

Guidelines for Effective Performance of Municipal Coordination Mechanisms Against Domestic Violence (MCMDVS)



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Performance of
**Municipal Coordination
Mechanisms Against Domestic
Violence (MCMDVS)**

ACRONYMS

AGE	Agency for Gender Equality
CCK	Criminal Code of Kosovo
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CoE	Council of Europe
CSOs	Civil Society Organizations
CSWs	Centres for Social Work
DV	Domestic Violence
FLAA	Free Legal Aid Agency
GBV	Gender Based Violence
IC	Istanbul Convention
KP	Kosovo Police
LPDV	Law on Protection against Domestic Violence
MCMDV	Municipal Coordination Mechanism against Domestic Violence
MLSW	Ministry of Labour and Social Welfare
MOJ	Ministry of Justice
MOGES	Municipal Officers for Gender Equality
MoU	Memorandum of Understanding
KCDV	Kosovo Co-ordinator against Domestic Violence
NGOs	Non-Governmental Organizations
KSPDV	Kosovo Strategy on Protection against Domestic Violence and Violence Against Women
KSPDVAP	Kosovo Strategy on Protection against Domestic Violence and Violence against Women and Action Plan
OSCE	Organization for Security and Co-operation in Europe
SOPs	Standard Operation Procedures for Protection from Domestic Violence
ToR	Terms of Reference
UN	United Nations
VAs	Victims Advocate
VAAO	Victims Advocacy and Assistance Office
VAW	Violence against Women

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I INTRODUCTION

Domestic violence (DV) and violence against women (VAW) are unacceptable breaches of fundamental human rights and freedoms affecting societies worldwide. In Kosovo, DV remains one of the most serious problems faced by society. Women are more likely to suffer from DV than men, but the problem also affects men. Children (boys and girls) are often victims of or witnesses to DV. A survey published in 2019 by the Organization for Security and Co-operation in Europe (OSCE) with data collected during 2018 found that 57 per cent of women surveyed in Kosovo had suffered psychological, physical or sexual violence since they turned 15. Specifically, 53 per cent of women had suffered psychological violence, 9 per cent physical violence and 4 per cent sexual violence by an intimate partner. Furthermore, 48 per cent of surveyed women (48 per cent) still consider such violence, especially DV, a private matter. This explains why DV in Kosovo is underreported and often undetected.¹

To prevent and respond to incidents of DV and VAW, a systematic, multi-sectorial and co-ordinated response is needed from the responsible government and local-level institutions. The current local-level structures are the Municipal Co-ordination Mechanisms against Domestic Violence (MCMDVs), which aim to provide a co-ordinated response to DV by local authorities. MCMDVs are typically established through Memorandums of Understandings (MoUs) involving different relevant stakeholders, such as the police, judges, prosecutors, social services, municipal officials, victim advocates, civil society organizations (CSOs) and shelters.

As of March 2023, a total of 33² MCMDVs have been established through MoUs, covering most of the municipalities in Kosovo. Out of these 33 MCMDVs, 20 were established with the direct support of the OSCE Mission in Kosovo and the remainder with the support of the UN Women Office in Kosovo.

1 "A Survey on Well-being and Safety of Women in Kosovo", OSCE 2019. Available at: <https://www.osce.org/files/f/documents/e/4/439790.pdf>.

2 Dečan/Dečan, Dragash/Dragaš, Ferizaj/Uroševac, Gjakovë/Đakovica, Gjilan/Gnjilane, Glogoc/Glogovac, Gračanica/Gračanicë, Hani i Elezit/Elez Han, Fushë Kosovë/Kosovo Polje, Istog/Istok, Kačanik/Kaçanik, Klinë/Klina, Klokot/Kllokot and Parteš/Partesh, Leposavić/Leposaviq, Lipjan/Lipljan, Malishevë/Mališevo, Mamuša/Mamushë/Mamuša, Mitrovica/Mitrovicë North, Mitrovicë/Mitrovica South, Obilić/Obiliq, Pejë/Peć, Prishtinë/Priština, Prizren, Shtime/Štimlje, Skenderaj/Srbica, Suharekë/Suva Reka, Viti/Vitina, Zvečan/Zvečan, Zubin Potok, Kamenicë/Kamenica, Vushtrri/Vučitrn. In March 2023, the Mission supported the establishment of two MCMDVs, in Novo Brdo/Novobërdë and Ranilug/Ranillug municipalities.

The focus of these Guidelines is to provide practical guidance (including useful templates, such as related to reporting and draft meeting minutes, in the Annexes) to members of the MCMDVs for a more effective and co-ordinated response to domestic violence at the local level. The Guidelines cover the following topics: 1) the legal basis for the MCMDVs; 2) the purpose of MCMDVs; 3) the importance of a multi-institutional and coordinated approach; 4) the roles of MCMDV members, including the Co-ordinator; 5) organizing meetings for MCMDV members; 6) data collection and reporting; and 7) training and capacity building of MCMDV members.

The Guidelines are based on the current framework governing the MCMDVs and aim to serve as a practical tool for members to use in their daily work. As the mandate and mechanism of the MCMDVs continue to develop in the coming years, they should be periodically amended and supplemented to address the framework's changes and growing needs.

Background and Importance of Updating Guidelines

The Guidelines are produced as part of the Extra-Budgetary Project "Supporting the mechanisms for the protection of victims of domestic violence in Prishtinë/Priština, Mitrovicë/Mitrovica South, Mamuša/Mamushë/Mamuša and Gračanica/Graçanicë municipalities (Pilot Project)" funded by the Government of France. Pilot municipalities of Prishtinë/Priština, Gračanica/Graçanicë, Mitrovicë/Mitrovica South and Mamuša/Mamushë/Mamuša were selected to reflect diversity in Kosovo. Mamuša/Mamushë/Mamuša is primarily inhabited by the Kosovo Turk community, while Gračanica/Graçanicë by the Kosovo Serb community.

Of note, all data provided in the document are based on the monitoring activities of the OSCE Mission in Kosovo over the last five years. The Guidelines are the result of comprehensive consultations with MCMDV members Kosovo-wide and workshops conducted with four targeted MCMDVs in the municipalities of Prishtinë/Priština, Gračanica/Graçanicë, Mitrovicë/Mitrovica South and Mamuša/Mamushë/Mamuša. As new laws affecting the MCMDVs would be enacted and as the situation changes, these Guidelines should be updated regularly. Notwithstanding the publication of these Guidelines, the OSCE Mission in Kosovo encourages municipalities to prepare their internal Regulations that will facilitate the full and proper functioning of the MCMDVs and define in detail the work and roles of their respective MCMDVs, including composition, meetings, and reporting based on their local needs.

II LEGAL BASIS FOR MCMDVS

The current primary legal basis for MCMDVs is Article 7 of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention) (See Annex 1), which requires a multi-agency approach to combatting domestic violence. The Istanbul Convention is directly applicable in Kosovo under Article 22 of the Constitution³.

