, HRDs learned that Pentecostal churches have become open to new approaches (in part because of a decrease in financial resources) and have now welcomed HRDs working with

women on learning their rights, practicing safe sex and birth control.

These examples all demonstrate She Can's ability to adapt to external changes successfully and therefore are an indication of the project's relevance.

4.3.3: Factors that Enhance Sustainability

Several of the points made regarding relevance are also indicators of social sustainability. For example, volunteers' continued engagement as HRDs, whether with She Can or similar initiatives are likely to continue, because it is giving them a chance to respond to and feel more empowered about critical challenges facing both themselves and their communities.

At the same time, there is considerable intersection between the processes, systems, structures, and relationships that actively promote sustainability in the She Can project. These include the following:

- In some countries, the project has set up formal joint consultation and decision-making mechanisms between HRDs and duty bearers, which may also include the national partners, other community groups, and ActionAid. These formal processes will contribute to ensuring on-going consultation in the future, improve accountability, and may also lead to proactive and systematic planning and execution of GRPS.
- In three countries there are already formal coordination mechanisms with one or more duty bearers, although in Myanmar these still did not exist at the time of the MTR.
- Working with a younger generation (girls and boys) and early socialisation through the girls and boys forums (Kenya) is also fostering a longer-term change in attitudes and behaviours of both men and women regarding sexual and gender-based violence against women and men (for both sexes to realise their right to security and for boys and men to change more traditional male behaviour, attitudes and actions that otherwise contribute to GBV).
- Another entry point for sustainability and relevance consisted of coordinating efforts with the Safe Cities Campaign Network at the national level and other coalitions and networks at the local level.

At the same time, the ways in which unequal gender social norms continue to be expressed in society in general and in the context of She Can stakeholders will continue shaping the impact of the project on women's and men's increased safety, mobility and access to justice to some degree. As such, this constitutes both an on-going risk factor with regard to the project's sustainability, as well as an opportunity for AA and its partners to scale up the She Can public campaigns.

4.4 Key Findings – EQ7: Application of learning processes to She Can approaches and theory of change & lessons learned

EQ 7: "How has the project used the learning process to change its approaches and TOC?"

While much of the project's learning processes are closely tied to the MTR process itself, the MTR was able to establish what have been the key areas of new learning to date with regard to

the TOC, monitoring and evaluation methodology and feedback on this process and which lessons learned from the MTR process could be applied to the second half of the project. The latter will provide a type of learning baseline that the AA country teams and national partners and AAUK can use to measure how they have each applied these lessons learned. This section reviews learning regarding the SA and OH methodologies, organisational and project ethical protocol, and monitoring tools and processes. Learning regarding the TOC was already covered in the previous section. **Since the learning process started with the MTR process itself, it is however, premature to assess how the project has used the learning processes to change its approaches and Theory of Change. Instead, this section focuses on what the key learnings have been thus far.**

Formal feedback on the participatory learning processes in which the country offices and national partners in Kenya, Zimbabwe and Myanmar engaged during the three field missions provided the following observations about this reflection and learning process.

4.4.1 Lessons Learned from Outcome Harvesting

In all three countries, learning how to apply Outcome Harvesting was very well received and related learning process feedback indicated that AA staff and local partners felt they had learned a lot from this participatory process.

The outcome harvesting analysis process also helped the OH analysis session participants assess and develop a deeper understanding of the different factors that are contributing to change through the project. The related TOC exercise led to the conclusion that the project's TOC is a valid one. There were a few suggestions for some small wording changes (refer to table 8 and Kenya Case Study report recommendations) but overall, the TOC represented the types of barriers, strategies and activities needed to overcome these and there was some clear evidence of progress in all change areas.

In Kenya, the ActionAid team suggested using community maps to assist with the Outcome Harvesting process with the Women's Action Groups and GBV working groups. This exercise proved so popular with these groups that they have indicated they would like to continue using this outcome focused mapping process as a part of their on-going monitoring processes. Also, while reviewing data gaps in the OH and SA processes with the AA country office and national partners, it was also concluded that it should be possible to further adapt the OH process to capture additional data on what changes have taken place in men's and boys' attitudes and behaviour related to VAWG/GBV and changes in public opinion.

In Myanmar, several members of the AA women's rights team and other staff participated in the key OH sessions because of how important they considered the opportunity for organisational learning. Unfortunately the process was limited to some extent by the need to present these materials using a sequential translation process.

