

STRENGTHENING THE RULE OF LAW IN THE OPT: JUSTICE AND SECURITY FOR THE PALESTINIAN PEOPLE

FINAL PROGRAMME NARRATIVE REPORT

REPORTING PERIOD: 1 MAY 2014 – 30 JUNE 2018



Photo 1: Women at legal aid clinic in middle area of the Gaza Strip, 2015, Copyright: UNDP

Programme Title & Project Number	Country, Localities, Priority Areas / Strategic Results
<ul style="list-style-type: none"> • Programme Title: Strengthening the Rule of Law in the oPt: Justice and Security for the Palestinian People • MPTF Office Project Reference Number: 91268 (initial phase)/105617 (extension phase) 	<p>Country/Region: occupied Palestinian territory (oPt): West Bank, including East Jerusalem, and the Gaza Strip</p> <p>Priority area/ strategic results: UNDAF (2014-2017)</p> <p><u>Outcome 2:</u> By 2016, Palestinians in the oPt have improved access to more efficient, accountable and participatory governance, enhanced justice and security, and greater protection of human rights.</p> <p><u>Outcome 5:</u> By 2016 more Palestinians in the oPt, especially vulnerable and marginalized groups benefit from an integrated, multi-sectoral social protection system that promotes economic security, protection from abuse and violence, gender equality, social justice and equity for all.</p> <p>Priority area/ strategic results: UNDAF (2018-2022)</p> <p><u>SP2:</u> Supporting equal access to accountable, effective and responsive democratic governance for all Palestinians</p>
Participating Organization(s)	Implementing Partners
<ul style="list-style-type: none"> - UNDP/PAPP (partner agency) - UN Women (partner agency) 	<p>ORGANIZATIONS/INSTITUTIONS: PMO; Ministry of Justice; Attorney-General's Office/Public Prosecution; Palestinian Anti-Corruption Commission; High Judicial Council/Corruption Crimes Court; Palestinian Bar Association (West Bank and Gaza Strip); Palestinian Civil Police; Ministry of the Interior; Ministry of Social Affairs; Ministry of Women's Affairs; Family Courts/Palestinian Maintenance Fund; PCBS; Council of Ministers</p> <p>UNIVERSITIES: Hebron, Al Quds, Al-Najah, Al-Istiqlal, University of Palestine, Islamic University, Al-Azhar University, Birzeit University (Institute of Law, Centre of Continuing Education, Institute of Women Studies), University College of Applied Science</p> <p>UN AGENCY: UNICEF</p>
Programme/Project Cost (US\$)	Programme Duration
<p>Total approved budget as per Project document: US \$ 30.5 million</p> <p>TOTAL MPTF /JP CONTRIBUTION: US \$ 28, 386, 607 following currency devaluation</p> <ul style="list-style-type: none"> - Netherlands US \$ 13,501, 582 - Sida US \$ 7,763, 090 - DFID US \$ 7,121,935 	<p>Overall Duration: 36 months + 14 months extension</p>

Non-MPTF Contributions: US \$ 4,468, 522

Agency Contribution

- UNDP/BPPS: US \$ 1,000,000

Other Contributions

- EU: (earmarked): US \$ 3, 468, 522

OVERALL TOTAL : US \$32,855,129 following currency devaluation

Programme Assessment/Review/Mid-Term Eval.

Mid-Term Evaluation Report – *if applicable please attach*

Yes No Date: 28.04.2016

Final Evaluation Report – *if applicable please attach*

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Current End date (30.06.2018)

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ABBREVIATIONS

AG	Attorney General
AGO	Attorney General's Office
BGHR	Bureau for Grievances and Human Rights of the Palestinian civil police
CEDAW	Convention on the Elimination of All forms of Discrimination Against Women
COGAT	Coordination of Government Activities in the Territories
COM	Council of Ministers
CRC	Convention on the Rights of the Child
CSO	Civil Society Organization
EJ	East Jerusalem
EUPOL COPPS	EU Police Coordinating Office for Palestinian Police Support
FJPU	Family and Juvenile Protection Unit of the Palestinian civil police
GBV	Gender Based Violence
HJC	High Judicial Council
IDP	Internal Displaced Person
IDS	Institute for Development Studies
IGO	Inspector General's Office of the Palestinian civil police
INL	Bureau of International Narcotics and Law Enforcement Affairs
IS	Internal Security of the Palestinian civil police
JLAC	Jerusalem Legal Aid Centre
JPL	Juvenile Protection Law
JSWG	Justice sector working group
JSS	Justice Sector Strategy
LRC	Legal Research Center
LOA	Letter of Agreement
M&E	Monitoring and evaluation
MOI	Ministry of interior
MOJ	Ministry of Justice
MOSD	Ministry of Social Development
MOWA	Ministry of Women's Affairs
MTSR	Mid-Term Strategic Review
NLAC	National Legal Aid Committee
NPA	National Policy Agenda
OPT	Occupied Palestinian Territory
PACC	Palestinian Anti-Corruption Committee
PBA	Palestinian Bar Association
PCBS	Palestinian Central Bureau of Statistics
PCDCR	Palestinian Center for Democracy and Conflict
PCP	Palestinian Civil Police
PJI	Palestinian Judicial Institute
PLC	Palestinian Legislative Council
PMF	Palestinian Maintenance Fund
PMO	Prime Minister Office
PPD	Planning and Policy Department (AGO)

PPMU	Planning and Project Management Unit of the High Judicial Council
PSDD	Palestinian Security and Discipline Department
RRF	Result and resource framework
SJD	Supreme Judge Department
SOP	Standard Operating Procedures
SPP	Specialized Public Prosecutors
SFR	Strategic Results Framework
Tdh	Terres des hommes
TOR	Terms of Reference
TOT	Training of trainers
UCAS	University College of Applied Science
UNICEF	United Nations International Children's Fund
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
UNDP	United Nations Development Programme
VAW	Violence against Women
WB	West Bank
WCLAC	Women's Centre for Legal Aid and Counselling

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Executive Summary

This report sets out results achieved under UNDP/UN Women *Sawasya* joint programme¹, the primary programmatic vehicle for advancing the rule of law in the State of Palestine during the 2014-2018 period². In view of this, *Sawasya* was uniquely positioned to build upon past programmatic interventions and lessons learned, in particular from the UNDP's Rule of Law & Access to Justice Programme in the oPt (2010-2014), UNDP/EUPOL COPPS joint programme (2012-2014) and UN Women's Mehwar Centre for the Protection and Empowerment of Women and Families project (from 2004 onwards). Originally set to end in April 2017, *Sawasya* was extended to cover the inception of its second phase (*Sawasya II*) and ensure consolidation of below-detailed achievements.

The programme's intervention focused on bringing about more responsive and accountable justice and security institutions. Gaps in access to service delivery all contribute to the most vulnerable being further marginalized. In view of this, *Sawasya* focused on strengthening the internal capacities of the main institutions responsible for delivering justice and security to the Palestinian people. With the programme's support, the Ministry of Justice (MOJ) was able to lead the development of the **Justice Sector Strategy (2017-2022)** (JSS) aligned with the National Policy Agenda for the State of Palestine (2017-2022). Further to this, the programme supported these institutions in **developing M&E systems** to monitor progress against the strategy's key targets, which led the Attorney General's Office to automate its system and to link it with 'AGO Mizan'³; hence, covering all prosecution offices. With *Sawasya*'s support, the Attorney General's Office (AGO) also operationalized its **Human Rights Unit**, mandated to mainstream human rights compliance across the work of the public prosecution. Correspondingly, the Palestinian Civil Police (PCP) established a **unified office for complaints** in the Ramallah Police Directorate, which allows for the electronic filing of complaints. All these initiatives have contributed to chart a course to greater accountability across the justice and security chain.

Internal capacities with regard to case management were also strengthened through the further **expansion and customization of Mizan II**, which fostered connectivity between the existing security and justice electronic services. Among others, the expansion of Mizan II allowed for the establishment of a **Unified Warrant System** that links the Judicial Police, the public prosecution and the High Judicial Council (HJC), thereby greatly improving enforcement rates. More broadly, the expansion of Mizan II led to the development of e-services that benefit law professionals (lawyers, judges) as well as justice's beneficiaries, such as an electronic notification system, which inform women on the availability of their regular maintenance payments⁴.

Poor enforcement of judicial decisions has been widely witnessed across the justice chain. Cognizant of the fact that the lack of enforcement of family courts' decisions is more likely to affect women, the programme facilitated the rollout of **separated family courts' enforcement**

¹ The joint programme is entitled '*Strengthening the Rule of Law in the oPt: Justice and Security for the Palestinian People*'. For communication purposes, it was branded '*Sawasya*', which is the Arabic term for equity.

² The 'programme' or '*Sawasya*' refer to activities/results achieved during the initial phase (1 May 2014 to 30 April 2017) and the extension phase (1 May 2017 to 30 June 2018).

³ 'AGO Mizan' refers to the case management system of the Attorney General's Office

⁴ Maintenance payments entail what a former spouse and children are entitled to after divorce.

processes; thereby, enhancing rates at both the levels of the High Judicial Council and of family courts. With regard to gender justice, *Sawasya* supported institutions in developing frameworks that foster gender equality and protect women from violence. In the context of the Family Protection Bill's finalization, the High Judicial Council formed a corps of **29 judges specialized in the litigation of violence against women** who are tasked with ensuring that rulings are aligned with international standards. Similarly, the Attorney General's Office institutionalized a **corps of 25 Specialized Public Prosecutors** and the **Palestinian Civil Police launched its five-year Gender Strategy**; the first of the kind in the Arab Region. These concerted efforts to holistically address gender-based violence culminated in the opening in April 2017 of the **One-Stop-Center (OSC)**, which provides comprehensive services to survivors, including temporary shelter, police protection, legal services as well as forensic medicine.

The programme was also able to capitalize on the milestone adoption of the **Juvenile Protection Law in 2016**, which sets out a comprehensive policy framework aligned with the Convention on the Rights of the Child (CRC). Further to this, *Sawasya* supported the establishment of a Specialized Juvenile Court along with a corps of **Specialized Judges** and a **Specialized Juvenile Prosecutor's Unit**.

Cognizant of the central role played by the Palestinian civil society in ensuring that even the most marginalized of communities' access justice, *Sawasya* partnered with various organizations to cover immediate gaps in service delivery. As a result of this engagement, **91,668 individuals were provided with legal aid services** – that included mediation, consultation and representation, with among them 46% of women (65% in the Gaza Strip) and 9% of juveniles; 97.2% of beneficiaries to legal aid further indicated their satisfaction with the services provided. To allow for a calibrated action, legal aid provision was coupled with **awareness activities conducted to 122,001 beneficiaries** (14,392 individuals in the West Bank and 107,609 in the Gaza Strip), across the State of Palestine, to inform them on their rights, in particular with regard to inheritance and other family-law related matters (e.g. child custody, visitation's rights). Correspondingly, the programme focused on enhancing the quality of the legal profession and on mainstreaming the principles of social justice within law schools. To this end, *Sawasya* supported 8 university-based legal aid clinic projects that benefitted both law school students and legal aid recipients: students were equipped with practical skills and were able to provide legal consultation under the close supervision of a senior lawyer. In the Gaza Strip, 4 law-school based legal aid clinics provided coordinated services to the most marginalized communities. In parallel with the delivery of legal aid services to marginalized communities, the programme worked towards ensuring the sustainability of the initiative through a state-sponsored national legal aid scheme that translated into support for the **National Legal Aid Strategy (NLAS)** – as envisaged in the JSS – and for the establishment of a **National Legal Aid Committee (NLAC)**⁵.

Programme management

Sequential funding and altering developments within the first two years of implementation led to an incremental recruitment process. The staffing structure was fully in place in 2016 and

⁵ This work will be taking forward under *Sawasya II*.

remained until the beginning of the inception phase⁶. After careful reflection, the secondee scheme rolled out under the UNDP's previous Rule of Law & Access to Justice Programme in the oPt (2010-2014) was gradually phased out and replaced by tailored technical expertise with a focus on gender mainstreaming, M&E, juvenile justice and on the establishment of a legal aid system.

The launch of the inception phase for *Sawasya II* was congruent with a re-adjustment of the programme management's structure with the Joint Programme Manager's role being re-aligned to allow for a greater focus on stakeholders and interagency coordination. To this end, a joint secretariat was established as well as component leads. The programme management team was in place in September 2017 and able, after extensive consultations, to finalize the Programme Document's revision process for *Sawasya II*. Secondees phased out during *Sawasya I* were reassigned with relevant portfolios during the inception phase.

Strategy and inter-programme coordination

Rapid situational developments required the programme to show flexibility to adequately respond to evolving priorities in a context where staff is organizationally and geographically dispersed. In order to do so, the programme organized regular strategic meetings as well as annual planning exercises with the view of reinforcing synergies across the various outputs and activities. This led to the establishment of three specialized committees tasked with ensuring programmatic consistency over knowledge management, CSO portfolio management and the strategizing of institutional support⁷. These planning exercises were also the opportunity to re-adjust the programme's direction taking stock of the Mid-Term Strategic Review's (MTSR) (2016), which recommended, among others, further alignment with national strategic frameworks, the development of tailored geographic intervention strategies as well as the acceleration of the establishment of a national legal aid mechanism.

Inter-agency coordination and cooperation

The programme actively pursued opportunities to draw on the expertise of UN sister agencies. Through close coordination with the United Nations Office for Project Service (UNOPS), *Sawasya* was able to leverage capacity and entry points to foster gender mainstreaming throughout the restructuring process at the Ministry of Interior. Collaboration with other UN agencies extended to the United Nations Special Coordinator Office for the Middle East Peace Process (UNSCO), which provided programme-tailored political analysis, and to the Office of the High Commissioner for Human Rights (OHCHR), which joined forces with the programme on aspects related to legal harmonization and treaty obligations (as part of the MTSR's recommendations). Throughout the implementation period (initial and extension phase), the programme partnered with UNICEF (implementing partner) with a view to fostering access to justice for children and adherence to child rights. It translated into institutional support to the mainstreaming of juvenile justice principles and the strengthening of diversionary measures and into provision to legal aid

⁶ Throughout the report, the 'inception phase' for *Sawasya II* refers to the programme's extension period that took place between 1 May 2017 to 30 June 2018.

⁷ These groups came in addition to the Committee of Gender Experts envisaged in the Programme Document.

to children in contact with the law or victims of violence. During the programme's second phase, UNICEF will scale up its collaboration and formally join the programme as a UN agency partner.

Value for Money

The programme integrated the 'Value for Money' (VfM) approach devised by the UK's Department for International Development (DFID), which incorporates factors related to efficiency and effectiveness in programme management. More specifically, UN Women and UNDP pulled together human resources and budget lines to economize in a number of areas (e.g., capacity building, M&E, knowledge products, communication, policy development and gender mainstreaming). Additionally, *Sawasya* worked closely with partners to minimize costs, using when fit, cost-free existing facilities to host programme-related events. In this regard, Birzeit University has been particularly supportive in allowing, on a regular basis, the use of its facilities at no charge. With UNICEF formally joining *Sawasya II* as UN Agency partner, the programme expects to achieve even greater economies of scale, leveraging more expertise and in-kind contributions and building upon existing cooperation.

Sawasya in a Snapshot

OUTCOME 1: CAPACITY OF JUSTICE AND SECURITY INSTITUTIONS STRENGTHENED AND LINKAGES FORGED

- Development of an **M&E framework at the level of the Council of Ministers** for the implementation of the National Policy Agenda and of its corresponding strategies, including the Justice Sector Strategy (2017-2022) (to be finalized under *Sawasya II*)
- Development of **M&E plans/systems at the levels of the Ministry of Justice and of the High Judicial Council** to track institutional progress against Justice Sector Strategy's (2017-2022) targets
- **Automation of the M&E system within the Attorney's General Office** and its alignment with Justice Sector Strategy's (2017-2022) performance indicators across the prosecution
- Continued **expansion and customization of the Mizan II electronic case management** across justice institutions and creation of connected e-services for law professionals and the general public. It resulted in the establishment of a **Unified Warrant System** and of various applications allowing rights-holders to remotely know about the availability of their payments
- Establishment of **15 self-service kiosks** accessible 24/7 that allow lawyers and the general public to lodge enforcement requests at any time
- Establishment of a **unified office for complaints** in the Ramallah Police Directorate allowing for the **electronic filing of complaints**
- Development of a **unified Code of Conduct for the entire security sector** in collaboration with EUROL COPPS

OUTCOME 2 CIVIL SOCIETY CONTRIBUTION TO RULE OF LAW AND COMMUNITY ACCESS TO JUSTICE IN THE WEST BANK ENHANCED

- **56,716 individuals** provided with free mediation, legal consultation and representation in the West Bank, including 19,184 were women (34%)
- Legal awareness activities reached out to **14,392 individuals** in the West Bank
- **4 university-based legal aid clinics** in the West Bank offered their students with the opportunity to hone their legal skills and to be sensitized to social justice principles
- A **Legal Aid Unit within the PBA** was established and was able to deploy 120 *pro bono* lawyers in the West Bank
- A **National Legal Aid Committee** was formed in 2016 and mandated with developing a state-administered legal aid scheme covering the entire State of Palestine

OUTCOME 3: CIVIL SOCIETY CONTRIBUTION TO RULE OF LAW AND COMMUNITY ACCESS TO JUSTICE IN THE GAZA STRIP ENHANCED

- **34,952 individuals** provided with free mediation, legal consultation and representation in the Gaza Strip, including 22,789 women (65%)
- Under the emergency component, legal assistance was provided to **2,749 IDPs** on issues pertaining to inheritance rights and other family-law related matters as well as to criminal law
- Legal awareness activities reached out to **107,609 individuals** in the Gaza Strip
- **4 university-based legal aid clinics** in the Gaza Strip offered their students with the opportunity to hone their legal skills and to be sensitized to social justice principles