Domestic violence is a criminal offence under the Criminal Code of Kosovo and is addressed in various other laws (See Annex I) and policies. These include *Law No 03/L-182 on Protection against Domestic Violence, Standard Operation Procedures for Protection from Domestic Violence in Kosovo* (2013), and the *Kosovo Strategy on Protection from Domestic Violence 2022-2026*.

Kosovo is in the process of enacting a new law on prevention and protection against DV, VAW and gender-based violence (GBV). The new law will be harmonized with the standards of the Istanbul Convention. It also aims to include separate legal provisions that will ensure the proper establishment of the MCMDVs, including new sub-legislation requiring a multi-institutional response to VAW and DV, and providing additional legal, administrative and economic support for the Mechanisms. The new law will also address other forms of VAW aside from DV.

The Guidelines should be updated annually to account for new legal developments in Kosovo and to update best practices on the operation of MCMDVs.

³ Amendment no. 26 of 30 September 2020 available at <https://gzk.rks-gov.net/ActDetail.aspx?ActID=31730>

III PURPOSE OF MCMDVS

The purpose of the MCMDVs is to improve inter-institutional cooperation in domestic violence cases and improve the local institutional policy response to domestic violence. Each institutional member of the MCMDV has its own sectoral responsibility based on the Standard Operating Procedures (SOP) for Protection against Domestic Violence⁴ and the respective MoU establishing that particular MCMDV.

The MCMDVs are composed of representatives of different sectors⁵, such as municipal administration, law enforcement agencies, the judiciary, education and health, women's non-governmental organizations, child protection agencies, Victims Advocacy and Assistance Office (VAAO), Regional Employment Office; religious communities and other relevant partners.

One representative per institution, and/or an alternate member who replaces the permanent member as needed, participates in the regular MCMDV meetings. Other institutions that are not permanent MCMDV members may be invited to join and contribute to the meetings following the approval of the MCMDV's members. Such institutions will be invited separately to every meeting.

The assessment conducted by the OSCE Mission in Kosovo in 2022 identified that different municipalities invite and engage different sectors in their multi-sectoral response to DV. This is not unusual since each context is different and might require the engagement of additional members when developing local VAW preventive policies.

4 <https://abgj.rks-gov.net/assets/cms/uploads/files/Publikimet%20ABGJ/Procedurat%20Standarte%20t%C3%AB%20Veprimit%20p%C3%ABr%20Mbrojtje%20nga%20Dhuna%20n%C3%AB%20Familje.pdf>

5 Depending on the structure of the municipalities, some of the directorates are merged into one, i.e. one Municipal Directorate of Health and Social Welfare. Furthermore, some of the signatories, i.e. VAAO, FLAA, basic court, basic prosecution Office, and shelter manager participate in MCMDVs of multiple municipalities.

MoUs often vary by municipality based on their particular needs. However, typically, each MoU defines the purpose and functions of the MCMDVs as follows:

- To establish and co-ordinate the work of the relevant stakeholders in the municipality to deal with DV/VAW issues at the local level;
- To draft joint procedures and protocols;
- To facilitate integrated data collection;
- To advocate for budget allocations by the municipal administration;
- To identify referrals to specific services;
- To identify needs and provide additional support, when needed, to victims of DV and VAW from vulnerable groups, including non-majority communities, persons with disabilities and the elderly;
- To raise awareness and build capacity for developing zero tolerance of VAW and DV;
- To co-ordinate efforts with women's rights CSOs;
- To ensure the efficiency and effectiveness of the meetings, the members of the MCMDV should demonstrate commitment, attend regularly and contribute to the meetings.

While some existing MoUs mention case management and follow-up, this needs to be carefully considered to protect the privacy and confidentiality rights of victims. Generally, individual cases and private information (such as name, address, etc) must not be disclosed during the work of the MCMDVs; case management should only be discussed at the policy level in MCMDV meetings.

According to international best practices, the multi-sectoral response can operate at two levels:

The **Policy level** includes high-level representatives of each of the relevant agencies as members of the multi-sectoral policy response (e.g. mayors/municipal officials, representatives from police, health, social, judicial, educational sectors and CSOs). This decision-making body approves joint actions (co-ordinated plans, strategies, resources, etc.) and pays specific attention to monitoring the joint work. The multi-agency co-operation at the policy level exercises functions as a policy response. The power to allocate the necessary resources, including financial, is vital for the effective functioning of this body.

The **Case Management** level (also called mobile emergency teams) involves professionals and specialists dealing directly with cases of domestic violence and violence against women (professionals from the DV police unit, victim advocates, prosecutors, judges, specialized members of the medical staff, forensic doctors, members of the social service, women's CSOs, etc.). These specialized professionals are trained and have the authority to react to protect victims, prosecute perpetrators and implement joint preventive measures in line with the needs of the victim.⁶ Since these teams operate on a technical level they should be established in each community. Due to privacy rights, the specifics related to the personal data⁷ of individual cases must not be discussed during MCMDV work. General information about case management at the policy level, such as general statistics (number of cases, gender, age groups, etc.) improving procedures, may be discussed.

6 Usually, these teams are activated on two levels: (1) to accommodate the immediate needs of victims, including the victim's safety, shelter and healthcare support; and (2) to provide secondary protection, including long-term housing, childcare support, employment, counselling services for victims and on-going support that will ensure a life free from violence.

7 "Personal data" means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Article 4 of the European Union General Data Protection Regulation <https://gdpr.eu/article-4-definitions>

IV IMPORTANCE OF A MULTI-INSTITUTIONAL AND CO-ORDINATED APPROACH TO DOMESTIC VIOLENCE

A multi-sectoral response to domestic violence and violence against women represents a holistic and co-ordinated approach. Co-ordination among different stakeholders ensures that victims and survivors of domestic violence are provided with services in due time and based on their needs. Furthermore, co-ordination ensures that responses from different institutions complement and augment each other, while ensuring interventions are victim-centered and victims' experiences and needs are addressed as a whole. Multi-sectoral response is aimed at harmonizing programmes and actions, developed and implemented by a variety of institutions related to psychosocial welfare, law enforcement (police, victim advocates, prosecutors and justice officials), education, health, municipal directorate officers, non-governmental institutions and other relevant sectors. This approach is based on inter-institutional partnership and co-operation. It requires a common understanding by all involved institutions of the unequal power relationship between men and women in the context of VAW to address this phenomenon. So the causes of this violence are to be found not only at the individual level but also, particularly, at the structural level. These causes need to be eliminated to prevent further violence.