In Zimbabwe, the AA team and partners found that the OH process provided them with a different and very useful perspective for assessing the project. One important feature that

stood out was the opportunity to discuss barriers, which is not included in the reporting format.

4.4.2: Learning about the complementarity of SA and OH methods

The SA and OH methods are complementary in design and were implemented in a complementary way. The MTR found this to be key to triangulating the data to show project outcomes to date.

Comparing findings reveals some of the data is complementary, some is the same or similar, while some data yielded different results. For example, the SA data provided more information on barriers while the OH data provided an in depth analysis of how the project contributes to women's empowerment while defending women's rights to live without violence. Both methods also collected some similar data. In general, this was related to the qualitative SA methods and changes attributable to She Can and the qualitative changes documented through the OH process. Third, the two methodologies also provided different data, e.g., regarding men's and women's perceptions of safety in the city or referral pathways and the responsiveness of public services. Generally the qualitative data provides insight into the quantitative data. Examples include that the qualitative data reveals that while the public is aware of the referral pathways, even project participants' knowledge of these is superficial. Another example is that changes in perceptions of safety may be related to people's participation in the project and greater awareness of risks to their safety, and not necessarily that the area is less safe.

Overall, the OH method has generally validated and provided a deeper understanding of the social processes synthesised in the She Can theory of change. In doing so, the qualitative information and analysis it yielded have not only shown that in all four countries, the She Can milestones and other logframe results have largely been met, they have also demonstrated both how they have been achieved through qualitative analysis, as well as they have shown that many other results have been achieved in all the countries. This process has also been highly participatory in nature and has placed the onus for analysis with HRDs, duty bearers, AA country offices and national/local partners. Their participation in this analytical process has given the different stakeholders a greater understanding of the diverse change factors that have contributed to improvements in their communities.

4.4.3 Reflections on country offices' monitoring practices

Reflection and discussion of monitoring practices were carried out in two processes. The first was a review of and consultation on the project's existing monitoring tools. One conclusion from the initial consultation process carried out in June 2016 was that the monitoring process needed to be simplified and made more systematic; the second was a recognition of the need to gather more data that addresses the quality of project processes and results. After verifying these findings with the AA country teams in August 2016, the evaluation team developed a proposal to revise the existing monitoring tools. This consisted of: introducing a table to assess the level of change achieved per change category, the suggested addition of two new tools, and

relatively small revisions to the existing tools monitoring tools (see Annexes to Approach Document, annex 6.4).

Although there were varying opinions expressed regarding the monitoring tools across the countries, one key point of consensus was the need to simplify the monitoring tools because they were complicated and they were no sure how much of the data collected for these different monitoring tools they would use.

Another consensus was that the analytical table based on the empowerment framework was extremely useful and should be applied for the quarterly monitoring reports. The Bangladesh MTR provided an example of how this tool can be used by giving their assessment of She Can’s contribution to date on understandings regarding changes in forms of power (table 21).

Table 21: Level of understanding about changes in empowerment and levels of power in Bangladesh at the mid-term

| Main message per category | Level of understanding and agreement | | | |
|---------------------------|---|--|---|--|
| | Almost all participants fully understand and agree with message | Most participants understand and largely agree with message | Some participants understand and agree with some aspects of message | Very few participants understand or agree with message |
| Power within: | | Individual women and girls demonstrate changes in knowledge, attitudes, behaviours, and capacity | | |
| Power with: | | They feel they are empowered to protest, take collective action, demand in action plan | | |
| Power to: | | | Changes in VAWG services and mechanisms *(They are attempted) | |
| Power over: | | | Preventing specific situations of VAWG | |

Source: Bangladesh MTR report

The second monitoring reflection process was a review of all project indicators from the perspective of the data collected through both the baseline Safety Audit process and OH sessions. This led to several salient insights and conclusions:

1. The project's logframe uses indicators that are almost all quantitative in nature.
2. The OH process demonstrated that many of the projects results are qualitative in nature. This has meant that many of the project's results are not being documented or monitored. In all countries, the OH process found a large number of undocumented results.
3. The national consultants, not having been included in the project's original training on the Safety Audit, interpreted how to apply the survey answers to measure the indicators in ways that did not always match in some areas since it is subject to interpretation.
4. The review of the national reports on the Safety Audit data collected made it clear that there were some questions that were not necessary to include and others that needed clarification regarding how to collect the specific data required.
5. Although the national consultants were included in the OH training and processes, they were not clear on how to report on this process when they applied it in other communities. This was even though they had access to specific forms for reporting and how to link it to the indicators and data collected through the Safety Audit. The AA Kenya country team and their Sauti partner did note, however, that the OH exercise gave them a lot of data they could use in their next annual report. However, this challenge speaks to a need to further refine the OH reporting process to support future monitoring and evaluation purposes.
6. In Kenya, community groups liked the mapping process used in the OH process; they indicated that they wanted to adopt it as a regular monitoring tool. In Zimbabwe they did not like the community mapping process at all. This speaks to the continued need to keep monitoring tools flexible while still maintaining a consistency of approach.
7. One learning that stemmed from the OH process was the project's regular monitoring process was not capturing a lot of the results and changes happening at the community level. This was particularly in regard to reductions in VAWG/GBV. Both AA staff and local partners indicated that they had not realised the full extent of the project's successes. It may also be possible in the future to use the OH process to help collect "stories" that can be used to provide evidence for Outcome Indicator 3.

4.4.4 Reflections on implementation of organisational and joint evaluation ethical considerations

The country teams indicated that they were generally aware of and were practicing similar ethical approaches as those outlined in the MTR ethical protocol. All national MTR consultants applied the ethical protocol throughout their work and commented on the measures taken in the national MTR reports.

During discussions in country, some suggestions emerged about how else to apply the protocol.

- In Kenya, there was a suggestion that a similar protocol was needed for community activists
- In Myanmar, the national consultant made recommendations on how the HRDs could improve their application of the ethical protocol in their community work
- In Myanmar, the ActionAid team suggested sharing the ethical protocol designed for the project with the international secretariat as part of the preparations for the upcoming organisational strategic plan.

These diverse learning processes will continue through the monitoring processes and as a part of the endline evaluation.

4.4.5 Reflections on the Theory of Change

Discussions held during the country visits with the Country Offices and National Partner staff on the validity of the project's Theory of Change concluded that the underlying premises of TOC were valid, especially as regards the human rights-based and social-mobilisation approaches used.

Most of the major findings and conclusions regarding the TOC have been incorporated into a revised table. These insights relate to how the project has been implemented to date in most or all the countries, not theoretical or hypothetical assumptions. They cover additional challenges, such as external factors and issues concerning human rights defenders (such as safety, trauma support and volunteer labour), as well as the extended effect of the HRDs' work on, for example, reducing or preventing S/VAWG in both the public and private spheres in their communities (such as sexual harassment or other forms of sexual violence in public or domestic violence, wherever it occurs) and contributing to improving duty bearers' accountability to the public through formal mechanisms. Furthermore, the theoretical framework proposed for the evaluation has contributed to explaining how the project works and identifying these important dynamics that had not been included in the project design.

5.0 Conclusions and Recommendations

The conclusions are linked to both the relevant evaluation questions as well as the corresponding recommendations.

Conclusion 1: Achievement of outcomes *Linked to findings on EQ 3*

In general, the She Can project has mostly met its year 2 outcome-level milestones (regarding mobilisation of women and girls and duty-bearers' responsiveness to GRPS) and has made progress towards the impact statements by the time of the MTR. Although the safety audit data collected from the general public indicates less (or no) progress, the outcome harvesting data provides evidence of change in all four countries. One important caveat also relates to data quality regarding the baseline, such that not all milestones can be measured.

Recommendation 1:

Systematic triangulation of quantitative data with data that is collected and analysed collectively could contribute to organisational evaluation protocols, especially given the centrality of participatory methods and the human-rights based approach of ActionAid.

Conclusion 2: Achievement of outcomes

Linked to findings on EQ 3

The project is already contributing to achieving its impact statement in that change agents – be they volunteers, women’s groups, organized community groups or duty bearers – are already actively working to prevent and end violence against women in their communities and in the lives of specific women, girls and boys. This is one of the main results found in all project sites. This key finding was documented using the outcome harvesting method, even though ending violence in specific situations is an unexpected result as it is not explicitly identified in the project theory of change or logframe.

Recommendation 2:

ActionAid should consider reviewing the logframe on a global scale to determine how to improve the design and/or reporting of the monitoring and evaluation process so as to capture all project results, including the possibility of adding qualitative indicators.