OUTCOME 4: GENDER RESPONSIVENESS OF JUSTICE, SECURITY AND LEGISLATIVE ACTORS STRENGTHENED

- Institutionalization of the **Gender Unit within the HJC**

- Formation of a corps of **29 judges specialized in the litigation of cases involving violence against women**
- Institutionalization of **25 Specialized Public Prosecutors (SPPs)** and establishment of a **Specialized Prosecution Unit** within the Attorney General's Office
- Establishment of **24 enforcement departments** and of a **Gender Unit within the Supreme Judge Department**
- **Launch of 5-year Gender Strategy within the Palestinian Civil Police**, the first for any police force in the Arab region

OUTCOME 5: WOMEN'S AND GIRLS' ACCESS TO JUSTICE AND SECURITY IMPROVED BY ENSURING ACCOUNTABLE SERVICE PROVISION TO PREVENT, PROTECT AND RESPOND TO VIOLENCE, AND BY ADDRESSING THEIR BROADER LEGAL NEEDS

- **Opening of the first One-Stop-Center** in the State of Palestine, which provides comprehensive services to women and juveniles who survived gender-based violence
- **41,973 women** provided with free mediation, legal consultation and representation
- **223 female inmates** in the West Bank and the Gaza Strip were supported with individual and group therapy

OUTCOME 6: JUVENILE JUSTICE AND ADHERENCE TO CHILD RIGHTS IMPROVED

- Support to the **adoption in 2016 of the Juvenile Protection Law (JPL)** and to the establishment of **national standards in the judiciary**
- Establishment of **formal coordination mechanisms** between main stakeholders responsible for the implementation of the JPL
- Establishment of a **technical committee** under the auspices of the National Committee on Juvenile Justice tasked with monitoring the implementation of the JPL
- **Customization of Mizan II** to improve the management of cases involving juveniles in line with the JPL
- Establishment of a **Legal Aid Unit within the MOSD** and reinforcement of the MOSD's vocational center capacity
- **8,617 juveniles** provided with free mediation, legal consultation and representation in the West Bank and Gaza Strip

OUTCOME 7: CAPACITY OF KEY ACTORS AND STAKEHOLDERS TO MONITOR PROGRESS AND RESULTS IN RULE OF LAW DEVELOPMENT INCREASED

- **3 institutions are equipped with M&E and data collection systems** (Ministry of Justice, the High Judicial Council and the Attorney General's Office)
- **448 partners** trained on efficient M&E processes

I. Support to Rule of Law Institutions

This chapter focuses on results achieved through the programme's work to strengthen Palestinian justice and security institutions, under Outcome 1 (outputs 1.1 – 1.9), Outcome 4 (outputs 4.1- 4.4), Outcome 5 (outputs 5.1 – 5.3), Outcome 6 (outputs 6.1, 6.3 – 6.5) and Outcome 7 (output 7.1) of the programme's results framework. It presents the results of support provided to Palestinian state institutions operating in the justice and security sectors throughout the implementing period (including *Sawasya II*'s inception phase). This chapter focuses on achievements across institutions, as a way to highlight sector-wide results under each outcome of the programme. Each paragraph references the relevant outputs, to ensure consistency with *Sawasya*'s results framework.

I.1. Summary of Results Against Key Indicators

During the reporting period, substantial achievements were made relating to the strengthening of key justice and security institutions' capacities in planning and M&E. With *Sawasya*'s support, the **Justice Sector Strategy (2017-2022) was developed and aligned with the State of Palestine's National Policy Agenda (2017-2022)**. This document, which was adopted in 2017, provided the basis for alignment of M&E plans within the Ministry of Justice (MOJ), the High Judicial Council (HJC) and Attorney General's Office (AGO), with the latter automatizing its system. This reinforcement of internal capacities was accompanied by the training of 164 staff members across justice and security institutions through Birzeit University's one-year professional diploma course, enabling participants to reinforce core skills and institutionalize best organizational practices.

Additionally, the **AGO established and operationalized its Human Rights Unit (HRU)** in 2017, mandated to mainstream human rights' compliance across the work of the public prosecution. Similarly, the Palestinian Civil Police (PCP) established a **unified office for complaints** in the Ramallah Police Directorate, allowing for the **electronic filing of complaints**.

With regard to Mizan II electronic case file management system and database, connectivity continued to be enhanced through customization and expansion of the system. The programme supported the **development of e-services across HJC's Departments** (including the Notary Public Departments and the Inspection Department). This expansion of Mizan II allowed for the establishment of a **Unified Warrant System** that links the judicial police, the public prosecution and the HJC; hence, greatly unclogging the HJC Enforcement Department and improving poor enforcement rates. Mizan II was also customized to link it with a **database compiling legal texts and jurisprudence (*al-Muqtafi*)** through an application that also allows judges to track their cases. In parallel, an **electronic notification system** for women benefiting from regular maintenance payments was developed as well as an **application allowing duty bearers to remotely access information** regarding the availability of their payments. These interventions substantially reduced the workload at court level and decreased commute time for beneficiaries, thereby enhancing the quality of services delivered.

With regard to gender mainstreaming, *Sawasya* supported the integration of gender principles into HJC's policies and programmes through, *inter alia*, the establishment of a **corps of 29 judges specialized on violence against women** deployed across West Bank's courts. Within the AGO,

Sawasya provided crucial support to the reinforcement of the Gender Unit as well as the continuous training and institutionalization of **25 Specialized Public Prosecutors (SPPs)** within the organizational structure. In parallel, the **PCP launched its first five-year Gender Strategy** of any police force in the Arab Region in 2016. Cognizant of the fact that the lack of enforcement of family courts' decisions negatively impact women, the programme facilitated the **establishment of separate family court's enforcement processes**, thereby improving enforcement rates at both the levels of the HJC and of family courts. These concerted efforts to improve internal and external processes to make the justice chain more responsive culminated in the opening in April 2017 of the **One-Stop-Center (OSC)**, which provides comprehensive services to survivors, including temporary shelter and police protection as well as legal services and forensic medicine.

With regard to juvenile justice, the adoption of the **Juvenile Protection Law in 2016 represented an important milestone** in the development of a comprehensive policy framework sensitive to juvenile justice principles as set out in the Convention on the Rights of the Child (CRC). Accordingly, a **Specialized Juvenile Court was established along with a Specialized Juvenile Prosecutor's Unit**. With regard to justice and security sector accountability, the programme supported the development and implementation of a unified Code of Conduct for the entire security sector, as well as the development of a Community Policing Strategy, in close collaboration with EUPOL COPPS and the Ministry of Interior.

I.2. Capacity Strengthened of Key Institutions in Planning, M&E, and Substantive Technical Areas (outputs 1.1, 1.2, 1.3, 1.5, 7.1)

The adoption in 2017 of the **Justice Sector Strategy (2017-2022), in alignment with the National Policy Agenda (2017-2022)**, represented a milestone for the justice sector in Palestine. Contrary to the previous Justice Sector Strategy (2014-2016), the development process - led by the Ministry of Justice with the participation of the main six justice institutions - was successful in ensuring that interests of all key stakeholders are reflected, including these of the family courts. Throughout the process, *Sawasya* provided core support to ensure that the strategy is well integrated, and that gender and justice principles are properly mainstreamed.

In parallel with the adoption of the Justice Sector Strategy (JSS), *Sawasya* closely supported the Monitoring and Evaluation Department at the General Secretariat of the Council of Ministers in developing an M&E framework for the implementation of the National Policy Agenda (NPA) and of its corresponding sectorial strategies. In view of this, *Sawasya* invested in building the Department's capacity and supported judicial institutions in reinforcing their ability to report against JSS's targets and in strengthening their planning capacity. This work was done through the Justice Sector Working Group's sub-committee on M&E and planning that aims to ensure continued alignment of results of the justice institution with the strategy.

Additionally, the programme provided tailored support to the Planning Unit within the Ministry of Justice (MOJ), which successfully collected data that informed the strategy development and subsequent action plans. The Unit successfully took up its intended leading role among judicial institutions for the **planning and coordination of activities** across institutions within the five-year

policy framework. To accompany the reactivation of its Planning Unit, the programme supported the updating of a 2011 capacity assessment that addresses staffing structures and partnered with EUPOL COPPS and the EU for the successful revision of the Unit's Terms of Reference. The programme was also instrumental in ensuring that the Unit is **equipped with a functional M&E plan that tracks institutional progress against JSS's targets** and that incorporates annual activities aiming to sensitize all departments to gender and juvenile principles.

Similarly, the High Judicial Council (HJC) was able to **reinforce its M&E capacities within the Planning and Project Management Unit**. This work led to the establishment of an M&E and reporting system that produces quarterly as well as annual reports on progress against JSS targets, thereby enhancing accountability of the institution. The reinforcement of these capacities was supported by the deployment of secondees to the unit, which offered rigorous M&E mentoring. Additionally, 26 staff reinforced their administrative and organizational skills through Birzeit University's one-year professional course⁸. The 'action-learning approach' fostered by the course was geared towards institutional change, with participants identifying challenges and devising solutions directly applicable.

In addition to the reinforcement of the MOJ's and HJC's capacities, the programme's expertise supported the AGO's Planning and Policy Department (AGO/PPD) in successfully completing the **automatization** of its M&E system. The automatized M&E system, linked with 'AGO Mizan', **aligns budgets with JSS performance indicators across the prosecution**. It also provided for the establishment of a monthly reporting mechanism that effectively tracks institutional progress and performance and allows for a better optimization of resources (including human resources). In terms of planning, the programme provided support to the AGO/PPD in assessing its needs, managing grants⁹ for the construction and rehabilitation of several court houses and in developing proposals, which led to the securing of additional funding by the Bureau of International Narcotics and Law Enforcement Affairs (INL) and the Canadian International Development Agency.

I.3. Efficiency of Service Delivery Enhanced across the Justice Chain (Output 1.2)

Enhanced connectivity of enforcement and internal processes in the main justice institutions

In order to enhance efficiency of service delivery across the Justice Chain, **the Mizan II electronic case file management system and database continued to be customized and expanded**, through the development of **e-services across HJC's Departments**. In view of this, Mizan II was expanded to the HJC's **Notary Public Departments** and linked with the Land Authority, Ministry of Finance and the Ministry of Interior (MoI) as well as to the Inspection Department. This enhanced connectivity provided the HJC with tools to follow up on outstanding fines or court duties of clients, thereby improving enforcement rates of courts' decisions.

⁸ 26 staff within the HJC participated in the professional diploma course to enhance their administrative (13) and organizational (13) skills; similarly, 21 staff within the MOJ participated in the professional diploma course to enhance their administrative (10) and organizational (11) skills

⁹ These projects were funded by Canada, the Bureau of International Narcotics and Law Enforcement Affairs (INL) and the European Union

With regard to the latter, the establishment of a **Unified Warrant System** represented a milestone in the improvement of enforcement processes. The system that links the judicial police, the public prosecution and the HJC through Mizan II allows for the electronic movement of warrants to the judicial police. The system makes the execution of warrants less time/resource consuming and allows for automated follow-up, thereby, greatly unclogging the HJC Enforcement Department and improving poor enforcement rates. To accompany the rollout of the system, the programme supported the training of 66 HJC's Inspection Department staff with the aim of **unifying procedures** pertaining to enforcement requests in all West Bank's courts.

In addition to the improvement of enforcement processes, efforts were geared towards **improving the issuance of official documents** through the development of a centralized database linking the Notary Public, the Ministry of Interior (Moi) and the Land Authority Records. The system was implemented in Ramallah as a pilot and 30 Notary Public officers were trained on the use of the new system. In addition to connected services linked with Mizan II, a platform was created within the HJC for the online management of staff-related matters, thereby freeing up critical human resources for court processing. Similarly, the HJC developed a software that links the HJC's Complaints Department with other complaints units to improve the electronic management of inspection cases.

Mizan II's customization and expansion was also geared towards improving the consistency of legal decisions through facilitated access to relevant jurisprudence. In view of this, the programme provided support to the development of an application **linking Mizan II with the Al-Muqtafi database** that compiles legal texts and jurisprudence. This application was designed to enable judges to consult their schedule and to track their cases with a view to preventing additional backlog. The application was developed to help judges meet '**optimum timelines**', set within the HJC to improve court processing's celerity. It also provided for the electronic allocation and monitoring of cases in accordance with the above-mentioned optimum timelines. This reflected the culmination of joint EU-UNDP efforts over the years that preceded the launch of *Sawasya*.

Backlog reduction: the 'crack team'

In order to reduce the important four-year backlog in Ramallah Notification Department (32,000 notifications), a Mizan II application was developed that enables the Notification Department to assign notifications to different notifiers as per geographical relevance and to track their delivery. The programme's initial target aimed at the delivering of 35,000 notifications and at the complete absorption of the backlog. The total number of notifications delivered reached 39,038.

In parallel, the programme accompanied the implementation of the **Enforcement Law adopted in 2016**¹⁰ that establishes 24 enforcement departments within family courts across the West Bank, through the procurement of equipment and the training of family courts' staff. To accompany this shift, the programme expanded Mizan II's enforcement software to the Supreme Judge Department.

¹⁰ Enforcement of family courts' decisions were hitherto ensured through the HJC's Enforcement Department.

Applications/software developed to improve internal processes (Desktop/E-service)
<i>Applications/software linked to Mizan II</i>
Software application connecting the Notary Public to Mizan II, including a centralized database linking it to Land Authority records
Software application connecting the Inspection Department to Mizan II
Unified Warrant System facilitating the execution of warrants
Software application connecting the Notary Public with the Land Authority, Ministry of Finance and the Ministry of Interior to flag to the Notary Public outstanding fines or court duties
Software application connecting al-Muqtafi to Mizan II and transferring judgments electronically to al-Muqtafi database
Software application to support the HJC's Notification Department to assign notifications to different notifiers to reduce backlog
<i>Applications/software not linked to Mizan II</i>
Software application linking the HJC's Complaint Unit to the Complaints Department
Software application for online management of staff-related matters within the HJC

Improvement of access to information and enhanced accountability of justice actors

E-Justice governmental initiative

The E-justice project aims to support the implementation of a state-administered legal aid system that would allow the Palestinian Bar Association to better monitor legal aid cases. The project also aims to establish linkages with the PCBS for better data collection and to digitize court documentation. During the inception phase, an E-justice Committee meeting was held for the first time to discuss its rollout strategy.

Further to the enhancing of internal processes of judicial institutions, *Sawasya* directed its support towards improving access to information for law professionals and the general audience. In light of this, an **electronic notification system** for women benefiting from regular

maintenance payments was developed and an application that allows rights holders to remotely access information on the availability of their payments. These e-services substantially reduce commute time for right holders who would previously need to reach the courts to obtain information relating to their allowances. These applications were complemented by the installation of court information points with screens indicating time and location of hearings and

of **15 self-service kiosks** in front of courthouses in all West Bank's districts. Kiosk modules are linked with Mizan II to ensure access 24/7 and allow lawyers and the general public to lodge enforcement requests or view status at any time, thereby, reducing waiting time at court level.



Photo 2: Self-service kiosk in front of courthouse in Ramallah, 2016, Copyright: UNDP

Additionally, the programme supported the development of a web-based platform that allows the public to access court information on judgment enforcement and to generate customized statistical reports on access to justice

for institutions and civil society organizations. Further to this, the programme supported the rollout of an organizational e-service connected with Mizan II to enhance follow up of cases for

lawyers. The operationalization of the above e-services was supported through a seconded expert to the HJC’s IT Unit who oversaw the strategic and technical direction of Mizan II as well as through the deployment of *ad hoc* technical expertise.

Applications and E-services targeting law professionals and general audience
Electronic notification system for women who benefit from regular maintenance payments
Software application for court judgement creditors to access information on payments
Software application for lawyers to review their schedule and monitor their cases
Mobile application that enable judges and lawyers to review their agenda and related cases
Web-based platform that provides customized statistical reports on access to justice for justice sector professionals
Online access for general public to access Court information, including judgements’ enforcement
15 self-service kiosks installed in front of courthouses in all WB districts
Mobile application that enables notifiers to deliver notifications using mobile app and to locate notifiers

Juvenile Protection Law

To facilitate the effective implementation of provisions set out in the Juvenile Protection Law (JPL) adopted in 2016, *Sawasya*, supported the **customization of Mizan II for the management of juvenile justice cases**. Accordingly, Child Protection Counselors (CPC) from the Ministry of Social Development have now access to the case management system and are able to upload social inquiry reports, thereby greatly improving coordination between judges and social workers. As part of this support, 13 child protection counselors were trained on the use of the new management system.

Palestinian Civil Police

In order to support the PCP in strengthening its accountability, *Sawasya* closely collaborated with other international stakeholders invested on this front, in particular EUPOL COPPS, and capitalized on previous interventions, namely the UNDP/EUPOL COPPS joint programme (2012-2014). In this regard, the programme supported the institutionalization of a unified system to handle citizens’ complaints against the police. EUPOL/COPPS and *Sawasya* mobilized a wide range of actors including the Project Field Committee, PCP Accountability Units (Bureau of Grievances and Human Rights (BGHR), Palestinian Security and Discipline Department (PSDD) and Inspector General’s Office (IGO)), the PCP human resource and legal departments. These overarching efforts led to the establishment of a **unified office for complaints** in the Ramallah Police Directorate in 2017 allowing for the **electronic filing of complaints**. Over the reporting period, a total of 1,254 complaints against police officers were processed by the BGHR¹¹.

Additionally, the disciplinary process for police misconduct developed under the previous UNDP programme was standardized. This achievement was the result of a concerted and protracted diplomatic engagement that stemmed from previous programmatic interventions. In order to ensure the proper operationalization of the newly established mechanisms, the programme supported the participation of 32 PCP officers to the one-year diploma in public administration, accountability and gender at the Birzeit University’s Centre for Continuous Education. The

¹¹ *N.B.*: Data for 2018 (inception phase) were not available.

officers were further trained using a ‘Training of Trainers’ modality with a view to mainstreaming knowledge within the PCP.

I.4. Gender Mainstreaming and Specialized Services (AGO/HJC/family courts) (outputs 4.1, 4.2; 4.3, 5.1, 5.3)

Within the framework of the overarching Justice Sector Strategy (2017-2022), *Sawasya* supported the main judicial institutions in developing tailored interventions and performance indicators with the aim of mainstreaming gender justice within relevant specialized services.