More specifically, an effective multi-sectoral and co-ordinated approach to DV and VAW includes, but is not limited to, the following elements:

- Application of a holistic response to all forms of VAW and DV;
- Establishment of a well-functioning intervention system that allows victims to access protection and support throughout the relevant area of responsibility;
- Participation of all relevant authorities, institutions, service providers and professionals involved in preventing and combating violence in the intervention systems with a gender-sensitive approach;
- Advocating for rehabilitation and reintegration programs such as economic empowerment, local initiatives, and access to social housing.
- Development and implementation of multi-sectoral strategies, protocols, and guidelines, which ensure proper co-ordination so that all sectors and levels are appropriately engaged;
- Strong engagement of regional and local authorities, especially women's and victims' rights organizations or CSOs, to work with specific victim groups such as migrants, returnees and/or disabled women;

- Adoption of a victim-centred approach when implementing comprehensive and co-ordinated policies and measures;⁸ and
- Development of adequate tools and forms for obtaining victim's consent, referral formats and other data

When municipalities consider setting up a DV/VAW multi-sectoral co-ordination mechanism at the local level, they should consider the needs of the beneficiaries and understand the local context. This will provide effectiveness and accessibility to basic services for victims in the long run.

Furthermore, planned and well-set co-ordination ensures the synchronization of the work of all institutions and prevents the re-victimization of women and children.

Finally, such a systematic approach increases the victim's trust in the system and provides them with adequate short-term and long-term community-based support.

Elements of multi-sectoral policy development on violence against women and domestic violence at the local level

Co-ordination

Co-ordination ensures a more predictable, accountable and effective response to VAW and DV. Co-ordination at the local level requires that all members of the MCMDV, including the municipal administration, judges, police, prosecutors and the relevant CSOs work together to achieve a common goal. They work in partnership and set up a system where actions/interventions complement each other and augment the final outcome. This further ensures accessible, confidential and appropriate policies that protect the victims. Multi-sectoral co-ordination among relevant stakeholders is very important to bring sustainable changes in a society where violence is not acceptable or tolerable.⁹ Co-ordination also means consistently underscoring that prevention and response to VAW and DV is everyone's responsibility in one community.

8 Explanatory Report to the Council of Europe Convention on preventing and combating violence against women and domestic violence Istanbul, Articles 5, 7 and 9, CoE, 11.V.2011 <https://rm.coe.int/16800d383a>

9 Multi-sectoral response to GBV <https://eeca.unfpa.org/sites/default/files/pub-pdf/Multisectoral%20response%20to%20GBV.pdf>

Co-ordination ensures that service providers ensure an effective, immediate and consistent network of services and improves the quality of services offered to DV victims/survivors. It furthermore ensures that all service providers have access to training programs that result in the provision of sensitive and efficient support to victims/survivors based on their needs and the reduction of re-victimization. Ultimately, this will increase the trust of victims/survivors in the institutions.¹⁰ Finally, co-ordination ensures and promotes a common understanding of VAW and DV issues amongst key policy development interlocutors. It upholds VAW minimum standards, monitors adherence to VAW guiding principles, facilitates information sharing of best practices and promotes collective interagency actions to prevent and respond to this phenomenon.

Prevention and awareness raising

To prevent VAW and DV, both institutions and individuals need to understand the root causes of these issues. Violence against women and domestic violence stem from two common elements: 1) the desire to exert power and control over another person, and 2) structural gender inequality and discrimination. Prevention of VAW aims to understand the causes and contributing factors to violence perpetrated against women, and establish strategies to reduce or eliminate them. Prevention requires longer-term planning and implementation to envisage substantive changes in the economic, social and political status of violence against women and domestic violence victims/survivors and changes in social norms which tolerate abusive behaviors. It also requires monitoring trends and designing interventions to address these trends.

One of the ways to prevent violence against women and domestic violence is investing in awareness-raising, with the aim to:

1. Prevent men and women from becoming violent against women victims/survivors or perpetrators, and
2. Change attitudes, behaviours, and beliefs and develop zero tolerance by the general public;
3. Inform the public about locally available services and protection mechanisms.

If DV and VAW are not widely recognized as issues affecting the community, then awareness-raising should be a top priority for the members of the MCMDV.

¹⁰ Ibid

Finally, media greatly impacts the development of zero tolerance to violence against women and domestic violence. Therefore, the MCMDV should co-operate closely with local media outlets. MCMDVs should create partnerships with media outlets and use them as well as social media to communicate clear messages focusing on types of DV, its causes and consequences, and available resources and services for victims/survivors. Meanwhile, media should avoid reporting with a focus on sensational aspects of violence against women (including details about victims/survivors, number of cuts and blows, etc.).

Policy recommendations for intervention and referral to service provision

The multi-sectoral co-ordination mechanism is responsible for initiating, suggesting, evaluating, and monitoring policy recommendations sent and enacted by the Municipal Assembly and administration, including responsible institutions dealing with DV at the local level. These should be based on the best interest of the victims and their children and adapted to the context and the needs of the local population. In addition, the multi-sectoral co-ordination mechanism should ensure:

1. co-ordination,
2. implementation,
3. monitoring and
4. evaluating violence against women and domestic violence policies and measures enacted.¹¹

All members of the MCMDV should advocate with their relevant institutions to implement policies and programmes focused on fighting DV and VAW in their respective municipality.

The MCMDV members should be kept informed in a general manner and without references to individual cases. For example, suppose a member of the local MCMDV has information on a particular case. In that situation, this case should be referred confidentially to a VAW case management professional, such as the local DV police investigators, social workers, CSOs or shelters.

¹¹ <https://www.coe.int/en/web/conventions/full-list?module=treaty-detail&treatynum=210>

Nine guiding principles for an effective multisector approach in preventing and responding to violence against women and domestic violence

To function effectively, MCMDVs should incorporate the below guiding principles in their daily work, as they are key in preventing and responding to violence against women and domestic violence:

- 1) **Partnership** - The multi-sectoral response to DV/VAW implies good cooperation and coordination of involved institutions/organizations members of the MCMDVs.
- 2) **Strategic planning** - All DV/VAW policies developed by the MCMDVs should be translated into inter-institutional common strategies, with specific objectives and activities.
- 3) **Accountability** - All members of the MCMDVs should be accountable for their involvement and actions of the agreed programmes/rules of each particular mechanism and follow these guiding principles in their work.¹²
- 4) **A rights-based approach** - The MCMDVs shall apply rights-based approaches while creating preventative and protective DV/VAW policies at the local level, prioritizing the safety and well-being of women and girls and treating women and girls with dignity, respect, and sensitivity. This principle also requires advocating and setting up the highest attainable standards of health, social, justice and policing services – services of good quality, available, accessible and acceptable to women and girls.
- 5) **Advancing gender equality and women's empowerment** - The MCMDVs must recognize that gender inequality and discrimination are the root cause and consequence of violence against women and girls. Therefore all their actions need to adopt a gender-sensitive approach when developing supportive policies and practices at the local level. Furthermore, those policies must promote women's empowerment and independent decision-making while choosing such support services.