Conclusion 3: Pathways with women and girl HRDs and HRD groups

Linked to findings on EQ 1(a) and 2

The principal pathway for achieving these results is the training and capacity building of groups of women and girls as volunteer change agents and human rights defenders. This doubly validates the theory of change because this pathway is designed to be the principal driver of change and these individuals and groups continue to fuel the social transformation being brought about by She Can.

Conclusion 4: Enhanced Support for Women HRDs *Linked to findings on EQ 1(a)*

The project’s success is highly dependent upon the work of women volunteers and the women concerned have been very willing to do this work. But this approach also inadvertently contributes to reinforcing the economic inequality that exists between women and men since it requires mostly women’s unremunerated labour and time is spent on actions to reduce and end violence against women and girls. It is also a common practice in development projects to expect women at the community level to work for free while men are more likely to get paid for their contributions. Some She Can volunteers receive a small stipend, but there are no provisions for this to continue beyond the life of the project. Those who work (paid or volunteer) in this field also require training and support to implement effective ways to deal with the emotional impact. These various costs to women have not been accounted for or adequately addressed by the project, including in terms of the project’s sustainability.

Recommendation 3:

There is a need to review the commitments of ActionAid and its partners to the HRDs. During the remaining year of the project these involve: refresher training, monitoring of their work, a review of their remuneration, post-trauma support for those who accompany women in situations of violence and recognition of their fundamental contribution. It is important for this project and wider learning to calculate the economic contribution of the volunteers, as well as the costs averted by providing GRPS.²⁰ This information can be used in policy briefs and advocacy with duty bearers for use in gender-responsive budgeting. Post-project sustainability strategies will also need to be developed. AA also needs to assess the risk posed to HRDs because of the work, which could include learning from Myanmar's experience with special cell phones.

Conclusion 5: Pathways with men and boys *Linked to findings on EQs 1(b) and 2*

The MTR findings show that boys and men are present in all the categories of actors in the project, whether as prime groups of change agents (whether mixed or male-only), community organisations and networks, boy victims of violence who receive services, perpetrators or duty bearers. Their participation as change agents (HRDs) in the project design is mostly implicit as duty bearers or community actors; however, in certain locations boys and some men participate more in challenging patriarchal norms and their effects on urban sexual violence against women and girls and, in Kenya, this form of violence against boys. Where there have been dedicated efforts with specific sectors of men and boys – including men-only training or HRD groups and community outreach – the results related to changes in men and boys' attitudes have been more positive. This suggests that this is an effective strategy to support the reduction of VAWG.

Recommendation 4:

Further study of the dynamics of engaging men and boys in different roles could be used to inform ActionAid's next strategic plan.

Conclusion 6: Pathways with duty bearers and service providers

Linked to findings on EQ 1(c) and 2

Progress with duty bearers has been mixed, but all milestones have been met. This relates to various internal and external factors.

- (a) Duty bearers were not as engaged at the beginning of the project because they are not the principal change agent.
- (b) There are differences among the categories of change agents: in general it is easier to bring about changes in VAWG in some sectors (e.g., health) than in others (e.g., policing).
- (c) Work with duty bearers may require a greater and longer term focus using diverse and coordinated strategies that seek change in institutional and legal mandates, procedures,

²⁰ For example, (1) costs related to the impact of a sexual assault, such as health care for survivor (and her children), lost wages, diminished wellbeing, security measures, etc.; (2) health services that are friendly for survivors of VAWG (and boys) can avert greater costs by encouraging survivors or those at risk to seek supportive services sooner.

budget allocations, and personal disposition of bureaucrats / service providers / duty bearers.

- (d) A one-off commitment to install lighting or WASH facilities, especially with a media spotlight, is easier to achieve than an on-going change in institutional practice.
- (e) Institutions reproduce social norms, including those of gender and power inequalities that underlie sexual violence. The project should not be too ambitious in terms of overturning social norms during the project. That said, establishing more formal links between these institutions and the community contributes, as well as formal accountability measures, to changing these social norms at the institutional level. In other words, there is a need to adopt a more systematic approach to working with duty bearers as opposed to one that is more reactive and ad hoc in nature.

Recommendation 5:

Coordinate efforts among AA, partners, HRDs and other stakeholders at the local level (and national, if relevant) to contribute to greater commitments and systematic change on the part of duty bearers during the final year of the project, which will also contribute to strengthening the project's sustainability. This could also include hiring a consultant to channel HRDs' expertise towards policy proposals. It could also involve making more effective use of the Safe Cities Campaign Network and other formal or informal coalitions at the local level.