High Judicial Council

Throughout the programme implementation, *Sawasya* supported the integration of gender principles into HJC’s policies and programmes, through the **institutionalization of the Gender Unit** and the mainstreaming of gender justice principles in planning, monitoring and reporting. Following an extensive process of analysis and consultation, the Gender Unit’s structure was revised, allowing for better harmonization within the HJC and with other institutions. In this regard, the programme supported the signing of an MOU between the HJC and the Ministry of Women’s Affairs (MOWA) to secure the HJC’s leading role in gender mainstreaming and its membership in relevant forums. The deployed gender expert to the HJC supported the establishment of gender focal points within the institution to ensure the integration of gender principles in annual and strategic plans as well as in the institutional M&E framework.

The programme’s protracted engagement to address gender-based violence from a litigation standpoint led to the establishment of a committee comprised of judges to advise the Chief Justice on needed gender reforms of the judiciary. This sensitization work provided for concrete results with the formation of a corps of **29 judges specialized in the litigation of violence against women cases**¹² deployed across West Bank’s courts.

Sawasya also upgraded Mizan II case management system in order to better reflect rates relating to women accessing to the courts. The upgraded system

Success story: Muhammad Hariri, Specialized Public Prosecutor in Tulkarem

“When I was a lawyer, I realized that there were gaps and weaknesses in the law, and that the article or the clauses we have with the law do not properly provide for these specific cases. In a number of cases, the law will not enable legal adaptation and characterization. When I joined the Public Prosecution, I felt even more, because you have more [VAW] cases and they are even more complicated. In certain cases, we know the perpetrator and you can be convinced that he committed the crime but you are left without provisions that can support the legal characterization. The mentoring sessions helped us to pinpoint these gaps and weaknesses that we are facing in our work”.

¹² Among whom, 15 are women.

monitors the number of women accessing the courts, their access to legal support and the rationale behind them being in contact with the law.

Attorney General's Office

The institutionalization of **25 Specialized Public Prosecutors (SPPs)** and the establishment of a **Specialized Prosecution Unit** represented a milestone towards the adoption of more gender-sensitive responses to violence against women. This formalization ensures the presence of specialized prosecutors at all stages of the procedure in cases related to gender-based violence.

This result stems from protracted engagement of the programme started under UNDP's *Rule of Law and Access to Justice programme*, where prosecutors were trained on gender and juvenile justice litigation and investigation. With the programme's support, appointed SPPs developed **SOPs to address Violence Against Women (VAW) cases** setting out guidelines, principles and key aspects to take into consideration when investigating and prosecuting cases relating to violence against women. Further to this, the **Specialized Prosecution Unit** signed an MOU between the AGO/PP and the PCP for the unification of procedures between the two institutions that was also successfully rolled out.

Additionally, *Sawasya* also supported the Gender Unit in leading the gender revision of the AGO/PP five-year strategy aligned with the JSS, which provided for the further mainstreaming of gender principles within the institution. For better alignment with the 2018 Plan of Action, the Gender Unit's SOPs were also revised following internal and external discussions with stakeholders.

Collaboration with the Palestinian Civil Police

Following the introduction of an annex to the MOU between the AGO/PP and the PCP that provides specific guidelines on the management of violence against women cases¹³, the programme supported the development of a detailed **action plan to enhance the efficient management of cases dealing with violence against women**. The action plan included a needs assessment, the development of a risk identification/monitoring system for victims and witnesses as well as a framework for collaboration with other relevant actors (e.g. MOSA). The plan also duly took into account capacity building needs of staff from both institutions and the development of a delegation system under which some investigation powers are transferred to the specialized police.

¹³ The MOU – supported by EUPOL COPPS - was initially adopted in 2010 to frame the collaboration between the AGO and the PCP on investigation. It was amended in 2014 – with the support of UNOPS - to include an annex referring specifically to collaboration between the two institutions on violence against women cases.

Family courts



Photo 3: Workshop on mainstreaming of international standards within the family legislation, 2017, Ramallah. Copyright: UNDP

In spite of the central role they play in the litigation of family law cases, family courts and the Supreme Judge Department (SJD) have historically been excluded from development initiatives. This situation is sharply contrasting with the fact that they shoulder the greatest caseload while enjoying higher public satisfaction than Civil Courts, as evidenced by UNDP's Public Perception Surveys.¹⁴ In this context, the programme strongly focused on reinforcing gender mainstreaming within the courts as their key position has the potentiality to leverage justice service delivery. This is particularly true for women, as these courts rule over matters

pertaining to divorce, child custody, inheritance and alimony. In light of this, *Sawasya* successfully advocated for their inclusion in the Justice Sector Strategy and for the **reinforcement of enforcement processes through the establishment of 24 separated departments.**

In addition to this, *Sawasya's* support led to the successful **establishment of a Gender Unit, Planning Unit and Counselling Unit** within the Supreme Judge Department. The Gender Unit facilitated **dialogue between family court judges and international law/gender experts** on the evolution of the Islamic legal thought. With the programme's support, two workshops were organized in 2017 and looked into the adjudication of divorce, child custody and inheritance in light of the challenges of modern life. The workshops were an opportunity for participants to identify the need for a comprehensive assessment exercise that would cover all family courts and that would aim at assessing their current level of gender responsiveness¹⁵. Through the **Planning and Gender Units**, *Sawasya* also assessed family courts' needs in the West Bank and Gaza¹⁶ relating to gender responsiveness, which was complemented by a study conducted in 2017 (*Palestinian Family legal and judicial system from the perspective of beneficiaries*). With the programme's support, a Counseling Unit was established in 2015 and mandated to ensure that right holders are aware of their entitlements and that vulnerable parties are protected. The programme sponsored the recruitment of four legal and one social counselors, which were successfully transferred onto the government's payroll towards *Sawasya's* closure.

¹⁴ Public Perceptions of Palestinian Justice and Security Institutions (2015) available at http://www.ps.undp.org/content/papp/en/home/library/democratic_governance/public-perceptions-of-palestinian-justice-and-security-instituti0.html.

¹⁵ The assessment exercise will be completed under *Sawasya II*.

¹⁶ It is the first time since the political split that an assessment covering the West Bank and the Gaza Strip is conducted.

Palestinian Maintenance Fund

In 2016, *Sawasya* entered into partnership with the Palestinian Maintenance Fund (PMF) with the aim to enhance **cooperation between the Judicial Police, the HJC and the family courts** in order to make the fund able to cope with higher execution rates. In addition to supporting the transition, *Sawasya* facilitated coordination efforts between the PMF and the Ministry of Foreign Affairs (MFA) to retrieve maintenance allowances from countries where bilateral agreements are in place. The PMF also bolstered its production of communication material in order to further reach out to rights-holders, of whom a majority are women.

Palestinian Police and the Ministry of Interior

With regard to gender mainstreaming, a baseline assessment conducted by *Sawasya* in 2015 revealed that 48.3% of interviewed PCP woman staff reported gender-based discrimination by senior management, particularly pointing out at the leadership's lack of consideration for their needs (e.g., adequate sanitation or sleeping facilities). The situation was duly acknowledged by the PCP, which, in response, launched a **five-year Gender Strategy**, the first for any police force in the Arab Region in 2016. The ambitious Strategy includes a commitment to increasing women's representation in the PCP to a minimum of 40 women per year and to increase women's representation in leadership to 20%¹⁷. Throughout the process, a *Sawasya* expert was deployed to the Family and Juvenile Protection Units (FJPU).



Photo 4: Opening of One-Stop Center in Ramallah, 2017, Copyright: UNDP

These concerted efforts to improve internal and external processes to make the justice chain more responsive culminated in the **opening in April 2017 of the One-Stop-Center (OSC)**. The Center provides comprehensive services to women and juveniles who survived gender-based violence and who have to leave their communities to find support. They include preliminary investigation, forensic medical examination, legal and psychosocial consultation, referral service to long-term shelters as well as police protection for women

at risk. Under the auspices of the MOSD, *Sawasya* also supported the development of the 'Case Conference Mechanism', which allows for the review of cases with all involved stakeholders (to the exclusion of judges). Since its opening, the OSC received and often accommodated about 800 women and children at risk. In addition to the wide coverage the Center received in the Palestinian Media, its visibility was bolstered by the visit of the UN Secretary General in 2017.

¹⁷ With regard to women in leadership positions, a 1% increase was registered in 2017.

Further to this, the programme supported the merged FJUs in developing mechanisms for the early detection of violence against women. The assessment tool was piloted for six months in Ramallah and Nablus police offices and in Specialized Public Prosecution's Offices with a view to identifying, through monthly monitoring mechanisms, the necessary risk-related adjustments.

Ministry of Women's Affairs

The programme ramped up its support to ensure that the Ministry of Women's Affairs (MOWA) takes up its leadership role and establishes the multi sectoral coordination and cooperation mechanisms necessary to document and monitor women's and girls' access to justice and security. In view of this, a gender expert was seconded to the Ministry and tasked with building the capacity of its staff to support security sector priorities. The expert was also mandated to support the re-activation of the **National Committee on Combating Violence against Women**; hitherto dormant. This protracted situation negatively averted the Committee's capacity to function. In light of this, the programme's gender expertise was instrumental in setting out priorities and in guiding MOWA's staff to develop an action plan and to undertake the necessary adjustments in collaboration with partners (MOWA, MOSA, PCP, AGO, Ministry of Health). The MOWA was also a leading member of the technical committee established by the Council of Ministers that consolidated comments on the draft Family Protection Bill and convened consultations with the relevant governmental and non-governmental institutions.

Family Protection Bill

The Family Protection Bill was submitted to the Cabinet of Ministers' technical drafting committee but remains to be adopted by Presidential decree. The bill introduces an overarching legal framework that criminalizes domestic violence in Palestine cutting across the security and justice chain. It provides for the issuance of emergency protection orders as well as the exemption of medical and legal fees for women victims of violence. It addresses all aspects of VAW: prevention, protection, reparation and reintegration as well as the prosecution and rehabilitation of perpetrators. The bill represents an important step forward towards the application of CEDAW.

Further to this, a midterm review was conducted on the 2011-2019 National Strategy to Combat Violence against Women and assisted the Ministry in developing a **National Action Plan** on the implementation of UNSCR 1325 on Women, Peace and Security. The review particularly looked into ways to ensure the consistency of MOWA's work with the Strategy, particularly with regard to the draft Family Protection Bill. Following remarks from the Cabinet on some of the provisions, a broad national consultation was organized, in which the National Committee on Combating Violence against Women played a pivotal role. It guided the Bill's reviewing process and facilitated the development of revised by-laws, action plans and guidelines for the 'Serious Case Review Mechanism'. Through the 'Serious Case Review Mechanism', most severe cases are reviewed on an annual basis to identify pitfalls and good practices with main involved actors with the view of strengthening cooperation.

I.5. Access to Justice for Children and Adherence to Child Rights Improved (Outcome 6, Outputs 6.1-6.5)

The adoption of the **Juvenile Protection Law (JPL) in 2016 represented a crucial milestone** in the development of a comprehensive policy framework sensitive to juvenile justice principles as set out in the Convention on the Rights of the Child (CRC). In addition to establishing the Specialized Juvenile Court, a corps of specialized judges and a Specialized Juvenile Prosecutor's Unit, the law sets out principles for alternatives to detention and for access to mediation.

Collaboration of main actors

A wide range of actors were mobilized around the implementation of the JPL. The HJC was responsible for setting out minimum standards for the selection of juvenile judges as well as for establishing national standards on the responsiveness of court infrastructures to juvenile needs. *Sawasya* was instrumental in facilitating increased collaboration between the HJC, the MOSD and the MOJ. Together, they developed SOPs for the **National Child Justice Committee** and worked on incorporating juvenile justice commitments into the Justice Sector Strategy (2017-2022). These SOPs were developed ahead of the adoption of the JPL with the support of the EU-funded Juvenile Justice programme; they were updated in 2017 with a view to regulating the referral system.

The HJC and MOSD also established **formal coordination mechanisms for administering children's rehabilitation centres and the probation system** through the signing of an MOU. Additionally, the programme set up platforms where institutions (AGO/PCP, MOSD) and non-governmental experts were able to develop by-laws pertaining to the new juvenile rehabilitation center and to mediation. Under the auspices of the National Committee on Juvenile Justice, a technical committee was established and tasked with monitoring the implementation of the Law. With support from *Sawasya*, the technical committee was able to develop an action plan for 2018 that covers all governorates.

In addition to *Sawasya's* support to state institutions, the programme, in close collaboration with UNICEF, intensified efforts, during the inception phase, to accelerate the implementation of restorative justice measures (congruent with the Justice for Children Agenda) to further mainstream juvenile justice principles through the integration of performance goals pertaining to gender and juvenile justice into individual work plans of 100 staff (including judges) in the HJC and the MOJ.

Case management

Under the JPL, the judge must consult the Child Protection Counselor's (CPC) social inquiry report and its recommendations. In order to simplify this process, *Sawasya* customized Mizan II through the development of a special portal that allows the CPC to upload its reports in the case management system. The new system also allows the MOSD and social workers to insert social inquiries and follow up reports on cases they monitor in order to bring them to the attention of the prosecutor and of the judge. The system also ensures that representation (legal aid provider or parents) of the child is duly informed on the progress of cases. Mizan II also acts as a monitoring tool generating qualitative and quantitative data on tried and sentenced children; an anonymized version of the feature was developed for international organizations and NGOs to

access data on cases involving children. To ensure proper implementation of the JPL, the programme supported the training of over 300 justice actors in anticipation of and following the adoption of the Juvenile Protection Law in 2016¹⁸. It included a three-month specialized training designed and delivered by Birzeit University to 25 justice actors (judges, prosecutors, lawyers, police officers, PACC members and MOJ staff) and incorporated within the legal skills diploma programme. Further to this, *Sawasya* supported the MOJ, HJC, AGO, and the PJI in developing a 'Unified National Training Guide for Juvenile Justice'.

Strengthening of diversionary measures

Following the adoption of the JPL, *Sawasya* worked to strengthen diversionary measures and alternative pathways in the West Bank and Gaza Strip. The programme reinforced the capacity of the MOSD's vocational training center in Gaza and secured the transfer of 11 youth from Al-Rabee Rehabilitation Center to the vocational training center. Similarly, *Sawasya* supported self-expression therapy and life skills training to children as part of the 'alternatives to detention' scheme developed in Bethlehem Governorate. The programme also invested efforts in the development of SOPs for the PCP that set out procedures for the handling of cases involving juveniles, in the absence of specialized police forces. Further to this, the programme, in partnership with UNICEF, supported the upgrade of FJPU facilities to render them more child friendly and juvenile justice responsive.

I.6. Legal harmonization and legislative drafting and review (Output 3A.4; 4.3; 1.4)

Since the Ottoman rule (1517-1917), the successive political entities that governed over Palestine have enforced different legal systems. Provisions dating back to the Ottoman time and the British Mandate (1920-1948) are still applied as well as Jordanian laws over the West Bank and Egyptian regulations over the Gaza Strip, following the 1948 war. This legal patchwork gave rise to an uneven application of legislation across the State of Palestine, with overlapping, or even conflicting provisions. The 2007 political split between the West Bank and the Gaza Strip only reinforced already deeply entrenched legal disparities.

In this context, the Council of Ministers (COM) plays a central legislative role in the absence of a functioning Palestinian Legislative Council (PLC). In light of this, *Sawasya* aimed to use this leverage to foster harmonization efforts and mainstream human rights and gender justice principles within the COM's work. With regard to the latter, this translated into technical and logistical support to a committee formed within the COM to draft the Family Protection Bill, which included key stakeholders among whom representatives from the MOSD, MOWA, MOJ, AGO, HJC as well as CSOs. The committee was instrumental in ensuring that the Bill is aligned with international standards (including CEDAW provisions), in consolidating comments formulated by the international community and in convening relevant governmental and non-governmental stakeholders. Legislative review work supported by the programme also extended

¹⁸ Between 2015 and 2018

to the Directorate General of Complaints within the COM through review of its by-laws to ensure consistency with international human rights and gender-equality standards.

From its inception, the programme furthermore provided support to the Council of Minister's **Technical Committee on Legal Harmonization** mandated to review substantive post-2007 laws in the West Bank and Gaza. Over the course of 2016, however, the limitations of this process became apparent, in particular the lack of political support for review of West Bank laws. The process also highlighted the lack of legal drafting capacity within line ministries and the need for improved review processes. In view of this, the programme readjusted its approach in 2016 towards building the capacity of legal drafters within the government, the ICHR and civil society. To this end, *Sawasya* partnered with Birzeit University's Institute of Law for the development of a **comprehensive legal database**, connected to *Al-Muqtafi*, that automatically links draft laws with Gazan and West Bank legislation and with the international treaties to which Palestine is a party to¹⁹. Within the framework of the Legal Harmonization Project, the research team at Birzeit University's Institute of Law developed a feature for post-2007 laws passed in the Gaza Strip and published a report on the legislative status in the Palestinian territory along with a proposed review methodology (including a guidance manual for legislative harmonization and a guidance manual for regulatory impact assessment). The database also integrated 2,306 court judgements issued in the Gaza Strip between 2007 and 2016 into the database and linked them with corresponding Gaza-issued laws. The database is assorted with an online tool aimed at legal researchers to support them in documenting the legislative harmonization process. In addition to the COM, the database is accessible to HJC and MOJ staff members.

These developments supported the operationalization of the **Legislative Harmonization Committee** chaired by the MOJ with 13 representatives of key ministries and civil society, which is tasked with ensuring national legislation's compliance with international human rights treaties. Building upon above achievements of the Birzeit University's Law Institute, the Committee identified legislative priorities and worked on strengthening its working methods, with the joint support of *Sawasya*, OHCHR and EUPOL COPPS.

On the gender front, the **Gender Legislative Committee (GLC)** is mandated under the national Violence against Women Strategy to review existing and draft laws from a gender perspective. The Committee was able to review 11 laws, including the Civil Service draft law, provisions of the penal code as well as the FPB draft. To this end, the collaboration between the MOJ, MOWA and the COM was formalized through an MOU with the aim of designing a **single gender sensitive legislative plan**.