¹² <https://eeca.unfpa.org/sites/default/files/pub-pdf/Multisectoral%20response%20to%20GBV.pdf>

- 6) **Culturally sensitive and age-appropriate** - The work of the MCMDVs must include a culturally and age-appropriate approach. This means that all policies developed by this body should respond to the individual circumstances and life experiences of different categories of women taking into account their age, identity, culture, ethnicity, religion, social background and language preferences.
- 7) **Victim-centred approach** - Policies and interventions suggested by the MCMDVs should always consider approaches that are centred around the victim/survivor. This ensures that all interventions, including service provision at the local level, always consider the rights, needs and desires of women and girls. This requires consideration of the multiple needs of victims and survivors, the various risks and vulnerabilities, and the impact of decisions and actions taken, and ensures that all policies are tailored to the unique requirements of each woman and girl.
- 8) **Safety/Confidentiality is paramount** - The safety of women and girls is paramount; therefore, the MCMDVs should ensure complete confidentiality and not disclose any information on individual cases. Furthermore, the individual management of cases should be outside the scope of the work of the MCMDVs. They are local policy bodies, and only professionals involved in case management should be present during the intervention steps, except when a person could be accompanying the victim/survivor at her/his request. MCMDVs must prioritize the safety and security of victims/survivors and their children and apply the "do no harm" principle.
- 9) **Perpetrator Accountability** - The role of the MCMDVs is to advocate that local policies set up a zero-tolerance to the impunity of the perpetrators while ensuring fair access to justice for women and children victims of VAW/DV. However, the rights of the accused also must be respected under the criminal procedure code and internationally accepted fair trial standards. Those who are convicted after compliance with fair trial principles, including a trial before a fair, independent and impartial tribunal, and based on admissible evidence, should face justice. Throughout its awareness-raising efforts, MCMDVs target not only victims/survivors but also perpetrators. The MCMDVs should advocate for

victims to have a voice while accessing justice.¹³ However, attention should be paid not only to punishment, but also to treatment and rehabilitation of those guilty of DV offences, so they can be reintegrated into society and are not recidivists. Perpetrator programs should be integrated into the intervention strategies of Kosovo to address violence against women and must have, as their primary goal, protection and support for the victim. Notably, perpetrator programs are still not part of Kosovo's systemic response to VAW. However, the new legislation will provide a legal basis for developing interventions to change the perpetrator's behaviour.

13 UN Women, UNFPA, WHO, UNDP and UNODC, Essential services package for women and girls subject to violence, 2015 <https://www.unfpa.org/essential-services-package-women-and-girls-subject-violence>

V ROLES AND RESPONSIBILITIES OF MCMDV MEMBERS

MCMDV members can contribute to the better functioning and co-ordination of the MCMDVs by regularly attending meetings, contributing to discussions, and following trends and reporting about them. Some of the roles and responsibilities that apply to all MCMDV members:

- Each member of the MCMDV should provide to the MCMDV coordinator aggregated statistical data on violence against women and domestic violence, pointing out specific challenges that victims face in their particular sector and any recent developments and trends;
- Each MCMDV member should be aware of local protection services and have contacts of service providers for needed referrals under the SOPs;¹⁴
- Each MCMDV member should advocate for the reintegration and repatriation of survivors of domestic violence and more sustainable and gender-inclusive local services for women and girls victims of DV and GBV, including economic empowerment programs and social housing.
- Each MCMDV member should submit written quarterly (or more frequent) narrative and statistical reports to the MCMDV Coordinator;
- During meetings, MCMDV members should provide a statistical overview and actions, developments and challenges specific to their particular institution/employer;
- Co-ordinate directly with other MCMDV members to support domestic violence victims.

Important: All MCMDV members should respect privacy rights and confidentiality standards and not disclose personal information, such as the names of victims or personal data.

All MCMDV members should advocate for logistical and administrative support from institutions with MCMDV members – such as hosting meetings and allocating time for staff to attend MCMDV meetings, and incorporating MCMDV obligations into job descriptions/ expectations. Participating in the MCMDV should be considered an institutional responsibility and part of existing job requirements, not extra work or a

¹⁴ According to the SOP, a domestic violence case is identified as such when reported or referred to one of the following actors, including, but not limited to: Police, Centre for Social Work, Victims' Advocates, shelters, help line, non-governmental organizations or other institutions.

voluntary position. Furthermore, job descriptions of different civil servants should be revised and updated to reflect developments in legislation.

MCMDV Members and their roles

The below list of typical members of the MCMDV briefly describes both their typical institutional role (focusing on tasks related to DV) and how they can contribute to the better functioning of MCMDVs. The list is non-exhaustive and the final composition of MCMDVs in different municipalities depends on the structure and needs of the municipality.

Finally, any member selected as a Co-ordinator (more fully discussed below), in addition to their role as a representative of an institution, should perform tasks related to the role of co-ordination of the MCMDV – including scheduling meetings, setting agendas and ensuring that minutes are taken and reports drafted.

Mayor, Deputy Mayor or representative of municipal administration:

- Assumes the main role in establishing, monitoring and supporting the MCMDV;
- Supports the drafting of internal documents that aid the functioning of the MCMDV and ensure the implementation of the MoU;
- Receives, collects and analyzes reports on gender-disaggregated relevant statistical data from the MCMDV Co-ordinator to inform relevant municipal decisions and policies;
- Receives and analyzes quarterly and annual reports on the work of MCMDVs from the Co-ordinator;
- Ensures and co-ordinates necessary support for institutions that deal with domestic violence cases;
- Places survivors of domestic violence in municipal social housing programs (key identified need of victims) and other municipal programs targeting vulnerable groups; and
- Advocates within governmental institutions, the private sector and donors to ensure the protection and reintegration of survivors of domestic violence
- Ensures effective transfer of leadership role to incoming mayoral/municipal officials following local elections and subsequent changes.

Municipal Officer for Gender Equality:

- Supports the Co-ordinator and the MCMDV;
- Takes the necessary measures to advocate for and promote programmes against domestic violence and for the empowerment of women.

Municipal Directorate of Education:

- Ensures that victims of domestic violence, especially children and young women, have access to education;
- Encourages the creation of a safe environment for student victims of domestic violence, in accordance with any applicable protection orders;
- Designs supplementary teaching/promotional materials on different topics that contribute to the promotion of non-violence, i.e. non-violent conflict resolution in interpersonal relationships, domestic violence, harassment, sexual harassment in the educational environment and the role of educational institutions;
- Includes topics of violence against women and domestic violence in training programs for teachers, administrative staff and other employees of the schools and Directorate;
- Contributes to the development of formal and informal curricula on violence against women and domestic violence;
- Establishes or supports programmes related to teaching perpetrators of domestic violence to adopt non-violent behaviour in interpersonal relationships in accordance with the Istanbul Convention;
- Drafts work plans for awareness-raising campaigns for students and children providing information about the developments, incidents, mechanisms, laws and possible support for victims of domestic violence;
- Encourages establishing mechanisms for students to report and raise concerns about violence against women and domestic violence in or outside of school;
- Shares relevant information on the dynamics of domestic violence and activity progress in the area of education with MCMDV members.