Conclusion 7: Pathways for community mobilisation and changing public opinion *Linked to EQs 1(d) and 2*

The project has utilised two main approaches to changing public opinion. Of these, the most effective set was the HRDs' work at the community level, which included awareness raising, and a broad array of activities. As a result of increasing their awareness, some community members have been mobilised to participate in activities to improve public safety for women and girls, such as tearing down an abandoned building.

The approach defined in output 4 in the project logframe, involved engaging the public and works to shift public opinion through traditional (broadcast and print) media and public activities. The success in terms of contribution can be seen in the results of the street survey. That said, attributing social change through media and public outreach is usually hard to measure. Engaging the public (especially youth) is easier to track using new social media, but this has played a small role in this project thus far. That said, evidence provided following the MTR research pointed to measurable changes through both an increase in Facebook hits (Bangladesh) as well as spikes in the number of calls to project-sponsored hotlines (Myanmar and Zimbabwe).

Conclusion 8: Relevance and Sustainability *Linked to EQs 4 and 5*

The MTR has shown that similar features explain both the relevance of the project and its future sustainability. These are rooted in the work of the HRDs and the collective model of mobilisation to bring about change, as well as the project's human rights based approach and the links with other coalitions and networks at the national and local levels, especially the Safe Cities Campaign Network.

Conclusion 9: Usefulness of the analytical framework of empowerment *Linked to EQ 6*

The usefulness of the analytical framework of empowerment is illustrated through how the four levels of power adequately capture both how the project has been implemented to date and the outcomes achieved thus far. Furthermore, this framework captures findings that demonstrate how the logframe and especially the TOC are being implemented according to the design, as well as significant variations.

- (a) Power within: This is the underlying principle and driver of change for the project, from which all the other successes derive. This corresponds to women and girls as individual HRDs and in groups. Both the knowledge and confidence gained through project training, mentoring and organising have led to them becoming the driving force of the project.
- (b) Power with: These pathways engage community mobilisation and the media, as well as men and boys. This is a very effective pathway, which has been demonstrated in the many coordinated and spontaneous responses to end VAWG/GBV. Community members in some urban areas in which She Can operates have come to understand that they have the power and responsibility to bring about change through their own community volunteer activities instead of waiting for different government bodies to take action.
- (c) Power to: This relates to bringing about outcome and impact-level changes, particularly through improvements in GRPS and public policy and laws. This pathway has the most mixed outcomes. Duty bearers in all four countries have made various changes. Some of these are one-off actions in response to specific demands, such as installing street lighting or knocking down abandoned buildings used for sexual activity. Other changes are policy related and consist of enacting formal or informal changes in procedures, such as increased policing, or establishing regular consultation mechanisms between local authorities and the community. The latter examples can lead to more systematic change. At the same time, there are some duty bearers who have either engaged minimally with She Can or have done little to put into effect any commitments they have made.
- (d) Power over: The project is contributing to diminishing the effects of the main forms of unequal power that contribute to urban gender-based violence and insecurity. From a gender and power analysis we cannot expect that eliminating their effects is a linear process. Instead, the findings contribute to identifying what strategies work best in specific situations to contribute to achieving expected results. Given that the project seeks to change deeply rooted social norms and structures, expected outcomes should not be too ambitious.

Conclusion 10: Lesson learned about the TOC *Linked to EQ 7*

The empowerment model is successful where it combines a transformed individual and collective identity with technical skills, practice and support. In other words, it is a very successful approach to use an approach based on human rights and social transformation to prevent and end violence against women, girls and boys through a virtuous circle beginning

with intertwined individual and collective empowerment leading to a broadening circle of community and social commitment and action along with duty-bearer responsiveness and accountability.

Validating the TOC has demonstrated that, despite considerable differences across each country, there are many similarities. This is especially true for the HRDs, and confirms the analysis of the pathways in EQ 1 & 2.

Recommendation 6:

Consider revising the Theory of Change to incorporate changes made in the revised TOC table.