In 2017, the programme led the development of the Palestinian component of the regional study on "Gender Justice and the Law". This regional study, which was developed by UNDP, UN Women, UNFPA and ESCWA, provides a comprehensive review of the current state of laws and

¹⁹ *Sawasya* supported the progressive database's update to Akoma Ntoso standards, which allow for enhanced legislation analysis, using, for instance, cross-referencing of terms in draft laws.

policies relating to gender equality and protection against gender-based violence in Arab countries and constitutes an important resource for actors involved in this field of work²⁰.

I.7. Corruption, Integrity and Accountability (outputs 1.6, 1.8)

Security and justice sector accountability



Photo 5: Community policy training in Jericho, 2017, Copyright: UNDP

In addition to the rollout of the PCP's Code of Conduct, the programme supported interventions relating to policy development and system integration for the Bureau of Grievance and Human Rights (BGHR), Internal Security (IS) and the Inspector's General Office (IGO), including the opening of a **pilot complaint office** and the development of an **application that enables individuals to lodge complaint electronically**. In parallel, the HJC adopted a monitoring tool designed to better track complaints for enhanced efficiency and

transparency.

Sawasya also supported the development and implementation of a **unified Code of Conduct for the entire security sector**, in close collaboration with EUPOL COPPS, the Ministry of Interior, and the development of a **Community Policing Strategy** rolled out in two districts. This Strategy aims to ensure that law is enforced in a consistent manner with the support of local communities.

Support to the Palestinian Anti-Corruption Commission

A month prior to the programme's launch, the State of Palestine acceded to 7 human rights treaties and conventions, among which, the United Nations Convention Against Corruption (UNCAC). This milestone event provided a robust framework for support to the Palestinian Anti-Corruption Commission (PACC). Following the recommendations of the external evaluation of the 2012-2014 National Anti-Corruption Strategy, the programme assisted the Commission in crafting the corresponding four-year strategy (2015-2018), its workplan and M&E plan. The strategy focused primarily on enhancing the legal environment, reinforcing the prerogatives of the specialized prosecution and of the 'Corruption Crimes Court' as well as on strengthening the Commission's capacity. The exercise was replicated in 2017 with the development of the JSS (2017-2022) that closely aligns with the National Policy Agenda, the National Anti-Corruption Strategy and SDG 16's targets.

²⁰ See ESCAW, UNFPA, UN Women, UNDP (2018). *Palestine: Gender Justice & the Law*. Retrieved from <https://www.undp.org/content/dam/rbas/doc/Gender%20Justice/English/Full%20reports/Palestine%20Country%20Assessment%20-%20English.pdf>

The PACC also partnered with the General Personnel Council with a view to **training some 15,000 government employees on the ‘Code of Conduct for Civil Servants’**. In line with this, the PACC geared its efforts towards enhancing public awareness and transparency, with the development of an anticorruption media strategy, the publication of reports on the state of corruption in the country and through the organization of various events, in collaboration with CSOs active in this field and in the presence of preeminent government figures. In line with its mandate, the Commission also looked into various corruption-sensitive sectors, such as civil society and transportation. To illustrate, **a total of 1,902 complaints were lodged with the PACC** over the reporting period.

Being party to the UNCAC also offered the PACC with the opportunity to enhance its accountability and capacity. The Commission took part in **peer-review exercises, submitting in 2014 its first self-assessment report to UNODC’s Secretariat** and even conducting a peer-review exercise for Macedonia and Iran in 2017. These exercises were instrumental in identifying pitfalls, such as the need for automatization of administrative and technical processes or for the appointment of new senior staff. These forums also provided PACC members with the opportunity to participate in regional and international learning events, including the Conference of State Parties to the UNCAC.

I.8. Challenges and Lessons Learned

The challenges associated with strengthening the capacity of justice and security institutions are massive, particularly in the current context characterized by the absence of progress on the Middle East Peace Process front and by the drawn-out reconciliation process between the Government of Palestine and *de facto* authorities, which has failed to produce tangible results as of yet. Notwithstanding the results achieved in this context, a number of additional challenges and lessons learned were identified over the last four years of programme implementation stemming from engagement with rule of law institutions.

Ministry of Justice/HJC: The Government of Unity formed in June 2014 geographically divided the MOJ’s leadership between Gaza (Minister) and Ramallah (Deputy Minister). The inability of the leadership to move about freely between the Gaza Strip and the West Bank created an important power vacuum that resulted in immediate institutional memory loss. In recognition of this, the programme geared its efforts towards the **prevention of further memory loss** through regular management briefings, made possible by UNDP’s unique positioning in the rule of law sector in Palestine. Similar to the MOJ, the HJC underwent major senior management changes within the first year of implementation. This situation particularly affected the PPMU, which remained without leadership well into the second year of implementation. Through close support, the programme was able to secure the HJC’s participation in the development of the Justice Sector Strategy (2014-2016) and the finalization of the 2015 annual work plan. However, the situation resulted in poorer coordination of projects, with some being directed at the level of the Chief Justice’s Office causing additional difficulties with existing projects and initiatives.

With regard to both institutions, one of the key challenges faced by the programme was to optimize resources invested in institutional training in a context where staff turnover was particularly high and capacity for managerial change limited. Operating on a mentoring capacity, the programme's support translated sometimes into capacity replacement rather than capacity development, especially in the M&E area. In light of this, the programme **favoured investment in ICT systems and resources**, which proved more sustainable and delivered measurable improvements in efficiency. In recognition of this, the programme continuously explored opportunities for systems-development as a key element to capacity reinforcement. This translated into the ever-expansion and improvement of court enforcement and case management processes, which will be continued under *Sawasya II*.

PCP: Due to the centralized culture observed within the PCP and the multiplicity of actors involved in programmatic and advisory assistance, *Sawasya's* intervention required consistent follow-up to translate activities into long-term gains. Cognizant of these hindrances, the programme proposed the establishment of the 'Project Field Committee' (PFC) that **ensured national ownership and guided systematic implementation**; although, the mechanism's operationalization has been delayed for some time. The programme also completed this approach through institutional diploma programmes tailored to the specific needs of the security sector. On the coordination side, the programme established a 'tripartite' MOU with EUPOL COPPS detailing concrete areas of mutual engagement and providing a formal framework for cooperation. Similarly, *Sawasya* reinforced synergies with the EU-funded 'Human Dynamics' project.

Harmonization work: The work of the Technical Legal Harmonization Committee at the level of the COM suffered from both prevalent political dynamics and from the lack of necessary skills within line ministries. With regard to the latter, limitations translated into the circumscription of the process to the review of post-2007 laws passed in the Gaza Strip, thereby transforming the Committee into a political forum where members oftentimes expressed irrelevant views. The work of the Committee also revealed that most members were not equipped with the required skills for legislative review; hence, exacerbating above dynamics. Given the highly politicized nature of this work, the Committee largely overlooked civil society organizations, convening them on an *ad hoc* basis. Given the above pitfalls, the programme re-adjusted its approach within the third year of implementation towards the **development of a comprehensive online database** whose features enable the automatic linking of adopted and drafted West Bank/Gaza legislation with international law as well as with domestic jurisprudence. The database also provides support to independent legal researchers who work on the harmonization process. Under *Sawasya II*, this work will be continued within the framework of the Legal Harmonization Committee, through, among others, the reinforcement of civil society's role. More generally, legislative work greatly suffers from the lack of a functioning Palestinian Legislative Council and the absence of checks and balances. The legislative drafting and review process remains inconsistent as bills pass through unpredictable adoption cycles. In this context, *Sawasya II* will work towards reinforcing the capacity of civil society to advocate for structural change through joint proactive ventures and coordinated action.

Mainstreaming of human rights/gender justice principles: Translation of human rights and gender equality principles into tangible practices within security and justice institutions remains

a tedious process as embedded patriarchal attitudes and institutional cultures continue to hamper substantial progress. There is a need to consistently garner political will to make human rights compliance a priority, in a context where the absence of a functional Palestinian legislature continuously undermines the domestication process. Accordingly, a shifting change can only occur through in-depth and structured involvement of civil society. This will be pursued under *Sawasya II* with targeted support to pro-active advocacy coalitions of civil society organizations that aim at legislative change (adoption of the FPB) and through the identification/support of agents of change within institutions with the potential to bring about a tangible change.

II. Rule of Law and Community Access to Justice Enhanced through Support to Civil Society in the West Bank and Gaza

The chapter provides an overview of results achieved under Outcome 2 (outputs 2.1-2.5), Outcome 3 (outputs 3.1-3.7), Component 3A (Gaza Emergency Support), Outcome 5 (outputs 5.3-5.7) and Outcome 6 (output 6.2). It presents the results achieved from support provided by *Sawasya* to civil society organizations and university partners in the West Bank (including East Jerusalem) and Gaza during the implementation period.

Introduction

Selection process of CSOs

UNDP/PAPP established a roster of pre-vetted CSOs eligible to enter into agreement under the programme for a maximum of USD 400,000 over the implementation period. Criteria for selection included financial and HR capacities, thematic relevance, history of delivery, development partner diversity, oversight and management systems. This approach allowed the programme to partner with matching CSOs in a flexible and rapid manner while ensuring high-quality control. The pre-selection process was completed in mid-2014 with 78 organizations pre-selected out of 99. For the selection, additional criteria were applied, including geographical outreach, group targeting and capacity level of the partner. In order to ensure homogenous coverage, the programme selected INGOs as well as community-based organizations that focused on the provision of legal aid to vulnerable populations. In total, three rounds of partnerships were organized on a yearly basis and 69 CSOs selected in a yearlong capacity. However, the programme's final evaluation highlighted the limits of this short-term approach in a context where robust monitoring and follow up is key to impactful delivery.

Civil society mobilization and legal aid strategy

Channeling legal aid services through CSOs can be instrumental in ensuring that gaps in the legislation are comprehensively addressed and that international human rights provisions are thoroughly incorporated in courts' work. Many civil society organizations use representation as a platform to mainstream international law standards through strategically written legal arguments; hence, circumventing delays in treaties' domestication processes. CSOs' intervention is also critical in ensuring that bottom-up demands for legislative reforms are channeled to the relevant policy makers and properly advocated for. This proved particularly efficient in securing legal aid across Palestine, in particular for marginalized groups; hence, strengthening the rule of law in Palestine, even under cumbersome circumstances. However, in spite of civil society's engagement, the sustainability of the approach has been jeopardized by the absence of a state-administered and unified framework for legal aid and by the scheme's reliance upon international funding.

In light of this, the programme engaged with stakeholders to address the issue, which led to the establishment in 2016 of the National Legal Aid Committee (NLAC). The Committee is co-chaired by the Ministry of Justice and the Palestinian Bar Association (PBA) in the West Bank and Gaza and was tasked with the development of Palestine's national legal aid strategy and of a legal aid law with the aim of establishing clear criteria for eligibility and mechanisms for quality control as well as for resource mobilization with a view to securing both sustainability and institutionalization of the services. While developing the strategy, the NLAC closely collaborated with the High Judicial Council and *Sawasya's* experts to further refine Mizan II for legal aid case management.

However, the witnessed progresses were not sufficient to allay lawyers' concerns who associate legal aid with the loss of livelihood for private lawyers, incorrectly conflating pro bono work with legal aid services. As a result of these tensions, the NLAC's work came to a halt for several months in 2017. In spite of these hindrances, a commitment to establishing a **national legal aid system** was enshrined in the JSS (2017-2022), including the development of a national strategy and legal aid law. The NLAC re-convened in October 2017, and *Sawasya II* will pursue on this path and center its action on integrating CSOs' interventions within the framework of the national legal aid strategy.

II.1. Summary of results against key indicators

During the reporting period (2014-2018)²¹, *Sawasya* provided **91,668 individuals with legal aid services (mediation, consultation and representation) in both the West Bank and the Gaza Strip**; among them, 41,072 were men (44%), 41,973 were women (46%) and 8,623 were children or juveniles (9%). In total in the West Bank, 56,716 individuals accessed free legal consultation and representation, among whom 19,184 were women (34%), 29,705 were men (52%) and 7,827 were children (14%). Over a third of legal mediation, consultation and representation activities concerned East Jerusalem; representing a total of 17,578 interventions.

In the Gaza Strip, a total of **34,952 individuals benefitted from legal aid services**, including 22,789 women (65%) and 11,367 men (33%). As women in the Gaza Strip are more likely to be subjected to gender-based violence than in other sections of the Palestinian territory, the programme aimed to maintain a 70% rate of women out of the total number of legal aid beneficiaries in the Strip. *Sawasya* successfully reached out to 65% of women in the Gaza Strip over the course of implementation.

With regard to the West Bank, the second year registered about 30% increase in legal aid service delivery as compared with 2014. However, due to re-alignment of programme's support to partners in 2016, this high rate could not be maintained for the remaining years; hence, marginally affecting planned targets for East Jerusalem and Area C. In spite of these shortfalls,

²¹ The reporting period includes *Sawasya II's* inception phase (1 May 2017-30 June 2018).

satisfaction among beneficiaries who received legal aid services remained particularly high, standing at 97.2% - with 71.8% indicating being 'strongly' satisfied.

Legal awareness activities were conducted to **122,001 individuals in the occupied Palestinian territory, including 14,392 individuals in the West Bank and 107,609 in the Gaza Strip.** Additionally, 12,826 communication events on legal issues were conducted - including advocacy campaigns and the production of related documentation, of which 11,688 took place in the West Bank and 1,138 in the Gaza Strip. In total, 2,075 informal justice actors participated in workshops delivered by *Mukhtars* and lawyers to strengthen their monitoring capacity and their ability to reach rights-based solutions and a database for the monitoring of cases, handled by informal justice actors, involving women and children was established.

In order to enhance the quality of the legal profession, 8 universities successfully rolled out legal aid clinic projects that benefitted both students and legal aid recipients. In parallel, the PBA established a Legal Aid Unit in the West Bank and staffed it with 120 lawyers across the West Bank while Gaza's PBA Branch developed its own legal clinic. More broadly, the PBA (in the West Bank and in the Gaza Strip) trained some 3,434 lawyers with a strong focus on gender justice and international law²². Cognizant of the fact that gender biases are acquired at a very young age, the programme also supported CSOs' interventions in schools across Palestine that reached out to 5,051 children (3,123 girls and 1,928 boys).

II.2. Access to justice strengthened through provision of legal aid services in Gaza and the West Bank including East Jerusalem and Area C (outputs 2.1 and 3.1 – 3A)

West Bank (including East Jerusalem)

The programme centered its intervention on strategic litigation and advocacy. Accordingly, they often opted for public interest litigation as a way to optimize resources, to cut across issues and to ensure thorough representation of marginalized communities. Overall, the programme has been successful in showing flexibility to an ever-evolving environment and in cutting across the complex legal issues at stake. As a result, a total of **56,716 individuals accessed free mediation, legal consultation and representation** in the West Bank, among whom 19,184 were women (34%), 29,705 were men (52%) and 7,827 were children (14%). Over a third of legal mediation, consultation and representation activities concerned East Jerusalem; representing a total of 17,578 interventions.

²² In collaboration with the PBA in the West Bank, 70 lawyers (40 females and 30 males) undertook a specialized training programme in gender responsive court representation for VAW cases

Gaza Strip

The programme's interventions were integrated within the work of the existing coordinating body for legal aid providers in the Gaza Strip. This integrated approach enabled **legal aid services to be delivered to urban and rural communities as well as to refugee camp populations** in a coordinated manner. This articulated approach enabled Gaza's legal aid clinics to receive beneficiaries throughout 2014 relying on a web of volunteers and shrank core financial and human resources²³.

Conflict in Gaza: Coping with legal needs

In the immediate aftermath of the conflict in Gaza and in the face of soaring legal needs, the programme, through a network of partners present in the Gaza Strip, deployed 4 mobile legal clinics to cater to the needs of communities relating to **property and inheritance rights, personal status law** as well as **criminal law**.

In order to adequately respond to urgent needs caused by the 2014 conflict, the programme expanded its work **under Outcome 3 to include an emergency component**, which continued into the first quarter of 2015. Under the mechanism, the programme supported legal aid providers with contributions for rental subsidies, small repairs and office refurbishment. With this support, **assistance was provided to 2,749 IDPs** on issues pertaining to inheritance rights and other family-law related matters as well as to criminal law (legal aid was provided to 123 women survivors of gender and sexual based violence). This support was also instrumental in settling disputes over the distribution of humanitarian items, the securing of emergency accommodation and in advocating with duty bearers for the expedition of payments.

Similarly, the network of partners supported the Gaza population in acceding their entitlements to basic social services, reconstruction and compensation for damage through representation of 1,062 individuals before public entities. The programme's integrated model also allowed for the referral of beneficiaries to non-legal actors such as psychosocial workers and health care providers, who may not have sought access to such services independently. As a result of these interventions, a total of **34,952 individuals benefitted from legal aid in the Gaza Strip**, including 22,789 women (65%) and 11,367 men (33%).



Photo 6: Provision of legal aid support to populations affected by 2014 conflict, Rafah, 2014. Copyright: UNDP

²³ 10 lawyers were killed during the 2014 conflict, including 2 working at programme-supported legal clinics.

II.3. Increasing Citizen Oversight through Legal Awareness (Output 2.3 and 3.3)

The programme identified legal awareness as key to citizen oversight and to the reinforcement of the rule of law. Accordingly, *Sawasya* supported the enhancement of legal knowledge for individuals and non-governmental actors on a wide range of topics, addressed in relation to their geographical relevance. During the reporting period, legal awareness activities reached out to **122,001 individuals in the occupied Palestinian territory, including 14,392 individuals in the West Bank and 107,609 in the Gaza Strip**. Topics addressed over the sessions covered a wide range of issues: settler violence, the role of the informal justice sector, access to information and freedom of speech, family as well as criminal law. Illustratively, *Sawasya* reached out to 189 women from the West Bank and Gaza Strip who face peculiar family law challenges pertaining to their marital relationship with men originating from the Negev region. Accordingly, the programme was able to provide adequate legal and psychosocial support.