Municipal Directorate of Health and Social Welfare:

- Ensures that victims of DV and VAW receive medical services and financial support when the victim reports to the family healthcare centre;
- Manages social services in the municipality and the family healthcare centres;
- Advocates with the municipal assembly to include victims of DV and VAW as potential beneficiaries of the social housing schemes;

- Confidentially refers potential victims of domestic violence to other relevant members of the MCMDV (police, shelter, CSW and/or victims' advocates) in accordance with the SOP and raises awareness on potential actions to ensure victims of domestic violence have access to necessary health and social services.

Municipal Office for Communities and Return:

- Follows trends and collects information on cases of domestic violence in non-majority communities;
- Supports other MCMDV members to design concrete steps to reach out and raise awareness of domestic violence among non-majority communities;
- Raises awareness among MCMDV members on how to address the issue of domestic violence in non-majority communities and provides necessary data to the MCMDV while also ensuring the confidentiality of the data provided.

Kosovo Police/Domestic Violence Section:

- Acts as first contact for victims of domestic violence, provides the necessary information to victims, guides victims through the response process and confidentially refers the victims to other actors in accordance with the SOP;
- Investigates cases; takes all the necessary measures to protect victims of domestic violence using proportionate measures under the applicable law; executes protection orders and emergency protection orders; issues temporary emergency protection orders; and detains the suspected perpetrator of domestic violence with the purpose of preventing further violence;
- Collects data reported by victims on cases of domestic violence, and provides relevant statistical and analytical data to MCMDV members raising awareness on domestic violence cases.

Police Inspectorate/Investigation Department:

- Supports and protects victims of domestic violence from perpetrators;
- Co-operates with MCMDVs by providing relevant statistical and analytical data.

Prosecutor:

- Investigates alleged cases of domestic violence and determines whether there is sufficient evidence to prosecute perpetrators of domestic violence; Should keep the victim informed about the status of the case;

- Supports the work of the MCMDV through priority treatment of cases of domestic violence, reporting to the MCMDV on results (while guarding the confidentiality of any non-public or confidential information).

Judges:

- Adjudicate domestic violence cases within a reasonable time; ensure fair trial standards are followed; ensure equality of arms; and ensure that the rights of the defendant and victim are protected;
- Issue protection orders when required or advisable under applicable law;
- Share public information and case trends related to domestic violence cases; note any issues with the law.

Victim Advocacy and Assistance Office/Victim Advocates:

- Establishes initial contact with, advises and represents victims of domestic violence; participates in court sessions and supports the victims throughout the judicial process;
- Provides information to domestic violence victims about their rights and available services;
- Advises and initiates procedures for the designation of protection measures and issuing of protection orders;
- Supports the work of the MCMDV by providing relevant information so that members are aware of services available to victims.

Free Legal Aid Agency:

- Provides free legal aid under Kosovo law; enables access to justice for victims of domestic violence by advising them of their legal rights;
- Represents victims before courts or administrative bodies; provides support in drafting legal documents;
- Shares public information on domestic violence cases with other members of the MCMDV where free legal aid services have been provided; generally describes services provided while maintaining confidentiality;
- Organizes legal awareness campaigns focusing on specific groups most affected by domestic violence in co-operation with the MCMDV.

Centre for Social Work:

- Assists victims of domestic violence throughout the process of identification, referral, protection, co-ordination, rehabilitation and re-integration into society;
- Assists victims of domestic violence with social services;

- Provides other types of support for victims of domestic violence through counselling and co-ordination with other relevant institutions;
- Refers victims of domestic violence to other services if needed;
- Provides protection to special groups of victims of domestic violence, such as children, people with disabilities, and the elderly;
- Supports campaigns on raising awareness of victims of domestic violence about available social services for protection and reintegration;
- Liaises with other MCMDV members to place domestic violence victims in shelters to protect them from additional violence;

Shelter for victims of DV:

- Provides a safe and protected space for domestic violence victims;
- Conducts research and provides gender-disaggregated data on shelter victims;
- Liaises with other MCMDV members to facilitate access to services for domestic violence victims, and advocates for sustainable support after victims depart shelter.

Regional Employment Office:

- Registers victims of domestic violence in the records of job seekers and unemployed persons;
- Offers victims support with employment (a key identified need of DV victims); provides vocational training and assistance to prepare for applying to jobs and entering the labour market;
- Raises awareness among MCMDV members of the connection between domestic violence and unemployment and economic hardships faced by the victims and their families.

Family Health Centre and health institutions:

- Identifies the first sign of abuse of potential victims of domestic violence, provides victims with necessary medical and psychological treatment
- Provides information to victims and refers them to the relevant service providers in accordance with the SOPs;
- Records injuries and prepares written case reports when requested by law enforcement authorities;
- Applies medical care protocols;
- Keeps case files confidential on the basis of the Law on Protection of Personal Data;

- Provides medical treatment for drug and alcohol dependents, and provides psychosocial treatment for perpetrators of domestic violence if court-required;
- Provides specialized training for medical staff on treatment of domestic violence cases, including responsibilities and legal obligations;
- Contributes to MCMDV meetings by providing information to help develop a comprehensive plan for the medical treatment needs of DV victims.

Local CSOs focusing on domestic violence, gender equality and protection of rights of vulnerable groups (women, children, non-majority communities and persons with disabilities):

- Collect information reported from the victims of domestic violence; provide research and conduct awareness-raising campaigns or programmes about possible treatments of victims of domestic violence;
- Share information on domestic violence trends;
- Support the MCMDV members to design and implement awareness raising campaigns in the municipality;
- Contribute to MCMDV meetings by providing general information on domestic violence cases, while also ensuring confidentiality in specific cases.

Ombudsperson Institution:

- Investigates and addresses alleged human rights violations caused by the authorities, including the mistreatment of victims of domestic violence by institutions;
- Provides recommendations to relevant institutions to address human rights concerns;
- Follows the work of the MCMDV and identifies potential areas where the rights of DV victims may be violated.

Role of the MCMDV Co-ordinator

The MCMDV Co-ordinator is one of the most important roles in the MCMDV. The principal responsibilities of the Co-ordinator are described below:

- Invite MCMDV members to meetings, draft meeting minutes (or assign/ delegate the task) and define and follow up on a meeting's action points;
- Encourage attendance at meetings by as many members or their replacements as possible, giving particular attention to the representation of all sectors;

- Ensure regular internal communication processes – such as scheduling meetings, issuing progress points, commissioning progress reports etc.;
- Develop and finalize the municipal strategies and annual action/work plans of the MCMDV on protection from domestic violence and present them to the Municipal Assembly for approval;
- Submit quarterly and annual reports on the functioning of the MCMDVs to the municipal management, the Agency for Gender Equality and the Kosovo Co-ordinator on Domestic Violence.