Conclusion 11: Lesson learned about the Safety Audit method *Linked to EQ 3 and 7*

The Safety Audit provides key information from the general public, as well as the various project participants and stakeholders. That said, there are drawbacks in how it is currently being used. One, not all the data collected by the Safety Audit is being used by the country teams and/or partners to guide future work or for reporting or learning purposes. Two, safety audit implementation and reports have improved considerably for the MTR as compared with the findings with the baseline reports. But the partial role of the international consultants in contributing to this process and the reports raises the concern of how much capacity has been built or resources made available to manage this process in the future for She Can or other Safe Cities programmes.

Recommendation 7:

The Safety Audit methodology will be revised for the end-line to ensure comparability, quality and relevance. By revising Safety Audit methodology so that only data relevant to the logframe indicators is collected and there is greater analysis of the data. This will both save time and resources and mean AA country offices can make more effective use of the data collected.

Conclusion 12: Lessons learned about the outcome harvesting method *Linked to EQs 3 and 7*

The outcome harvesting method has provided a crucial contribution to identifying and documenting both the processes engaged and the changes brought about by the project to date by focusing on the quality of the interventions as well as helping to identify project results that even ActionAid country team staff and national partners were not aware of. This process supplements the Safety Audit and other tracking tools that collect data on the project's exclusively quantitative indicators. The outcome harvesting method used in the MTR can be further adjusted to suit the She Can project by adding a tool to quantify the number and types of qualitative changes that have taken place and by further clarifying how to document, analyse and make use of this information.

The country teams and partners rose to the challenge of learning and applying this new method during the week-long visits by the international consultants in Kenya, Myanmar and Zimbabwe. They all appreciated the benefits of this method for analysing outcomes, and considered that the method could be applied more widely within the organisation.

The main focus of learning for the MTR process has been the introduction of the outcome harvesting methodology for documenting qualitative changes and results. This has led to an increased understanding of what is a qualitative result and what are the different factors that have been contributing to these changes among the ActionAid country teams and national/local partners. There is also a stronger understanding of the project's theory of change overall. Where there appears to be an additional need for learning in elements of how to apply and then make use of different components of the Safety Audit tools and approach. The evaluation team have identified where the challenges with this approach still lie. However, the responsibility for follow up on this issue lies with AA UK as well as for making decisions in consultation with the Country Teams regarding the need to further simplify the project's standard monitoring tools.

Recommendation 8:

For the final evaluation phase the evaluation team will review how to implement the Outcome Harvesting process so that it captures some of the gaps that emerged for collecting and analysing qualitative data.

Recommendation 9:

For the final phase of the evaluation it should be possible to develop an analytical tool that would facilitate a means of quantifying the qualitative outcomes documented through the Outcome Harvesting process, e.g., the numbers of improvements made to public services per community and changes in the attitudes of men and boys. This would be in addition to recording the types of improvements made.

Conclusion 13: Lesson learned about the monitoring tools *Linked to EQ 7*

The revision of the monitoring tools has produced a similar consensus regarding the limitations of focusing narrowly on quantitative data. The evaluation team introduced a tool to facilitate analysis of changes in terms of the four levels of power that all the country teams considered will be very useful for periodical monitoring, and one national consultant team even applied it in a national MTR report (Bangladesh).

Recommendation 10:

Revise the monitoring tools according to the findings of the consultation, especially the use of the analytical tool to measure the four levels of power.

6. Annexes

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| 6.0 Annexes |
| 6.1 Works Consulted |
| 6.2 Inception Report |
| 6.3 MTR Approach Document |
| 6.4.1 Annexes to Approach Document & 6.4.2 Updated Annexes to Approach Document |
| 6.5 Generic Schedule for Country Visits |
| 6.6 Additional MTR tools for Country Visits |
| 6.7 Outcome Harvesting Materials |
| 6.8 National MTR Reports (Bangladesh, Kenya, Myanmar, Zimbabwe) (Separate) |
| 6.9 National Country Case Studies (by international consultants-Separate) |

**Annexes 6.2 to 6.9 are given separately*

Annex 6.1 Works Consulted

1. 'She Can' documents:

- Project document with logframe
- ActionAid's 'She Can' MEL approach
- First year annual report and annexes
- First year six-monthly report and annexes
- Second year, quarterly report
- Baseline studies: country reports, raw data, global analysis
- Safety Audit toolkit
- Terms of Reference for the evaluation
- National MTR reports with accompanying data

2. Documents from this consultancy

- Inception report
- Initial consultation on monitoring tools
- Proposal for monitoring tools
- MTR Approach document with annexes
- Tools for MTR country visits

3. Other ActionAid documents:

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