However, establishing a broader correlation between legal awareness activities, conducted as part of *Sawasya's* action, and improved public perception of the justice sector among the general public is challenging. The encouraging results highlighted by the 2015 survey are to be attributed to joint efforts that cut across institutions and development agencies. However, the survey showed higher levels of legal awareness among those who participated in sessions, whether supported by *Sawasya* or other programmatic interventions; hence, confirming the validity of the approach and the need for sustained and better coordinated efforts. In this regard, *Sawasya* // will focus on better integrating legal awareness within coordinated CSO networks in each of the 16 governorates while accompanying the rollout of the state-sponsored national legal aid scheme.

Monitoring and advocacy activities

In the Palestinian context, advocacy is pivotal to preserve gains to the rule of law. Accordingly, the programme invested resources in order to strengthen outreach and advocacy mobilization. This translated into **advocacy campaigns, high-quality research products, strategic litigation and systematic monitoring of relevant issues** targeting various audiences. To illustrate, the PBA's branch in Gaza coordinated intervention enabled the substantial improvement of living conditions within Gaza's six main detention centers through the establishment of a medical clinic (which provided medical care and basic hygiene kits to 200 detainees) as well as through legal aid support.

Sensitive issues were also brought to the limelight with the organization of a series of roundtables to discuss extrajudicial killings of alleged 'collaborators', attended by preeminent political and religious figures. Efforts of the programme also focused on fostering the reconciliation process through the organization of a conference in 2017 on key challenges that stand on the way to a comprehensive reform and unification of the justice sector in the current context. The conference brought together 386 participants (83 from the West Bank and 303 from Gaza) and offered a valuable platform for civil society at large to formulate recommendations on the process in light of the most recent political developments. The event was also an opportunity for civil society to unify its demands, in particular with regard to the independence of the judiciary and fair trial standards. Additionally, Gaza's PBA branch organized a conference entitled the '*Palestinian Reconciliation in a Transitional Justice Perspective*', which convened international

experts that shared experiences and lessons learned from South Africa, Kenya and Tunisia. Within this framework, *Sawasya* supported the development of a research paper entitled '*Necessity vs Expediency: Transitional Justice in Palestine in light of the Palestinian Reconciliation Agreements*'²⁴ that aimed to improve legal actors' understanding of the transitional justice process and to draw their attention on the drawbacks of the Palestinian reconciliation agreements. It also aimed to enhance civil society's effective monitoring of the reconciliation process and to advance the fulfillment of international criteria for transitional justice²⁵.

Additionally, *Sawasya* supported a coalition of 14 women's rights organizations to launch an advocacy campaign for the development and endorsement of a responsive Family Protection Bill. This work translated into the development of a common position paper providing critical analysis with regard to the Bill's alignment with international human rights standards and through a radio programme ("*Against Silence*") where the criticality of addressing current gaps in the legislation to protect women and hold perpetrators accountable was exposed. Further to this, CSOs conducted several meetings with decision makers from different institutions - including the MOJ, MOSD, MOWA, AGO, HJC - where they were able to advocate for the endorsement of a responsive Bill.

Judicial Forum Radio Programme

The programme supported the monitoring of Palestinian courts' decisions on public freedom. Findings were aired on the **Judicial Forum Radio Programme** and analyzed on set by legal experts and activists.

One episode spotlighted Jericho's **security committee**, disclosing its **illegal investigative and arrest powers** that resulted in instances of torture. The programme's disclosed information was referred to in *Al-Monitor* (see following article: "Extrajudicial measures under the spotlight in Palestine").

On the police accountability front, *Sawasya* supported initiatives across the West Bank aimed to highlight the importance of **civilian oversight of policing activities** and to enhance the role of grassroots organizations. In total, **12,826 communication events on legal issues were conducted** - including advocacy campaigns and the production of related documentation, of which 11,688 took place in the West Bank and 1,138 in the Gaza Strip.

²⁴ The research paper will be finalized under *Sawasya II*.

²⁵ Five additional papers were produced during the conference: '*Comparative experiences of transitional justice from south Africa and Kenya, and compatibility to the Palestinian context*'; '*Transitional justice in Tunisia: Process and lessons learned*'; '*Judicial decisions and provisions taken within the context of legal division*'; '*The role of the PBA in judiciary reform and the review of Palestinian legislations*'; '*To what extent international treaties and covenants can be considered as tools to reform the justice sector*'.

II.4. Informal Justice Engagement in Gaza and the West Bank (output 3.4; 6.2)

In its intervention, *Sawasya* recognized the importance of engaging with informal justice actors in the West Bank and Gaza Strip as a way to complement formal avenues when necessary. In a context marked by the fragmentation of the Palestinian territory, informal justice systems have flourished overtime and made up for important gaps in delivery.

Alternative Dispute Resolution Mechanisms

In parallel to its engagement on the informal justice front, the programme supported the organization of a conference in 2017 on “Enhancing Arbitration as a Tool for Conflict Resolution” that aimed to support access to justice through arbitration of East Jerusalemites. The conference specifically aimed to highlight the importance of opting for arbitration mechanisms in real estate disputes, as resorting to Israeli courts can cause further damage to the Palestinian community. In 2017, the programme also supported the CSO “ACT for Alternative Dispute Resolutions and Studies” to raise awareness and strengthen the capacities of arbitrators and mediators in East Jerusalem.

However, informal justice interventions are shaped by normative systems that reflect dominant power structures. In a context marked by embedded patriarchal attitudes, informal justice tends to be discriminatory towards women as well as towards less powerful segments of society. However, when these side effects are neutralized, **informal justice can contribute to the rule of law.** The community-based nature of informal justice mechanisms makes it prone to produce rapid outcomes that all parties involved consent to. It can also, under certain circumstances, protect vulnerable individuals when their interest is aligned

with these of the community. This is particularly true in cases involving juveniles and can prove decisive in diverting formal prosecution for child offenders. In this regard, the Juvenile Protection Law adopted in 2016 provides a room for greater formalization of these processes as it recognizes mediation as a mechanism for restorative justice for children.

The programme duly took these dynamics into account when crafting its internal engagement strategy, drawing on global policy guidance from UNDP, UN Women and UNICEF on human rights-based engagement with informal justice and the outcome of a consultation workshop held with academics, development partners and civil society in November 2015. *Sawasya’s* engagement with informal justice focused on tailored interventions aimed at enhancing rights protection and inclusion of groups typically disempowered in informal justice processes. This was accompanied by a risk mitigation approach that included further research, tracking and monitoring of cases handled by informal justice actors.

Fostering gender and juvenile sensitive responses

As set out in the engagement strategy, the programme sought out ‘champions’ of change to bring about incremental behavioral transformation in the sector, in particular with regard to gender equality. Given the risks associated with seeking informal justice for the most vulnerable segments of society, *Sawasya* invested in building the capacity of informal justice actors to



Photo 7: Advocacy campaign conducted by mukhtars on combatting violence against women. Gaza, 2015. Copyright: UNDP

identify female informal justice providers (36 in the Gaza Strip; 10 in the West Bank) and to assess access to informal justice sector for women, with a specific focus on those with disability. In 2015, the programme conducted a pilot project for the training of *Mukhtars* and *Islahs* on the Palestinian legal framework and on human rights standards. This intervention led to the signature of an ‘honor code’ by 29 informal justice actors on adherence to the rule of law and to principles of neutrality, non-discrimination, equality, integrity, confidentiality and transparency. Additionally, 115 informal justice actors in

Gaza were trained, as well as 28 female *Mukhtars* and *Muslehat*²⁶, on women’s rights, including gender-based violence and protective measures. This training led to the establishment of a database that enables informal justice actors to register cases they work on and to ensure qualitative monitoring and analysis of the interventions. This database is not limited to cases involving women but is also used to ensure compliance with human rights standards for children in contact with the law. In total, 2,075 informal justice actors participated in workshops delivered by *Mukhtars* and lawyers to strengthen their monitoring capacity and their ability to reach rights-based solutions.

With regard to children, the adoption of the Juvenile Protection Law in 2016 provided greater impetus to explore linkages between the formal juvenile justice system and informal interventions with a view to enhancing coordination, referrals and to developing a common vision on juvenile justice. Accordingly, the programme provided support to the collection of information on 167 cases (25% involving girls) in Bethlehem, 63 cases (29% girls) in Hebron, and 227 in Gaza (21% girls) handled by informal justice actors, which fed into a database that allows for the monitoring of cases.

²⁶ *Mukhtars* are traditional family leaders and clan members and often the first actors approached in the event of dispute; they seek resolution through mediation and consensual agreements. *Muslehat* are women (*Islah* for men) are involved in the *sulh*, known as the customary conciliation process; they are referred to as social reconcilers and recognized by police departments as legitimate actors.

Emergency response in Gaza

The emergency situation that prevailed in the immediate aftermath of the 2014 conflict prompted many to resort to informal justice to settle issues. In light of this, the programme ensured that about **100 informal justice actors are sensitized to gender equality principles**. Illustratively, a women's group from Shejaia, an Eastern Gaza neighborhood particularly affected by the 2014 conflict, indicated that the *mukhtar* adopted a 'zero tolerance' policy towards GBV. Similarly, the programme and its local partners supported the promotion of 20 *mukhtaras*²⁷ – female mediators – within their respective communities. In the absence of a functioning security sector, the informal sector played a crucial role in ensuring community stabilization; for instance, 150 disputes, involving IDPs in temporary housing and shelters, were settled as a result of the close collaboration between *Islahs* and lawyers, fostering a 'based-on-law' approach in their interventions. In total, 43 cases were referred to family courts and 12 to Civil Courts; this number remains an estimate as referrals may have been completed without reporting.

II.5. Juvenile Justice and Adherence to Child Rights Improved (Outcome 6, outputs 6.2, 6.5,- 6.6)

In its interventions, *Sawasya* aimed to address the three challenges that hampered access to justice for juveniles and the improvement of child rights: gaps in legal aid provision for juveniles as well as poor detention conditions. In this regard, *Sawasya* supported the establishment of a **Legal Aid Unit, comprised of five lawyers, in the Ministry of Social Development (MOSD)** that provides free-of-charge legal aid services for juveniles in conflict with the law. However, these efforts proved short to fully address needs as the Unit's coverage showed important geographical disparities, covering only sections of the West Bank to the exclusion of the Gaza Strip, East Jerusalem and most of Bethlehem and Hebron governorates. In light of the soaring needs witnessed in Palestine, the programme, in partnership with UNICEF, worked to mend the identified gaps. Accordingly, 9.4% of legal aid beneficiaries were children.

To illustrate, the programme supported the provision of legal aid services in Bethlehem for disadvantaged juveniles (particularly in Dheisha refugee camp). With the programme's support, 108 children were provided with legal representation and assistance and 48 accessed mediation and psychosocial. With regard to the latter, the programme worked towards lessening the stigma attached to detention (often related to petty criminality) and depression symptoms that can be associated with it, through music and self-expression therapy as well as life-skills training. Children who accessed this support reported better school attendance and improved mental health. Additionally, *Sawasya* provided support to children detained by Palestinian intelligence and security services. This practice is in contravention with international standards as children are often subjected to unfair treatments. As a result, the programme, in partnership with UNICEF, assisted/represented 830 children in conflict with the law or victims of violence and closely monitored rehabilitation and juvenile centers across Palestine and enhanced coordination

²⁷ *Mukhtars* are traditional family leaders and clan members and often the first actors approached in the event of dispute; they seek resolution through mediation and consensual agreements.

among the main juvenile justice stakeholders. The adoption in 2016 of the Juvenile Protection Law provided greater impetus to apply juvenile justice principles. As a result, *Sawasya's* partner UNICEF secured its involvement in all cases dealt with by the Ministry of Social Development's Child Protection Unit along with the provision of psychosocial support in all juvenile detention centers. Similarly, the programme, in partnership with UNICEF, documented the experience of 11 children diverted from formal detention to vocational training centers setting a valuable precedent for judges to support non-custodial measures. These efforts were supplemented by the conducting of awareness sessions on sexual abuse and gender-based violence for children in Jerusalem, Nablus and Qalqilia that reached out to 5,051 children (3,123 girls and 1,928 boys). Identified cases of sexual abuse during the sessions were reported to the police and to social workers.

In the Gaza Strip, efforts were geared towards improving conditions in Gaza's Dar Al-Rabee juvenile rehabilitation center. The programme engaged intensively with the management to align practices with international human rights norms and the Juvenile Protection Law. The psychologist deployed to support the transition ensured that staff was trained on the implementation of the new procedures and that juveniles (50) were made aware of them. The latter were informed on their rights, on procedures relating to complaint mechanisms and on their rights under the Convention on the Rights of the Child, the Convention against Torture and the Juvenile Protection Law. *Sawasya's* partners also conducted legal awareness sessions on children's rights in preparatory and secondary schools across the Gaza Strip, reaching out to 20,208 students (11,579 boys and 8,629 girls). Children learned about child protection as well as crimes and felonies a child can be adjudicated for; they reported feeling better equipped to voice their rights and to better deal with conflict.

II.6 Quality of Legal Profession Strengthened to Enhance Community Access to Justice (Output 2.2; 3.1)

University-based legal clinics

Strengthening and sustaining the quality of the legal profession while enhancing communities' access to legal aid services was at the core of the **university-based legal aid clinic approach**. In order to achieve this, the 8 projects²⁸ based their interventions on a threefold mechanism that included: (i) practical training for students on legal aid provision under the close supervision of universities' dedicated staff; (ii) theoretical training on research, legal drafting and legal counseling on a broad range of issues brought to the attention of legal service providers; (iii) awareness raising sessions with local communities. The projects' refined approach aimed to address a number of identified issues: (i) poor access to justice for disempowered communities; (ii) students' lack of exposure to more disadvantaged communities' challenges with regard to access to justice; (iii) students' lack of exposure to social justice's principles and (iv) students' lack of marketable skills upon graduation. Usually, Palestinian students start developing core practical skills during their apprenticeship, which takes place after the mandatory theoretical training. However, the demand for apprenticeship far exceeds the capacity of law firms to shadow students resulting in low job market insertion upon graduation.

Modalities for the rollout of legal clinic aid projects varied from one university to the other, as highlighted below.

- **Al-Quds University (Jerusalem):** the university offered students with the possibility of enrolling in two elective credited courses for 3rd and 4th year students ('Clinic 1' and 'Clinic 2'). Each 'Clinic' registered an average of 20 students. This practical training was supplemented by a moot court course. Both clinics provided legal assistance to beneficiaries with regard to issues faced in East Jerusalem (e.g., social security applications) and organized awareness raising campaigns for residents. With regard to the legal clinics' capacity, demand exceeded the number of available places and some students reported having attempted to sign up several times, without success.
- **Hebron University (Hebron):** the university offered one credited elective course through its legal clinic. The university opted for a thematic-focused approach. Students were divided into small groups and assigned with a theme: Labor Law (in partnership with the Ministry of Labor²⁹); protection of academics; protection against domestic violence; environmental protection laws (in partnership with the Palestinian Environment Authority) and housing rights. Students also took part in moot court courses and organized the '*Street Law*' initiative, conducting human rights' awareness sessions in public schools in collaboration with the Ministry of Education. Hebron University was effective in offering a wide range of training offer, with the potential to broaden students' job marketability.

²⁸ The 'projects' refer to the legal aid clinics supported in 8 universities including Al-Quds University; Hebron University; An-Najah University; Al-Azhar University; the Islamic University of Gaza; University of Palestine; University College of Applied Sciences; Al-Istiqlal University

²⁹ Students were able to accompany the Ministry of Labor's inspectors on inspection rounds performed in workplaces in Hebron

- **An-Najah National University (Nablus):** the credited legal clinic course as well as the moot court course were compulsory for all law students. However, by widening accessibility to the legal clinic, the project lacked a systematic approach to coaching; hence, hampering the acquisition of practical skills. Additionally, students conducted legal awareness sessions in coordination with other CSOs; these activities were also credited.
- **Al-Azhar University (Gaza):** Al-Azhar University chose to introduce two ‘legal application’ compulsory credited courses for 4th year students. The first one pertained to legal aid provision and the second one was a moot court training modality. Prior to enrolling students, the university conducted a thorough needs assessment with a view to addressing students’ skill gaps during the training. The clinic-based training focused on a wide range of topics, including gender awareness, legal research and legal counseling for vulnerable communities.
- **Islamic University of Gaza (Gaza):** the Islamic University of Gaza introduced one credited mandatory course for 4th year student. The course, entitled ‘*Field Work*’, included moot court and legal proceeding training, through shadowing activities under the supervision of lawyers. A needs assessment was also conducted to identify skill gaps in participating students. In addition to practical training, the legal clinic offered workshops to all law students on subjects of interest such as Palestinian Labor Law, women’s rights and Personal Status Law.
- **University of Palestine (Al-Zahra):** the University offered two credited courses, including moot court training and a ‘*Field Work*’ modality, similar to the one rolled out in the Islamic University of Gaza. The University of Palestine gave preeminence to legal research; hence enriching legal scholarship and visibility of these institutions to domestic and international audiences.
- **University College of Applied Sciences (UCAS) (Gaza):** as part of its two-year paralegal diploma, UCAS’ legal clinic offered two credited practical training on legal administrative support. Through the legal aid clinic, students took part in legal aid service activities and participated in awareness raising activities in communities.
- **Al-Istiqlal University (Jericho):** Al-Istiqlal University focuses primarily on security and military training. As a result, it proved difficult for the institution to roll out its legal clinic programme using similar modalities than above-mentioned universities. Initially, Al-Istiqlal University patterned its project after Al-Quds University. However, the activities’ implementation proved challenging as students’ attitudes towards human rights were not always positive. Accordingly, the university, with *Sawasya’s* support, appealed to the expertise of the Independent Commission for Human Rights for the provision of training on gender equality and human rights. Following the training, students had the opportunity to apply newly acquired skills through the provision of legal assistance to vulnerable groups. Upon graduation, Al-Istiqlal’s students joined the Palestinian security forces, with some serving in military judicial courts. This training provided a valuable opportunity to sensitize them to the challenges faced by disempowered communities.