Checklist for the MCMDV Co-ordinator

- Ensure and advocate for gender-equal composition and equal representation of non-majority communities in the structure of the MCMDV
- Organize and co-ordinate regular meetings of the MCMDV
- Organize and co-ordinate ad-hoc meetings of the MCMDV
- Propose and distribute the agenda of the MCMDV meetings
- Ensure that the list of participants is available and updated
- Ensure that translation services are available
- Ensure that meetings minutes are taken and shared with MCMDV members for their comment
- Ensure that other relevant documents are shared in a timely manner with MCMDV members
- Ensure that quarterly reports on assisted victims of domestic violence are collected and compiled (while ensuring that privacy rights are respected)
- Collect quarterly narrative reports from each member of the MCMDV
- Present the work of the MCMDV to the senior management of the municipality and the Municipal Assembly
- Prepare quarterly and annual reports and submit to the respective institutions
- Co-ordinate needs assessments of the MCMDV
- Ensure integration of needs assessments into the work plan and objectives of MCMDV
- Co-ordinate advocacy initiatives and implementation of awareness-raising activities of the MCMDV
- Advocate ensuring the municipal budget for the functionality of the MCMDV
- Advocate ensuring the implementation of the recommendations of the MCMDV

VI MEETINGS OF MCMDVS

To function properly, the MCMDV members must have regular meetings, which are scheduled in advance with relevant agenda points. The information below provides guidance for these meetings. The list is not exhaustive and the needs of individual MCMDVs may vary. The list provides guidance for the meetings, including steps to be followed before, during and after the meeting to ensure proper documentation and follow-up.

MCMDV Meeting Frequency and Participation

- MCMDV meetings with all members should occur at least once every three months;
- The MCMDV members can also meet ad-hoc when needed to discuss specific topics. Ad-hoc meetings can be called by any member, giving due notice;
- The meetings can be held at the municipal premises or any other suitable premises of MCMDV members;
- Municipal translators or volunteers provide interpretation and translation services during the meetings and logistic services (minute taking, compilation of reports, etc.).

Note: *As MCMDVs do not focus on individual cases, first responders (victim advocates, police, shelter staff, CSW) may wish to meet separately to discuss individual cases, but only when ensuring that privacy rights and victim confidentiality are protected and in compliance with the law.*

Preparations for MCMDV meetings

The MCMDV Co-ordinator or their replacement will lead the process prior to the meeting by following these steps:

- Consult other MCMDV members and decide on the purpose and topics of the meeting;
- Identify date, time and venue of the next MCMDV meeting;
- Prepare draft agenda and email to other MCMDV members for their contribution; Update the agenda and send the final version of the agenda to all MCMDV members at least one week before the next meeting, inviting the members to add agenda points;

- Prepare and distribute relevant documents, inputs and outputs at least one week prior to the meeting;
- Identify who will draft the minutes of the meeting;
- Ensure arrangement of translation/interpretation services.

Conducting an MCMDV meeting

During a meeting, the MCMDV Co-ordinator (or their replacement) follows the steps below:

- Starts the meetings on time;
- Shares the list of participants;
- Ensures that the interpretation services are available when needed;
- Encourages interactive discussion;
- Gives sufficient time to each participant;
- Ensures the meeting has a balance of discussion on statistics, trends, advocacy and activities;
- Notes that the purpose of the MCMDVs is not to discuss individual cases at the local policy level, but to refer case management to relevant institutions (with guidance to protect victim privacy rights).

Closing of the MCMDV meeting

Before the MCMDV meeting ends, the MCMDV Co-ordinator or their replacement will do the following:

- Summarize the meeting;
- Evaluate the meeting;
- Develop the action points;
- Set up a tentative date, time and identify the venue for the next meeting;
- Follow up with other members to confirm the date of the next meeting.

After the MCMDV meeting

- The meeting minutes in Albanian and Serbian languages or other official local languages circulated by the Co-ordinator within one week after a meeting;
- Comments and inputs submitted to the draft meeting minutes within one week;

- A municipal translator or volunteer who is fluent in Albanian and Serbian or any other official local language will translate the meeting minutes.

The work of the MCMDV should be properly documented, using standardized forms for meeting minutes, checklists, and any other type of documents which help structure its work.

VII DATA COLLECTION, ANALYSIS AND REPORTING

MCMDVs should collect data and report for the purpose of:

- Developing evidence-based, local and preventative policies on violence against women and domestic violence; Reporting to the municipal administration and central multi-sectoral co-ordination body on its outcomes;
- Providing recommendations for local institutions when designing different programs and policies (e.g., on social housing, vocational training programs) for victims/survivors of domestic violence based on collected data;
- Monitoring trends in their respective municipality to recommend interventions and develop new policies;
- Providing support to reintegration and empowerment of victims/survivors of domestic violence;
- Monitoring and evaluating the work of the multi-sectoral co-ordination body at the local level.¹⁵

Regular monitoring, data collection and analysis of cases, developments and trends related to domestic violence ensure the accountability and credibility of MCMDV work to government authorities and donors.

The MCMDV should use this information to report on progress, identify challenges and risks, and ensure institutional memory. Additionally, regular reporting increases the visibility of MCMDV work and provides accountability.

Data Collection and Analysis

Data collection is key in the MDMCVs' fight against domestic violence for three main reasons. First, to raise awareness on this issue among policy-makers and the public, the MCMDVs must have accurate data about the problem. Secondly, prioritizing data collection can encourage reporting by victims or witnesses. Finally, data collection will help the MCMDV to assess the effectiveness of existing policies and change course when necessary.

15 Multi-sectoral response to GBV An effective and coordinated way to protect and empower GBV victims/survivors, UNFPA, 2015, <https://eeca.unfpa.org/sites/default/files/pub-pdf/Multisectoral%20response%20to%20GBV.pdf>

In this regard, collecting gender and community-disaggregated data is crucial to ensure a gender-sensitive response for survivors of domestic violence. Collecting, analyzing and disseminating gender-disaggregated data regularly not only sheds light on the complex situation, but also provides vital information essential for developing an appropriate response and good policy decisions.

Reporting

There are two levels of important reporting. On the first level, members of the MCMDVs should share institutional-based information and statistics about domestic violence that will assist the MCMDV in its work. On the second level, the MCMDV should report about its meetings and other work that will allow policymakers to enact new regulations, laws and policies to better tackle the problem of domestic violence. Note that the suggested frequency of reporting below is illustrative and can be tailored to the specific needs of particular MCMDVs, municipalities and relevant policymakers (such as the mayor):

- Each member of the MCMDV should prepare written quarterly (or more frequent) reports to be submitted to the MCMDV Co-ordinator on their institutional work related to domestic violence that focuses on key developments, challenges, successes, activities (such as awareness raising), and statistics that would be helpful for the MCMDV or municipality officials (See Annex 5 for a Sample Quarterly Report).
- MCMDV members who are direct service providers should collect gender-disaggregated data on victims of domestic violence and submit monthly reports to the MCMDV Co-ordinator.
- Other MCMDV members should provide gender-disaggregated data on other services provided to domestic violence victims on a quarterly basis (See Annex 5).
- The Co-ordinator should submit quarterly and annual reports to the respective Mayor and Deputy Mayors that focus on the work of the MCMDV and the situation of domestic violence in the municipality. A copy of the report should be shared with other MCMDV members.
- The Co-ordinator should submit written quarterly and annual reports about the situation of domestic violence in the municipality to the Kosovo Co-ordinator against Domestic Violence and the Agency for Gender Equality.
- The Co-ordinator should provide annual reports of MCMDV work to Municipal Assembly members that focus on the work of the MCMDV and the domestic violence situation in the municipality.