Legal aid clinics: Going above and beyond

Hebron University's students developed, in 2015, a weekly-run media programme on human rights and the rule of law. They also established *Al Mezan*, the first law student-led magazine in Palestine and set up partnerships with universities in the United States and in South Africa, on joint research ventures; hence further fostering self-sustained legal research and scholarship. This outstanding work was supported by students' exceptional investment: 4 legal clinic students won PACC's legal research awards on anti-corruption and Hebron's University Legal Clinic received an award by the Palestinian America Research Council. Similarly, the Al-Quds Human Rights Clinic, together with Community Action Center were awarded the first prize in a competition held at the American University in Cairo on university's civic engagement.

In 2017, the programme commissioned a final evaluation on the impact of law school-based legal clinics. The evaluation found that **95.2% of participating students considered the training delivery excellent** and **89% saw it as catering to their professional needs and ambitions**. Students also reported improved leadership and entrepreneurial abilities as well as enhanced communication and ability skills. These results show the validity of the legal clinics' approach as students address a wide range of legal issues and acquire marketable skills, replicable in nonprofit as well as private practice settings. As regards legal aid beneficiaries, 94.6% expressed their

satisfaction with the provided services in the West Bank, East Jerusalem and in the Gaza Strip. In East Jerusalem, legal aid was provided in an integrative manner between the clinic and Al-Quds' Center for Community Services; ensuring both 'remarkable impact' on vulnerable communities and sustainability of the initiative. The evaluation also highlighted Gaza universities' effectiveness in legal services in matters pertaining to the Personal Status Law (e.g. separation cases, inheritance); efficiently encouraging women to lodge complaints and to pursue legal avenues. In line with the recommendations formulated in the evaluation, *Sawasya II* will support efforts to develop joint strategies and unified structures among the legal clinics.

The Palestinian Bar Association (PBA)

West Bank

PBA Women Lawyers' Network

Throughout the programme implementation, *Sawasya* worked to increase women's representation within the PBA itself through its support to the PBA Women Lawyers' Network. Striking improvements were witnessed as registered lawyer women increased by 85% between 2015 and 2016 and that a woman was elected to the PBA's board for the first time in 2017. Additionally, around 100 participated in communication skills and advocacy workshop through the PBA Women Lawyers' Network. The latter also managed to increase collaboration with other similar entities (e.g. the Palestinian Journalists Syndicate) and to secure concrete policy commitments to foster gender equality among lawyers.

Efforts to reinforce the legal profession and the provision of legal aid services were also geared towards a more integrated approach to legal aid in the West Bank. The programme continued to support the National Legal Aid Committee co-chaired by the PBA and the MOJ with a view to systematizing legal aid in Palestine³⁰. Pending the establishment of such a state-administered scheme, *Sawasya* supported the development of a **Legal Aid Unit within the PBA**. The Legal Aid Unit is comprised of a network of 120 *pro bono* lawyers that operate from branch offices in Ramallah, Hebron and Nablus. In 2016, the Legal Aid Unit was

institutionalized and monitoring processes were set in place through the establishment of a database of cases represented in courts as well as tools to ensure the proper referral of cases. The Unit established a roster of lawyers: experienced lawyers were assigned with the defense of felonies while less experienced ones dealt with misdemeanor cases. These processes formed the basis of best practice procedures for quality assurance undertaken by the National Legal Aid Committee. To supplement these efforts, *Sawasya* supported the PBA in conducting public awareness events across the West Bank relating to legal aid and in training 767 lawyers with a view to enhancing their legal skills, in particular with regard to gender justice. With regard to the latter, 85% of lawyers who attended the training sessions reported that the acquired skills proved useful in their work. To better systemize these gains, the PBA board adopted a Code of Ethics and distributed it along with selected legal provisions to newly certified lawyers; hence, ensuring proper dissemination of professional standards.

Gaza Strip

Similarly, the PBA intensified its efforts to improve quality control assurance and collaboration with institutions. Guidelines for the provision of legal aid were developed and a Code of Ethics for lawyers was adopted. 68% of legal aid beneficiaries being women, the PBA branch in Gaza intensely engaged with the Attorney General's Office to facilitate the provision of early access to legal aid to cases involving children and women. This resulted in the signing of an MOU stipulating the presence of the programme-supported lawyer at the moment of arrest. Over the

³⁰ The PBA was particularly instrumental in building consensus around 2017 priorities for the National Legal Aid Committee.

implementation period, 2,370 newly graduated or experienced lawyers attended training that aimed to enhance their legal skills, among whom 813 were specifically trained on gender justice.

II.7. Strengthened Responsiveness of Legal Services to Women/Girls (outputs 5.3 – 5.7)

The Personal Status Law as well as family and criminal regulations mirror a cultural environment that conveys discriminatory attitudes towards women. Through its intervention, *Sawasya* aimed to trigger a policy shift to better safeguard women from gender-based violence. Although, substantive progress has been made on this front - culminating in the drafting of the Family Protection Bill - prejudice towards gender justice prevail, translating into several attempts to reduce the scope of the law. In this context, provision of civil-society based *pro bono* legal services to women and girls appeared detrimental. In order to ensure quality of interventions 813 lawyers were trained on gender justice and SOPs³¹ as well as other guidelines were developed to frame gender-sensitive actions. This calibrated support benefitted to **41,973 women through legal mediation, consultation and representation**. These sessions were instrumental in equipping women with the necessary knowledge to claim these rights, especially with regard to maintenance and housing. Illustratively, 97.4% of these women reported feeling satisfied with the services provided and 92.7% expressed their satisfaction with the conclusion of their case. Cognizant of the fact that gender biases are acquired at a very young age, the programme also supported CSOs' interventions in schools across Palestine that reached out to 5,051 children (3,123 girls and 1,928 boys). The sessions enabled to identify instances of sexual abuse that were duly reported to the police and to social workers.



Photo 8: Legal awareness session for women in Khan Younis, in 2015, Copyright: UNDP

Part of the lawyers' interventions focused on diverting cases from informal mediators (*sulha*) when such interventions were deemed to compromise women's and girls' access to their rights, in particular in the Gaza Strip. This work was supported by awareness sessions that reached out to marginalized communities. Illustratively, 27 women out of 72 who attended a legal awareness session on

informal justice in 2014 requested individual legal consultations on Personal Status Law related matters (e.g., dowry payments, divorce, alimony as well as custody).

These efforts were supplemented by in-depth research on Palestinian women's access to justice, through regular reports on violations of basic rights experienced by Jerusalemite women and

³¹ The PBA in the West Bank adopted SOPs for gender-sensitive interventions.

children and through case studies on the socio-economic situation of women victims of gender-based violence, with support from *Sawasya*. In line with this, awareness and advocacy efforts were pursued by CSOs with a view to combating gender-based violence. They comprised training of 55 youth on ways to efficiently advocate for gender equality with policy makers, as well as training of some 115 police officers and health providers on processing GBV cases.

Women in correction and rehabilitation centers were also targeted with activities aiming to improve their wellbeing and to facilitate their safe reintegration in communities and families. In light of this, a multi-disciplinary team of mental health experts was deployed to the centers, in 2016, to conduct a psychosocial needs assessment of female inmates, to develop measures to reduce psychosocial traumas and to train prison guards on international detention standards (known as 'Bangkok rules'). Additionally, a total of 223 female inmates in the West Bank and the Gaza Strip were supported with individual and group therapy (CBT), which reportedly led to a reduction in hostile behaviors and to improved communication skills. In 2017, the PBA also recruited 3 lawyers and a project coordinator to provide legal aid services and psychosocial support to female inmates at the centers.

II.8. Emergency response and legal harmonization fostered (Component 3.A)

The 2014 conflict in Gaza proved devastating: 18,000 housing units were destroyed in whole or part, 73 medical facilities/ambulances were damaged and about 28% of the Strip's population (500,000 individuals) were internally displaced at the height of hostilities³². Among the lives of the 2,251 Palestinians³³ that were claimed during the conflict, 10 lawyers were killed, including two who were serving in legal aid clinics. Overall, CSOs were severely impacted both in terms of financial and human capacities, in a context where critical legal assistance needed to be provided.

In this regard, the programme adjusted its intervention by adding an emergency component to Outcome 3 with a view to ensuring the resuming of CSOs' activities, to addressing the immediate legal issues emanating from the conflict - including land, housing, property rights, GBV, personal status, maintenance, alimony, forced marriages and child custody - as well as to fostering reconciliation efforts. The interventions particularly targeted vulnerable communities: women, children, the elderly and disabled, IDPs and refugees. Through the mobilization of additional resources, 10 CSOs accessed rental subsidies and were able to undertake reparation works in order to remain operational and to provide **legal assistance to 2,749 IDPs, including 123 women survivors of SGBV**. This assistance allowed for the settlement of disputes over food and non-food items, accommodation and advocacy with duty bearers. Similarly, *Sawasya* supported CSOs in addressing the lack of confidence in justice institutions. As part of these efforts, 1,400 individuals were able to participate in the justice and security dialogue and to produce 25 position papers.

³² Key figures on the 2014 hostilities (2015, 23 June), *OCHA OPT*, available at <https://www.ochaopt.org/content/key-figures-2014-hostilities>

³³ *Id.*

Additionally, 271 dialogues and roundtables were organized between communities and policy makers in order to foster legal harmonization and institutional integration.

II.9. Challenges and Lessons Learned

The 2014 conflict in Gaza represented an immense challenge very early in the implementation phase and required the programme's rapid adaptation. To this end, *Sawasya* developed an **emergency component that mobilized additional contributions** and allowed for the resuming of CSOs' activities to cope with the soaring needs. Notwithstanding the results achieved in this exceptional context, a number of particular challenges were identified as well as corresponding lessons learned drawn from the four years of engagement with CSOs.

State-administered legal aid scheme: Legal aid provision by CSOs is highly contingent upon international aid, which compromises the sustainability and coherence of the approach. The programme duly drew upon this lesson and strongly engaged in dialogue with the PBA and institutional partners to see enshrined in the JSS a commitment to the development of a legal aid system and to the establishment of a National Legal Aid Committee (NLAC) mandated to develop the National Legal Aid Strategy. To support this, the programme plans to intensively engage with the PBA under *Sawasya II* in order to allay lawyers' concerns who oftentimes associate legal aid with the loss of livelihood for private lawyers - incorrectly conflating *pro bono* work with legal aid services – with the aim of **operationalizing a state-sponsored legal aid scheme**.

Reconciliation process: Cognizant of the inherent limitations of the current reconciliation process as above-exposed, *Sawasya II* will draw on lessons learned over the course of the four years of implementation and will **support pro-active advocacy and networking activities** that shape and push forward an inclusive reconciliation process (including policy dialogue, community awareness, victims' representation) based on CSOs' technical involvement in process monitoring (e.g. law review, training/awareness sessions on human rights)

III. Monitoring and Evaluation

Overview of knowledge products
The public perception survey (available here) provides a detailed overview of the public confidence and trust in justice and security institutions. The PCBS conducted the survey in 2015 with a sample of 6,823 individuals in both the West Bank and Gaza Strip. The survey reveals a higher level of legal awareness among beneficiaries who attended legal awareness sessions by <i>Sawasya</i> or other programmatic interventions; hence, indicating the value of investment in this area.
The second Justice and Security Monitor was also produced, analyzing data spanning from 2011 to 2016 (available here) and allowing for the review of the 2014-2016 National Justice and Rule of Law Strategy; selective analysis of data has been made available on the PCBS' website. A protracted revision process resulted in delays in publication.
In addition to the above-mentioned, the programme commissioned two reports on 'Prospects for Justice Sector Reintegration in the State of Palestine' (available here) and on 'A Framework for Unity and Reconciliation in the State of Palestine' (available here) focusing on the technical aspects of the reintegration.

Monitoring

UNDP and UN Women were cognizant of the importance of establishing a robust framework for programme implementation as well as of enhancing the capacity of partners in collecting, managing and analyzing data to measure progress against programme targets and national strategies. As a reflection of this commitment, the programme dedicated a separate component to M&E, under outcome 7, which specifically focuses on mainstreaming M&E processes and data collection systems within institutions and on improving impact measurement of the justice and security sector for Palestinian citizens. The rollout of this ambitious M&E strategy was supported by the deployment of a seconded expert by the Government of the Netherlands on knowledge management and reporting deployed within the programme.

The programme's encompassing M&E strategy was finalized and endorsed by the donor consortium in 2015 along with a streamlined set of indicators to assure effective monthly monitoring and reporting against targets by UN Women's and UNDP's experts. In parallel, *Sawasya* ensured that this strategy is rolled out holistically with CSOs incorporating the processes and feeding back into it with lessons learned. Practically, this approach translated into three workshops and four one-week training sessions pertaining to proposal writing, monitoring and reporting challenges. It provided participants with tools to adequately monitor the impact of legal aid and training sessions.

Broader result measurement has also been at the core of the programme's M&E strategy. To this end, the programme entered into partnership with the Palestine Central Bureau for Statistics (PCBS) in 2015, with a view to ensuring that qualitative and quantitative data collection are consistently employed. Accordingly, the programme commissioned the PCBS with the Palestinian Public Survey, in addition to the Justice and Security Monitor survey of 2015, with the aim of both ensuring consistent use of methodology and the institutionalization of M&E processes. This

served two main objectives: measuring the justice sector performances and strengthening evidence-based policymaking³⁴.

With regard to the monitoring of justice's performances and court case processes, the programme successfully pursued the rollout of Mizan II (as detailed in Chapter 1). Correspondingly, data on key indicators, which were jointly identified with Mizan users, are regularly published on the HJC's website. The support of the deployed experts to the MOJ and the HJC was also instrumental in ensuring the proper establishment of internal M&E processes and data collection systems. During the inception phase, the programme developed a new M&E software that will continue to be used under *Sawasya II*. The new software is accessible to partners and linked with Mizan II; hence, allowing for a timelier monitoring of indicators.

Evaluation

Two exercises informed the evaluation of the programme: the internal Mid-Term Strategic Review (MTSR) and the external final evaluation. The MTSR was formalized in May 2016 and recommended to intensify efforts to leverage political messaging, to foster a more strategic engagement of the UN system and to increase investment in programme communications and knowledge products. With regard to the final evaluation, it finds that the programme has achieved good results with regard to improving the rule of law and access to justice and particularly commended: (i) the introduction of case court processing tools, which strengthen access to information for Palestinians; (ii) the expansion of legal aid to marginalized segments of society through law-school based legal clinics; (iii) the development of Family Protection Units in the PCP and of the establishment One-Service Center for women victims of violence; (iv) the institutionalization of a corps of 25 specialized prosecutors, ahead of the adoption of the Family Protection Law, to hold perpetrators of domestic violence accountable and provides support to women victims of violence (v) the institutionalization of 15 specialized prosecutors for adequate handling of cases involving juveniles, in accordance with the 2016 Juvenile Protection Law. The evaluation's recommendations, including the establishment of a state-sponsored legal aid scheme, were duly taken into account during the development of *Sawasya II's* programme document.

³⁴ The programme also supported the PCBS in gathering data on the Sustainable Development Goal 16; promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Results against Targets	Additional remarks	Source of Verification																																					
Outcome 1: Capacity of Justice and Security Institutions Strengthened and Linkages Forged																																							
<p><u>Indicator:</u> Number of complaints against police processed in accordance with procedures</p> <p><u>Baseline:</u> 2013: 305 complaints processed by BGHR (PCP Bureau for Grievances and Human Rights)</p> <p><u>Target year ½:</u> 330/year</p> <p><u>Final target (year ¾):</u> 350/year</p>	<table border="1" data-bbox="611 375 1289 513"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>(2018)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>318</td> <td>311</td> <td>273</td> <td>352</td> <td>N/A</td> <td>1,254</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>330</td> <td>330</td> <td>350</td> <td>350</td> <td>N/A</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	(2018)	Total	318	311	273	352	N/A	1,254	<i>Targets</i>						330	330	350	350	N/A		<p>Relevant to all indicators: Targets for 2018 have not been inserted as data cover only a 6-month period and no corresponding targets were established during the inception phase.</p>	<p>PCP complaint mechanism</p>												
2014	2015	2016	2017	(2018)	Total																																		
318	311	273	352	N/A	1,254																																		
<i>Targets</i>																																							
330	330	350	350	N/A																																			
<p>Number of corruption complaints, investigations, prosecutions and adjudications handled by the PACC and CCC</p> <p><u>Baseline:</u> PACC received 392 complaints and notifications in 2013, of which 19 were transferred to the CCC. CCC received new 19 cases, and ruled on 7 cases.</p> <p><u>Target at year ½:</u> 400/year</p> <p><u>Final target (year ¾):</u> 450/year</p>	<table border="1" data-bbox="611 813 1289 1016"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>(2018)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>511</td> <td>474</td> <td>452</td> <td>465</td> <td>N/A</td> <td>1,902</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>400</td> <td>400</td> <td>450</td> <td>450</td> <td>N/A</td> <td></td> </tr> <tr> <td colspan="6"><i>Number of cases transferred to the CCC</i></td> </tr> <tr> <td>32</td> <td>21</td> <td>20</td> <td>21</td> <td>N/A</td> <td>94</td> </tr> </tbody> </table>	2014	2015	2016	2017	(2018)	Total	511	474	452	465	N/A	1,902	<i>Targets</i>						400	400	450	450	N/A		<i>Number of cases transferred to the CCC</i>						32	21	20	21	N/A	94		<p>PACC Data reporting</p>
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<p>Capacity of HJC, AGO, Family Courts and MOJ strengthened in Strategic planning, project management, donor relations, M&E</p> <p><u>Baseline:</u> N/A</p> <p><u>Target:</u> N/A</p>	<p>HJC: over the implementation period, 4 staff were recruited by the Council, working on M&E (1), planning (1), project management (1) and capacity development (1).</p> <p>AGO: over the implementation period, 2 staff were recruited by the Office, working on M&E (1) and planning (1).</p> <p>MOJ: over the implementation period, 4 staff were recruited by the Ministry, working on M&E (1), planning (1) and project management (2).</p>		<p>Institution reports</p>																								
<p>Number of cases enforced (civil cases) (in enforcement departments)</p> <p><u>Baseline:</u> 45,352</p> <p><u>Target:</u> 48, 000/year</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>(2018)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>54,547</td> <td>32,041</td> <td>30,588</td> <td>46,217</td> <td>23,841</td> <td>187,234</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>48,000</td> <td>48,000</td> <td>48,000</td> <td>48,000</td> <td>N/A</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	(2018)	Total	54,547	32,041	30,588	46,217	23,841	187,234	<i>Targets</i>						48,000	48,000	48,000	48,000	N/A		<p>A significant increase in the number of new cases enforced was witnessed between 2014 (53.7%) and 2017 (69.1%).</p>	<p>MIZAN 2</p>
2014	2015	2016	2017	(2018)	Total																						
54,547	32,041	30,588	46,217	23,841	187,234																						
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48,000	48,000	48,000	48,000	N/A																							
<p>Number of notifications delivered (from notification department - civil cases)</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 35000/year</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>(2018)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>38,959</td> <td>211,156</td> <td>292,378</td> <td>310, 251</td> <td>125,241</td> <td>977,985</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>35,000</td> <td>35,000</td> <td>35,000</td> <td>35,000</td> <td>N/A</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	(2018)	Total	38,959	211,156	292,378	310, 251	125,241	977,985	<i>Targets</i>						35,000	35,000	35,000	35,000	N/A		<p>The establishment of separated 24 enforcement departments within Family Courts as well as the deployment of a team of notifiers to reduce backlog explain the important number</p>	<p>MIZAN 2</p>
2014	2015	2016	2017	(2018)	Total																						
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		of notifications delivered.																																														
<p>Number of detention cases (pre-trial detention) (+ detention time)</p> <p><u>Baseline:</u> 4,947</p> <p><u>Target:</u> 4,000/year</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>5,334</td> <td>5,375</td> <td>5,517</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	5,334	5,375	5,517	N/A	N/A		MIZAN 2																																			
2014	2015	2016	2017	2018																																												
5,334	5,375	5,517	N/A	N/A																																												
<p>Backlog in cases (# of disposed cases/ # received cases)</p> <p><u>Baseline:</u></p> <p>AGO/PP: 1 Conciliation Courts: 1 First Instance Courts: 0.95 Appeal Courts: 1.03 Family Courts: 0.97</p> <p><u>Targets:</u></p> <p>Conciliation Courts: < 1 First Instance Courts: <0.95 Appeal Courts:<1.00 Family Courts: <1.10</p>	<p>Disposition rates</p> <p>At the levels of the Conciliation Courts, First Instance Courts and Appeal Courts disposition targets were all met by 2016</p> <table border="1"> <thead> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>CC</td> <td>1.02</td> <td>1.08</td> <td>0.99</td> <td>0.97</td> </tr> <tr> <td colspan="5"><i>Target (< 1)</i></td> </tr> <tr> <td>FIC</td> <td>0.87</td> <td>0.98</td> <td>0.95</td> <td>0.94</td> </tr> <tr> <td colspan="5"><i>Target (<0.95)</i></td> </tr> <tr> <td>AC</td> <td>1.03</td> <td>0.81</td> <td>0.98</td> <td>1</td> </tr> <tr> <td colspan="5"><i>Target (<1.00)</i></td> </tr> <tr> <td>FC</td> <td>N/A</td> <td>0.59</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td colspan="5"><i>Target (<1.10)</i></td> </tr> </tbody> </table>		2014	2015	2016	2017	CC	1.02	1.08	0.99	0.97	<i>Target (< 1)</i>					FIC	0.87	0.98	0.95	0.94	<i>Target (<0.95)</i>					AC	1.03	0.81	0.98	1	<i>Target (<1.00)</i>					FC	N/A	0.59	N/A	N/A	<i>Target (<1.10)</i>					<p>Disposition rates for 2018 were not included as they are not reflective of annual results.</p> <p>Family Courts are not linked with Mizan 2. Therefore, disposition rates could not be collected by the programme in a consistent manner.</p>	MIZAN 2
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<p># of complaints submitted /# of complaints investigated (against judges/staff)</p> <p>Baseline: 0</p> <p>Target: 100/year</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>(2018)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="6"><i>Number of complaints submitted</i></td> </tr> <tr> <td>142</td> <td>98</td> <td>121</td> <td>140</td> <td>76</td> <td>577</td> </tr> <tr> <td colspan="6"><i>Number of complaints investigated*</i></td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>118</td> <td>163</td> <td>89</td> <td></td> </tr> </tbody> </table> <p><i>*The number of investigated complaints for a designated year include cases from the previous year</i></p>	2014	2015	2016	2017	(2018)	Total	<i>Number of complaints submitted</i>						142	98	121	140	76	577	<i>Number of complaints investigated*</i>						N/A	N/A	118	163	89		<p>Baseline was 0 as SOPs needed to be developed for Inspection Department and staff needed to be trained on them</p>	<p>HJC reports</p>																									
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<p>Congestion rates (dissagr. per court)</p> <p>Baseline:</p> <p>AGO/PP: 1.5 Conciliation Courts: 1.28 First Instance Courts: 2.25 Appeals Courts: 1.22 Family Courts: 1.15</p> <p>Targets:</p> <p>AGO/PP: <1.15 Conciliation Courts: <1.08 First Instance Courts: <1.80 Appeals Courts: <1.02 Family Courts: <1.10</p>	<p>Congestion rates</p> <table border="1"> <thead> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>AGO</td> <td>1.12</td> <td>1.15</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td colspan="5"><i>Target (<1.15)</i></td> </tr> <tr> <td>CC</td> <td>1.64</td> <td>1.61</td> <td>1.18</td> <td>1.19</td> </tr> <tr> <td colspan="5"><i>Target (<1.08)</i></td> </tr> <tr> <td>FIC</td> <td>2.87</td> <td>2.29</td> <td>2.35</td> <td>2.37</td> </tr> <tr> <td colspan="5"><i>Target (<1.80)</i></td> </tr> <tr> <td>AC</td> <td>1.6</td> <td>1.92</td> <td>1.37</td> <td>1</td> </tr> <tr> <td colspan="5"><i>Target (<1.02)</i></td> </tr> <tr> <td>FC</td> <td>N/A</td> <td>1.92</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td colspan="5"><i>Target (<1.10)</i></td> </tr> </tbody> </table>		2014	2015	2016	2017	AGO	1.12	1.15	N/A	N/A	<i>Target (<1.15)</i>					CC	1.64	1.61	1.18	1.19	<i>Target (<1.08)</i>					FIC	2.87	2.29	2.35	2.37	<i>Target (<1.80)</i>					AC	1.6	1.92	1.37	1	<i>Target (<1.02)</i>					FC	N/A	1.92	N/A	N/A	<i>Target (<1.10)</i>					<p>Family Courts are not linked with Mizan 2. Therefore, congestion rates could not be collected by the programme in a consistent manner.</p>	<p>MIZAN 2</p>
	2014	2015	2016	2017																																																						
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	N/A	60%	49%	360%	N/A		
% of post 2007 laws in Gaza and West Bank reviewed by the PA or other mechanisms, driven by mutually agreed principles of inclusiveness, legitimacy and adherence to international human rights standards. <u>Baseline:</u> 0% <u>Target:</u> 70%	In 2015, the Technical Committee of the COM reviewed 100% (45) of the post-2007 laws. In 2016, 6 additional laws were reviewed. However, from 2016 onwards, activities were realigned to focus on reinforcing the capacity of the reviewers through the development of an online tools.						
Complaints registration and follow up mechanism within MOJ, High Judicial Council (HJC) and Attorney General's Office (AGO) exist <u>Baseline:</u> 0 <u>Target:</u> complaint mechanisms exist in the 3 institutions	Complaints registration and follow up mechanisms exist in all 3 institutions.						MOJ/HJC/AGO reports
1.1: MOJ's technical capacity strengthened in relation to planning, M&E, policy advice, capacity of legal and administrative staff, legislative drafting, legal aid institutionalization, international legal cooperation, and gender and juvenile justice (UNDP)							
# of MOJ staff who have satisfactorily completed institutionalized capacity building training programmes and achieved accredited qualifications <u>Baseline:</u> 0 <u>Target:</u> 40 (10/year)	50 MOJ staff members completed the institutional capacity diploma programme, among whom: 4 completed legislative drafting diploma; 32 completed the legal skills diploma; 7 completed the administrative skills diploma; 7 completed the organizational development skills diploma						MOJ reports

Number and percent of units and directorates that incorporate gender sensitivity/activities into work plans. <u>Baseline:</u> gender mainstreaming requires additional institutionalization <u>Target:</u> 10/15	12 (80%)		MOJ reports
% and # of units and directorates to incorporate juvenile justice considerations into work plans/activities <u>Baseline:</u> juvenile justice capacity requires additional institutionalization <u>Planned Target:</u> 10/15	12 (80%)		MOJ reports
1.2: HJC's technical capacity strengthened in relation to planning, donor liaison, project management, M&E, capacity of court and administrative staff, further development and implementation of MIZAN2, case flow and management, judicial inspections work, execution of judgments and gender and juvenile justice (UNDP)			
Number of justice/security institutions linked to MIZAN2 <u>Baseline:</u> 5 <u>Target:</u> 7	9 (MOJ, HJC, AGO, Land Authority, Monetary Authority, Traffic Department, Ministry of Interior, PCP, Birzeit University, PCP)		MIZAN 2
Number of lawyers using MIZAN2 <u>Baseline:</u> 1630 <u>Target:</u> 3000	3,998	The latest data (2016) indicate that the number of lawyers in Palestine amounts to about 4,000.	MIZAN 2
Number of HJC administrative staff to undertake and complete institutionalized training programme	52 HJC staff members who completed the institutional capacity diploma programme: 2 HJC staff who completed legislative drafting diploma; 24 HJC staff who completed the legal skills diploma; 13 HJC staff who completed the administrative skills diploma;		HJC reports

<p><u>Baseline:</u> 0</p> <p><u>Target:</u> 40</p>	13 HJC staff who completed the organizational development skills diploma		
<p>Human Rights Unit, Strategies and Action plans expertise developed</p> <p><u>Baseline:</u> weak human rights expertise</p> <p><u>Target:</u> human rights expertise established</p>	The Human Rights Unit was established in September 2017.	The Human Rights Unit of the HJC is part of the new organizational structure, but is pending approval from the Council of Ministers. As of yet, the Unit is not operational.	HJC reports
<p>Percentage/number of HJC staff to receive human rights awareness training</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 80 additional staff</p>	79		HJC reports
<p>HJC Human resources SOPs' support women's participation in the rule of law sector</p> <p><u>Baseline:</u> no SOP</p> <p><u>Target:</u> SOP approved by Chief Justice</p>	SOPs have been developed and adopted.		HJC reports
Output 1.3: AGO/PP's technical capacity strengthened in relation to planning, donor liaison, project management, M&E, capacity of legal and administrative staff, taking into account gender and juvenile justice considerations (UNDP)			
Human Rights Unit, Strategies and Action plans expertise developed	The AGO Human Rights Unit is active		AGO reports

<p><u>Baseline</u>: no Human Rights Unit in the AGO</p> <p><u>Target</u>: Human Rights Unit established</p>			
<p>Output 1.4: Legislative drafting skills enhanced across the legislative chain, with a focus on promoting and protecting gender equality (UNDP)</p>			
<p>Number of new draft laws and/or amendments reviewed by the Gender Legislative Committee</p> <p><u>Baseline</u>: Capacity to undertake gender impact analysis of laws low</p> <p><u>Target</u>: 25</p>	<p>A total of 11 laws and draft laws were reviewed by the GLC out of the 25 planned.</p>	<p>The programme's support was readjusted towards the enhancement of reviewers' capacity.</p>	<p>MOJ Gender Legislative Committee reports</p>
<p>Number of new users of Al-Muqtafi legal database and (average daily hits)</p> <p><u>Baseline</u>: 248,000 daily hits</p> <p><u>Target</u>: at least 1,900 average daily users of Al Muqtafi</p>	<p>The total number of new users of Al-Muqtafi during the reporting period is 10,249 (out of 26,020 users). An average of 2,303 users use it on a daily basis (average daily hits over the period: 375, 387).</p>		<p>Birzeit University</p>
<p>Output 1.5: Specific needs of the Family courts identified and supported, especially in the areas of planning, donor liaison, M&E, electronic case management, capacity of administrative and court staff, and gender and juvenile justice (UNDP)</p>			
<p>Gender strategy and related action plan in place</p> <p><u>Baseline</u>: no gender strategy and action plan in Family Courts</p> <p><u>Target</u>: gender strategies and action plans completed, approved in the Family Courts and implementation commenced</p>	<p>Gender strategy and related action plans developed.</p>		<p>Family Courts reports</p>

<p>Gender sensitive policy framework established including in areas of human resources, planning, budgeting, infrastructure, IT</p> <p><u>Baseline:</u> no gender sensitive policy framework in place</p> <p><u>Target:</u> gender policy developed in HR policies, planning, budgeting, space and facility allocations</p>	<p>Gender sensitive policy frameworks established in HR, planning, budgeting, infrastructure and IT.</p>		<p>Family Courts reports</p>
<p>Output 1.6 PCP's technical capacity strengthened in relation to IT, M&E, professional standards, internal complaints mechanisms, and judicial notifications and enforcements, taking into account gender and juvenile justice considerations (UNDP)</p>			
<p>SOPs and job descriptions for internal oversight bodies developed</p> <p><u>Baseline:</u> no SOPs and job descriptions for BGHR, PSDD, IGO exist.</p> <p><u>Target:</u> SOPs and job approved and police trained on it</p>	<p>SOPs for BGHR, PSDD and IGO finalized but not endorsed as of yet</p>	<p>Target partially achieved</p>	<p>PCP reports</p>
<p>Number of PCP staff who have satisfactorily completed institutionalized capacity building training programme and achieved accredited qualifications</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20</p>	<p>49 PCP staff completed institutionalized capacity building training</p>		<p>PCP reports</p>
<p>1.7: Institutional development of the Corruption Crimes Court supported (covered under PACC outcome level indicator)</p>			

1.8: Institutional development of the Palestinian Anti-Corruption Commission supported			
National Anti-Corruption Strategy (2015-2017) developed and implementation supported <u>Baseline:</u> no National Anti-Corruption Strategy <u>Target:</u> national anti-corruption strategy (2015-18) developed and endorsed, along with work plan for its implementation	Anti-Corruption Strategy (2015-2018) has been developed and endorsed as well as work plan for implementation.		PACC reports
% of recommendation of the organizational review implemented <u>Baseline:</u> 0 <u>Target:</u> 70%	The percentage of recommendations implemented by PACC is as follows: - IT: 100%. - HR: 50%, - Strategy: 10%. - Organizational development: 20%		PACC reports
1.9: Strengthened coordination and cooperation amongst the rule of law actors improved with a focus on technical level cooperation between justice and security sector institutions and support to their efforts to clarify functional mandates			
Number of cross-institutional initiatives emerged from justice and security sector coordination and working group meetings (Gaza/WB) <u>Baseline:</u> 0 <u>Target:</u> 10	12		JSS Working Group
Outcome 2 Civil society contribution to rule of law and community access to justice in the West Bank enhanced			
PBA capacity in areas of planning, project management, donor coordination, and M&E/data collection	A Planning and Project Management Unit was established within the PBA in 2017. However, due to internal dissensions the Unit's activities were put on hold.	At the programme's closure, the issue was brought to the attention of the PBA's	PBA

<p><u>Baseline:</u> to be collected in 2015</p> <p><u>Target:</u> capacity of PPMU staff strengthened</p>		<p>board and decision was made to add it to the new organizational structure.</p>																									
<p>% of beneficiaries who feel that legal aid made a positive change in their life</p> <p><u>Baseline:</u> no baseline</p> <p><u>Planned Target:</u> At least 75%</p>	<p>78%</p>		<p>Beneficiary Surveys</p>																								
<p>2.1: Capacity of CSOs strengthened to deliver quality legal aid services to vulnerable individuals and communities, with a focus on women, children and Palestinians living in Area C and East Jerusalem</p>																											
<p>Number of legal aid beneficiaries under the programme in the West Bank, including Area C and East Jerusalem (disaggregated by men/women, children/adults)</p> <p><u>Baseline:</u> 2013: 5,173</p> <p><u>Planned Target:</u> 10% increase/year</p>	<p>In total 56,716 individuals acceded legal aid in the West Bank and East Jerusalem:</p> <p>Women: 19,184 Men: 29,705 Juveniles: 7,827</p> <table border="1" data-bbox="611 841 1312 979"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>7,581</td> <td>19,528</td> <td>15,979</td> <td>8,998</td> <td>4,630</td> <td>56,716</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>5,690</td> <td>6,259</td> <td>6,885</td> <td>7,573</td> <td>N/A</td> <td>26,407</td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	7,581	19,528	15,979	8,998	4,630	56,716	<i>Targets</i>						5,690	6,259	6,885	7,573	N/A	26,407		<p>CSO reports</p>
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5,690	6,259	6,885	7,573	N/A	26,407																						
<p>Number of legal aid cases in 'Area C' and East Jerusalem</p> <p><u>Baseline:</u> (2014) 3,239</p> <p><u>Planned Target:</u> 16,000</p>	<p>17,578</p>		<p>CSO reports</p>																								
<p>Percentage of legal aid service beneficiaries (disaggregated by gender) who feel satisfied with legal aid services provided (disaggregation per zone)</p>	<p>96.8% legal aid beneficiaries feel satisfied/very satisfied (41.4% feel satisfied, 55.5% feel very satisfied) with legal aid services provided among whom 97.4% are women and 94.8% are men.</p>		<p>Beneficiary surveys</p>																								