- The Co-ordinator may also share MCMDV reports with other MCMDVs in other municipalities to identify best practices and common problems requiring central government level attention.
- Reporting during meetings may be oral or in writing.
- No personal or private information (especially related to individual cases) should be disclosed in MCMDV reports.

VIII TRAINING AND CAPACITY-BUILDING FOR MCMDV MEMBERS

Basic and advanced training on VAW and DV will contribute to prioritising, raising awareness and developing an adequate local response.

All training should discuss international best standards in addition to the relevant laws and policy guidelines. The anticipated Draft Law on Domestic Violence should further strengthen and clarify the legal basis for a multi-institutional co-ordination mechanism, such as the MCMDVs. More practically, the new law should provide a clearer legal obligation for members of relevant institutions to participate in the MCMDVs and mandate that the MCMDVs have an adequate budget for their work. Once the law is enacted and the related protocols finalized, they should be included in the mandatory training of MCMDV members.

The training program for members of the MCMDVs should be supported with relevant violence against women training manuals. Training manuals can serve as a tool that provides a range of topics and interactive learning. Specialized women's CSOs can deliver insightful contributions to drafting the training programme, designing the violence against women manual and conducting training. The training programme should provide professionals with an understanding of the violence against women and domestic violence phenomenon, and the dynamics of the relationship between victim/survivor and perpetrator. As stipulated in the Explanatory Report to the Istanbul Convention, VAW training should be supported and reinforced by clear guidelines that set out the standards of the work of each member of the MCMDV.

MCMDV members should identify the training needs of their individual members and advocate for their inclusion in their work plans. Training focused on specific areas may be offered by government and local institutions, international organizations and CSOs. MCMDV members should demonstrate commitment and attend the training to ensure an efficient and gender-sensitive provision of services to victims/survivors based on their needs while avoiding further re-victimization.

The training for the MCMDVs should be divided into the following areas:

1. **Basic training** on violence against women and domestic violence focusing on topics such as gender equality; forms of VAW and DV; consequences on the victims and the communities; available local services for women and children victims of GBV; protection of victim confidentiality and privacy rights in compliance with domestic law and international standards and best practices.
2. **Thematic VAW and DV training** can focus on violence against women and domestic violence against persons with disabilities, women's economic empowerment in the local context and service provision.
3. **Multi-sectoral training** on violence against women and domestic violence should address the multi-sectoral co-ordination of the MCMDVs (such as police/prosecutor coordination); the roles of MCMDV members; gender-sensitive policy development; stakeholder involvement at the local level regional co-operation; and reporting standards.

ANNEXES

Annex 1: Legal and Policy Framework governing the MCMDVs

Kosovo has adopted several laws and policies to address and improve the institutional response to DV and VAW. The principle of gender equality is constitutionally guaranteed in Kosovo.

Article 22 of the Kosovo Constitution gives direct applicability to several international instruments, including the Convention on the Elimination of All Forms of Discrimination against Women, and the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention).

Domestic violence, rape, sexual assault, degradation of sexual integrity, forced marriage, and female genital mutilation are criminal offences under the **Criminal Code of Kosovo**.

Law No.03/L-182 on Protection against Domestic Violence (LPDV) aims to prevent domestic violence, in all its forms, through appropriate legal measures. However, due to the need for stronger protection from violence against women and domestic violence, Kosovo is in the process of enacting a new law on prevention and protection against domestic violence, violence against women and gender-based violence. The new Law is foreseen to be harmonized with the standards of the Istanbul Convention, directly applicable in Kosovo. The draft Law also aims to include separate legal provisions that will ensure the proper establishment of the MCMDVs.

In 2013, **Standard Operation Procedures for Protection from Domestic Violence in Kosovo** (SOPs) were adopted. Those SOPs provide detailed legal and institutional roles and responsibilities of the main institutions and CSOs responsible for processing domestic violence cases. Government ministries have prepared sectoral SOPs to protect violence against women and domestic violence victims and survivors.

Kosovo Strategy on Protection from Domestic Violence 2022-2026 (KSPDV) stipulates actions and measures to combat all forms of VAW and DV and serves as a roadmap for including a separate provision on multi-sectoral coordination in the new Law on Prevention and Protection from Domestic Violence, Violence against Women and Gender-based Violence. Finally, Kosovo has enacted a Programme for Gender Equality 2020-2024 that includes a separate chapter on the importance of combating and addressing VAW and DV by the Kosovo institutions, including the role of the local multi-sectoral co-ordination mechanisms.

Annex 2: Article 7 of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention)

Comprehensive and Co-ordinated policies

Article 7, paragraph 1, of the Istanbul Convention requires Parties to devise and implement policies that would comprise a multitude of measures to be taken by different actors and agencies and which, taken as a whole, offer a holistic response to violence against women.

Paragraph 2 requires Parties to ensure that the adopted policies are implemented through effective multi-agency co-operation. Good practice examples in some member states show that results are enhanced when law enforcement agencies, the judiciary, women's non-governmental organizations, child protection agencies, and other relevant partners join forces on a particular case, for example, to carry out an accurate risk assessment or devise a safety plan. This type of co-operation should not rely on individuals being convinced of the benefits of sharing information, but requires guidelines and protocols for all agencies to follow, as well as sufficient training of professionals on their use and benefits.

To ensure that the expertise and perspective of relevant stakeholders, agencies and institutions contribute to any policy-making in this field, paragraph 3 calls for the involvement of *"all relevant actors, such as government agencies, the national, regional and local parliaments and authorities, national human rights institutions and civil society organizations"*. This is a non-exhaustive list of actors. Depending on the context needs, other relevant participants can join this forum, for instance, women's non-governmental organizations, migrant organizations, religious institutions, etc. National human rights institutions refer to those established following the UN principles for national institutions for the promotion and protection of human rights, adopted by United Nations General Assembly Resolution 48/134, 1993.

As national human rights institutions exist in many member states of the Council of Europe, the drafters considered it important to include these in the list of relevant actors where they exist. This provision does not contain the obligation to set up such institutions where they do not exist. By including national, regional, and local parliaments in this provision, the drafters aimed to reflect the different levels of law-making powers in Parties with a federal system. One way of ensuring the elements of comprehensive and co-ordinated policies on the one hand, and the involvement of all relevant institutions and agencies on the other, would be by drawing up national action plans.¹⁶

¹⁶ Explanatory Report to the Council of Europe Convention on preventing and combating violence against women and domestic violence (CETS No. 210) <https://www.coe.int/en/web/conventions/full-list?module=treaty-detail&treaty-num=210>

Annex 3: Terms of Reference of the Municipal Co-ordination Mechanism on Protection against Domestic Violence (template)

Background

The Municipal Co-ordination Mechanism on Protection against Domestic Violence (MCMDV) are municipal bodies that reflect the composition of the Kosovo institutions on the municipal level with the aim of supporting greater inter-municipal and institutional co-operation and response in assisting victims of domestic violence. They also aim for the establishment of a holistic and sustainable approach to protect victims' rights, and enhancing and co-ordinating efforts for eradicating violence against women and domestic violence. Furthermore, the MCMDVs' work facilitates the implementation of the legal and policy framework, and contributes to women's, girls' and men's and boys' safety, security and well-being, as well as the reintegration and empowerment of survivors of domestic violence.

Objectives and functions of the MCMDV are:

- a) To enhance co-ordination and co-operation among municipal institutions, service providers, civil society and women's rights non-governmental organizations engaged in work, programmes and activities related to domestic violence and violence against women;
- b) To provide a forum for in-depth and thematic information sharing amongst institutions and their activities related to domestic violence with the aim of professional exchange of experience, identifying co-operation possibilities and avoiding overlapping;
- c) To detect and analyse trends on the domestic violence situation in municipalities in terms of domestic violence risks, specific vulnerabilities and types of domestic violence incidents that might occur on regular basis;
- d) To identify areas in the existing legal and policy documents, such as manuals, guidelines, regulations, and laws, related to the scope of domestic violence and violence against women, contribute to the discussion and recommend changes based on their experience in the field;
- e) To follow up on initiatives, research and documents developed in the municipality and in Kosovo;

- f) To advocate for sustainable and integrated quality services for survivors of domestic violence and violence against women, advocacy efforts in ensuring reintegration programs and financial support for shelter providers;
- g) To advocate for an efficient monitoring system of the domestic violence service provision by the Kosovo institutions and other municipal and non-governmental structures;
- h) To draft monthly assessment reports and collect statistics on assisted victims of domestic violence;
- i) To facilitate and support awareness-raising initiatives, targeting different interlocutors and the public for the prevention of domestic violence and violence against women;
- j) To co-ordinate the implementation of the 16 Days of Activism to end Violence Against Women and Domestic Violence in the municipality;
- k) To raise awareness on various forms of domestic violence and violence against women, and lobby for and support the drafting of relevant policy documents that would allow for the establishment of a clear system of service providers in response to each type of domestic violence, in line with Istanbul Convention requirements.

Composition

MCMDVs are comprised mainly of local level interlocutors, including the main domestic violence municipal service providers, municipal representatives, independent institutions, women's rights organizations and shelters for domestic violence.

- The MCMDV is co-ordinated by the Co-ordinator or their replacement.
- The MCMDV members participate in regular meetings.
- Ad-hoc meetings can be called by any member, giving at least three days due notice.

Work Plan and Reporting

- The MCMDV members identify and assess the needs and concerns regarding the functionality of MCMDV;
- The MCMDV members develop an annual work plan by the end of each year/at the beginning of the next year. The work plan is updated and revised based on the needs of the members, changes in the composition of the group and external factors influencing the MCMDV;

- At the end of each quarter, the members of the MCMDV are obliged to submit quarterly reports to the Co-ordinator;
- At the end of each month, the respective members of the MCMDV are obliged to submit monthly statistics on assisted victims of domestic violence to the Co-ordinator;
- The MCMDV members organize and implement awareness-raising and capacity-building activities for other municipal representatives or community members;
- The MCMDV members, in close co-ordination with the Co-ordinator, advocate for ensured protection, empowerment and reintegration of survivors of domestic violence.

Reference Documents

The best International Human Rights Standards and Kosovo Legal and Policy Framework guide the work of the MCMDV in preventing violence against women and domestic violence.

Final provisions

The MCMDV may decide to amend these Terms of Reference as appropriate.

Municipality, xx month 2023

Annex 4: Minutes of the MCMDV meetings to support the coordinator of the MCMDV - template

The reporting from the MCMDV meetings should follow the nine principles, especially confidentiality, when reporting about cases, as stipulated in the Guidelines. The following points are suggested to comprise the template for the MCMDV meetings:

- i. Date and venue of the meeting
- ii. List of all participants in the meeting, Name, Surname, Title
- iii. Executive summary of the meeting and overview of action points from previous meeting
- iv. Brief points of all presentations – highlight main issues presented by representatives of different institutions
- v. Follow-up actions
- vi. Date of the next MCMDV meeting
- vii. Annexes (*If relevant. They can include monthly or periodic reports of different members of the MCMDVs*)

Annex 5: Template for quarterly MCMDV member reports and Quarterly/Annual Reports Drafted by the MCMDV Co-ordinator

General concepts to be considered when preparing quarterly reports:

- The reports should contain key messages understandable for the targeted audience;
- The reports should be based on accurate information, including facts and analysis of monitoring/service provision activity of respective institutions;
- They should respect confidentiality of the collected information;
- They should integrate the gender perspective.

Sample Quarterly Report of MCMDV members

i. Introduction

- Objective, background, and summary of the report – specific to the member's institution and domestic violence.

ii. Main text – Subject

- For the member's institution/employer, provide an overview of important developments, statistical data, relevant legislation, policy and activities related to the protection of victims of domestic violence;
- Analysis of the findings presented in the report, main issues and potential developments in the area of combating domestic violence;
- Identify trends and patterns;
- Report about challenges identified during the reporting period;
- Actions taken by respective institutions to address the challenges and issues identified.

iii. Conclusion, Follow up and Recommendations

- Conclusion, with follow-up actions and recommendations

Sample Quarterly/Annual MCMDV Report Prepared by Co-ordinator

Executive summary

- Summarize work/activities of the MCMDV;

- Summarize the domestic violence situation in the municipality and any key developments/general statistics;
- Summary of findings, conclusions and main recommendations.

Methodology

- The methodology used for gathering and presenting data analysed in the report.

Details of Report

- Overview of important developments, statistical data, relevant legislation, policy and activities related to domestic violence;
- Analysis of the findings presented in the report, and the main issues and potential developments in the area of combating domestic violence;
- Identify trends and patterns;
- Report about challenges identified during the reporting period;
- Actions taken by the MCMDV or specific institutions to address the challenges and issues identified.

Conclusion and Recommendations

- Key points of the report;
- Follow-up and Action Points;
- Recommendations for relevant institutions or other MCMDV members, if applicable.

Annexes (if relevant)



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