<p><u>Baseline:</u> 0</p> <p><u>Planned Target:</u> At least 75% of legal aid service beneficiaries (including women) feel satisfied with legal aid services provided</p>			
<p>2.2: Quality of legal profession strengthened to enhance community access to justice (UNDP)</p>			
<p>Number of lawyers attending training sessions aimed at strengthening legal knowledge and skills</p> <p><u>Baseline:</u> practicing lawyers have limited training and knowledge sharing opportunities</p> <p><u>Target (year 1-2):</u> 10% increase in number of lawyers enrolling in PBA's continuous training programmes, 5% increase in number of participating female lawyers</p> <p><u>Target (year 3-4):</u> 5% increase in number of lawyers enrolling in PBA's continuous training programmes, 5% increase in number of participating female</p>	<p>A total of 867 lawyers attended training sessions aimed at strengthening legal knowledge and skills.</p>		<p>PBA reports</p>
<p>Percentage of lawyers who self-assess that the trainings were useful and relevant to their work</p> <p><u>Baseline:</u> 81% (PBA-offered training in 2013)</p> <p><u>Planned Target:</u> 90%</p>	<p>Over the period, on average 83% of lawyers self-assessed that the trainings were useful and relevant to their work.</p>		<p>PBA reports</p>

<p>Number of universities that have institutionalized clinical legal education programmes</p> <p><u>Baseline:</u> 3</p> <p><u>Planned Target:</u> 4</p>	<p>4 universities (Al-Quds University; Hebron University; An-Najah University; Al-Istiqlal University).</p>		<p>Al-Quds University; Hebron University; An-Najah University; Al-Istiqlal University</p>						
<p>Number of lawyers providing <i>pro bono</i> legal assistance</p> <p><u>Baseline:</u> Limited legal aid provision by PBA</p> <p><u>Planned Target:</u> Pro Bono Legal Aid Scheme Developed</p>	<p><i>Pro bono</i> scheme developed with a roster of 120 lawyers</p>		<p>PBA reports</p>						
<p>2.3: An enabling legal environment more conducive to increasing citizen oversight and community access to justice in the West Bank (UNDP)</p>									
<p>Number of individuals who received legal awareness raising</p> <p><u>Baseline:</u> (2013): 3076 (f: 1457/m:1464)</p> <p><u>Target:</u></p> <p><u>20 % first year</u> Further 15% increase on yearly basis</p>	<table border="1"> <tr> <td>Number of individuals who received legal awareness raising</td> </tr> <tr> <td>14,392</td> </tr> <tr> <td><i>Number of women</i></td> </tr> <tr> <td>6,600</td> </tr> <tr> <td>Target</td> </tr> <tr> <td>16,918</td> </tr> </table>	Number of individuals who received legal awareness raising	14,392	<i>Number of women</i>	6,600	Target	16,918	<p>During the inception phase, due to the limited funding, the program supported a limited number of activities on this topic.</p>	<p>CSO reports</p>
Number of individuals who received legal awareness raising									
14,392									
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6,600									
Target									
16,918									
<p>Number of communication events undertaken by CSO partners on legal issues (i.e. press releases, publications, posters/pamphlets, audio-video productions)</p> <p><u>Baseline:</u> 283</p> <p><u>Target:</u> 1,600</p>	<p>A total of 11, 688 communication events were undertaken by CSO partners on legal issues</p>		<p>CSO reports</p>						

<p>Number of complaints lodged with relevant bodies arising out of monitoring (gender disaggregated)</p> <p><u>Baseline:</u> 94</p> <p><u>Target:</u> 5% increase</p>	<p>In total, 754 complaints were lodged with relevant bodies.</p> <table border="1" data-bbox="611 310 1381 446"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>113</td> <td>120</td> <td>177</td> <td>119</td> <td>225</td> <td>754</td> </tr> <tr> <td colspan="5"><i>Target</i></td> <td></td> </tr> <tr> <td>99</td> <td>104</td> <td>109</td> <td>114</td> <td>N/A</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	113	120	177	119	225	754	<i>Target</i>						99	104	109	114	N/A			<p>CSO reports</p>						
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<p>2.4. Engagement with informal justice actors and processes to increase observation of international standards of fairness, especially in relation to gender and juvenile justice (UNDP)</p>																																	
<p># of referrals by informal justice actors to formal justice actors</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20 (yearly)</p>	<p>N/A</p>	<p>In the West Bank, cases referred to formal justice actors could not be systematically documented.</p>	<p>ICHR</p>																														
<p>Outcome 3: Civil society contribution to rule of law and community access to justice in the Gaza Strip enhanced</p>																																	
<p>Percentage of legal aid service beneficiaries who feel satisfied with legal aid services provided</p> <p><u>Baseline:</u> no baseline yet</p> <p><u>Target:</u> At least 75% of legal aid service beneficiaries (including women) feel satisfied with legal aid services provided</p>	<p>96.8% of legal aid service beneficiaries feel satisfied/very satisfied by the service provided (97.4% among women)</p>		<p>Beneficiary surveys</p>																														
<p>3.1: Capacity of CSOs strengthened to deliver quality legal aid services to vulnerable individuals and communities, with a focus on women and children (UNDP)</p>																																	
<p>Total number of legal aid beneficiaries in Gaza (m/f)</p> <p><u>Baseline:</u> 4,846</p>	<p>Over the period 65% of beneficiaries were women.</p> <table border="1" data-bbox="611 1247 1325 1412"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>6,685</td> <td>6,898</td> <td>11,776</td> <td>5,339</td> <td>4,254</td> <td>34,952</td> </tr> <tr> <td colspan="5"><i>Number of women</i></td> <td></td> </tr> <tr> <td>5,342</td> <td>4,824</td> <td>7,185</td> <td>3,614</td> <td>1,824</td> <td></td> </tr> <tr> <td colspan="5"><i>Targets</i></td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	6,685	6,898	11,776	5,339	4,254	34,952	<i>Number of women</i>						5,342	4,824	7,185	3,614	1,824		<i>Targets</i>							<p>CSO reports</p>
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Target year 1-2: 10% increase, Target year 3-4: 10% increase and maintaining 70% women beneficiaries	5,331	5,864	6,450	7,095	N/A	24,739														
Number of internal and external referrals facilitated by integrated CSO network Baseline: 2,986 Target: 3,000	5,891							CSO reports												
Number of university-based legal aid clinics established to provide legal aid services over the life of the programme Baseline: 18 Target: 19	At the programme's closure, 18 legal aid clinics were active, including: - 4 university based legal aid clinics (Islamic University of Gaza, University of Palestine, University College of Applied Sciences (UCAS), Al-Azhar University); - 14 legal clinics in CSOs							CSO reports Universities												
3.2: Quality of legal profession strengthened to enhance community access to justice (UNDP)																				
Number of lawyers attending training sessions aimed at strengthening legal knowledge and skills Baseline: 1,204 Target year 1-2: 10% increase, 5% in female lawyer participation Target year 3-4: further 5% increase, further 5 % increase in female lawyer participation	In total 2,567 lawyers attended training sessions aimed at strengthening legal knowledge and skills. <table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>109</td> <td>573</td> <td>1,270</td> <td>418</td> <td>197</td> <td>2,567</td> </tr> </tbody> </table>						2014	2015	2016	2017	2018	Total	109	573	1,270	418	197	2,567	During the inception phase, due to the limited funding, the program supported a limited number of activities on this topic.	PBA reports
2014	2015	2016	2017	2018	Total															
109	573	1,270	418	197	2,567															
Number of lawyers providing pro bono legal assistance	53 lawyers							PBA reports												

<u>Baseline:</u> 30 <u>Target:</u> 35							
Number of pro bono cases <u>Baseline:</u> 3920 <u>Target:</u> 4200	The total number of pro bono cases for the whole implementation period is 3,895	From 2016 onwards, the programme readjusted its support towards the development of a National Legal Aid Strategy, which translated into decreased funding for this activity.	PBA				
3.3: Support an enabling legal environment that is conducive to increasing citizen oversight and community access to justice in Gaza (UNDP)							
Number of individuals who received legal awareness raising <u>Baseline:</u> 19,191 (2013) <u>Target year 1-3:</u> 20% increase <u>Target year 4:</u> Further 15% increase	<table border="1"> <tr> <td>Number of individuals who received legal awareness raising</td> </tr> <tr> <td>107,609</td> </tr> <tr> <td><i>Target</i></td> </tr> <tr> <td>114,184</td> </tr> </table>	Number of individuals who received legal awareness raising	107,609	<i>Target</i>	114,184	During the inception phase, due to the limited funding, the program supported a limited number of activities on this topic.	CSO Reports
Number of individuals who received legal awareness raising							
107,609							
<i>Target</i>							
114,184							
Number of press releases and position papers <u>Baseline:</u> 192 <u>Target:</u> 200	319		CSO Reports				
Number of advocacy campaigns on domestic legal topics launched	105		CSO Reports				

<p><u>Baseline:</u> 32</p> <p><u>Target:</u> 50</p>																											
<p>Number of communication events undertaken by CSO partners on legal issues (i.e. press releases, publications, posters/pamphlets, audio-video productions)</p> <p><u>Baseline:</u> 183</p> <p><u>Target:</u> 200/year</p>	<p>1, 033 communication events undertaken by CSO partners on legal issues (i.e. press releases, publications, posters/pamphlets, audio-video productions)</p>		<p>CSO Reports</p>																								
<p>Number of complaints lodged with relevant bodies arising out of monitoring (gender disaggregated)</p> <p><u>Baseline:</u> 5</p> <p><u>Target year 1-2:</u> 10 % increase in # of complaints lodged</p> <p><u>Target year 3-4:</u> further 5 % increase in # of complaints lodged</p>	<table border="1" data-bbox="611 678 1388 813"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>94</td> <td>N/A</td> <td>94</td> <td>104</td> <td>295</td> </tr> <tr> <td colspan="6"><i>Targets</i></td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	3	94	N/A	94	104	295	<i>Targets</i>						6	7	8	9	10			<p>CSO Reports</p>
2014	2015	2016	2017	2018	Total																						
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<i>Targets</i>																											
6	7	8	9	10																							
<p>3.4: Engagement with informal justice actors and processes to increase observation of international standards of fairness especially in relation to gender and juvenile justice (UNDP)</p>																											
<p>Number of referrals by informal justice actors to formal justice actors</p> <p><u>Baseline:</u> little to no monitoring or interaction between formal/informal cases</p> <p><u>Target:</u> network of progressive informal justice authorities established</p>	<p>Network of progressive informal justice actors was established and 84 referrals were completed by informal justice actors to formal justice actors</p>		<p>CSO reports</p>																								

3.5: Reintegration of core rule of law institutions supported (UNDP) (covered under 5)			
3.6: Formal and informal justice processes monitored through the Observatory, with a focus on access and impact on women and girls (UN Women)			
<p>Observatory on VAWG established and functional</p> <p><u>Baseline</u>: no observatory</p> <p><u>Target</u>: observatory established</p>	<p>Observatory on VAWG was established covering both West Bank and the Gaza Strip.</p>	<p>The Observatory produced 1 report. But since 2017, no new initiative was produced. However, research tools and templates have been introduced within the working methodology of ICHR.</p>	<p>Observatory</p>
<p>Support provided to CSOs and other stakeholders in cooperating with the newly established observatory.</p> <p><u>Baseline</u>: no observatory</p> <p><u>Target</u>: 1 Observatory report in the West bank. 1 Observatory report in Gaza.</p>	<p>1 report produced that covered both the West Bank and Gaza Strip entitled '<i>Monitoring women's access to justice in the oPt</i>'.</p>	<p>Due to methodology weaknesses, the report was not published. However, ICHR has been revisiting and refining research designing as part of their continuous work in monitoring human rights and justice in Palestine.</p>	<p>CSO reports</p>
<p>Number of studies/assessments on women access to justice in Gaza (including legal aid services) produced.</p> <p><u>Baseline</u>: 0</p> <p><u>Target</u>: 4</p>	<p>2</p>		<p>CSO reports</p>

3.7: Awareness of GBV, legal rights, available justice, security and social protection services and institutional roles and responsibilities increased amongst communities, CSOs and professionals (UN Women)			
<p>Number of individuals provided with ToT related to awareness on GBV, legal rights, available justice, security and social protection services and institutional roles and responsibilities.</p> <p><u>Baseline:</u> 0 trainings conducted</p> <p><u>Target:</u> 80</p>	<p>No individual was provided with ToT as the programme realigned its support towards direct legal awareness activities on GBV and related legal rights. As a result, 56,536 individuals benefitted from legal awareness sessions (including social workers, police officers, prosecutors, judges as well as marginalized women). Out of the total number, 36,915 were women and 19, 621 men were men.</p>		CSO reports
Outcome 3A: Strengthening the Rule of Law within an Early Recovery Framework: Emergency Support to the Gaza Strip			
1. CSOs partners to undertake legal aid services supported (UNDP) (covered under Outcome 3)			
2. Quick impact facility established (UNDP)			
<p># of temporary rental subsidies for 3 CSOs that suffered major infrastructural damages</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 3</p>	8		CSO reports
<p>Resumption of services by CSOs that have suffered damages</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 3</p>	9		CSO reports

3. Community participation in justice and security decision-making process enhanced (UNDP)			
<p>Level of participation of community in justice and security decision-making process</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> At least 1000 members from the community participated in justice/security events, while their views reflected in at least 7 position and policy papers.</p>	2,764 and 30 position papers		CSO reports
<p>No. of dialogues and roundtable between community activists and decision makers</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> coordination/networking mechanism to protect community activists and legal/rights defenders initiated</p>	315		CSO reports
<p>No. of decisions pertaining justice and security issues followed-up</p> <p><u>Baseline:</u> 0</p>	8		CSO reports

Planned Target: 4 decisions related to justice and security issues adopted with direct participation from the community			
4. Legal harmonization efforts fostered (UNDP)			
No. of substantive post 2007 West Bank/Gaza laws to be reviewed via Legal Harmonisation Committee or via inclusive processes outside of this process: Baseline: Harmonisation Committee: 1, Other:3 Target: Harmonisation Committee: 20/year, Other:30/year	51 post 2007 laws reviewed by the Technical Committee for Harmonization within the Council of Ministers	The programme readjusted its support towards reinforcing review processes within the Committee in partnership with Birzeit University	COM
5. Reintegration of core rule of law institutions supported (UNDP) (covered under 4)			
6: Documentation, reporting and advocacy mechanisms strengthened, within a human rights framework (UN Women)			
No. of women and girls' legal/protection needs documented Baseline: 0 Target: 500	728		CSO reports
Outcome 4: Gender responsiveness of justice, security and legislative actors strengthened			
Percentage of female employees in targeted institutions in PCP and AGO disaggregated based on position	PCP		PCP/AGO

<p><u>Baseline:</u> PCP 2.5 %, AGO N/A</p> <p><u>Target:</u> Increase 5%</p>	<p>4.6% are women (women 347; men 7501), of which 23% are in high rank (captain and colonel) This is compared to 2.5% in 2014.</p> <p>Percentage of women in senior positions at PCP is 3.7%.</p> <p>AGO</p> <p>20.4% are women (women 33; men 129), of which 15% are in high ranking (Chief prosecutors) compared to 31% of men in high-ranking positions.</p> <p>Percentage of women in senior positions at PP is 3%.</p> <p>43.5 % of admin staff in senior positions are women compared to 56.3% for men of (35 males and 27 females. 31.5% of those who hold professional positions (officers, legal researcher, finance officer) are women; 37% of employees who work in other positions, such as assistant, driver, and others are women</p>		
<p>Percentage of police, prosecutors and judges specialized in gender justice issues (disaggregated by m/f)</p> <p>Baseline: no baseline yet</p> <p>Target: to be determined</p>	<ul style="list-style-type: none"> • 33% of women among the 110 FJPU staff members (36 women and 74 men) • 42% among the 25 prosecutors (10 women and 15 men) • 50% of women among 29 judges (15 women and 14 men) • 34% of women among police officers (36 women and 71 men) 		PCP/AGO
<p>Percentage of women beneficiaries of policing services, including women victims of violence satisfied with policing services.</p> <p><u>Baseline:</u> N/A</p> <p><u>Target:</u> 10% increase</p>	N/A	Baseline survey was conducted but data collected did not permit to establish a conclusive baseline. Therefore, this indicator could not be informed.	UNW baseline study

<p>Percentage of PCP women staff members satisfied with policing environment</p> <p><u>Baseline:</u> N/A</p> <p><u>Target:</u> N/A</p>	<p>Out of 176 PCP female staff 82% stated that they are satisfied with the policing environment. However, 46.7% of PCP women staff stressed that there is discrimination against women in regards to salary, health, insurance benefits as well as positions.</p>		<p>UNW baseline study</p>
<p>Percentage of women beneficiaries of prosecutorial services (incl. women victims of violence's) satisfied with services</p> <p><u>Baseline:</u> N/A</p> <p><u>Target:</u> N/A</p>	<p>N/A</p>		<p>UNW baseline study</p>
<p>4.1: Capacity of the MOJ, HJC, Family Courts, PMF and PBA to develop and implement gender responsive draft laws, policies and frameworks strengthened (UNDP)</p>			
<p>Number of new laws and legislative amendments supportive of gender issues and women's rights</p> <p><u>Baseline:</u> applicable laws critical to gender progress remain archaic</p> <p><u>Target:</u> at least 4 more draft law or amendment supportive of improved gender justice put forward</p>	<p>12 laws</p>		<p>MOJ Gender Legislative Committee</p>
<p>Number of laws reviewed for gender responsiveness</p> <p><u>Baseline:</u> 5</p>	<p>12 laws (same as indicator above)</p>		<p>MOJ Gender Legislative Committee</p>

<p>Planned Target: at least 12 existing laws or bylaws reviewed through a 'gender' lens</p>																											
<p>Gender strategies and action plans developed in the HJC and the Family Courts</p> <p>Baseline: gender strategies and action plans completed and approved in MOJ, not yet developed in the HJC and Family Courts</p> <p>Target: gender strategies and action plans implemented in the HJC and the Family Courts</p>	<p>Gender Strategy, annual work plan and action plans are in place within the HJC and at Family Courts</p>		<p>HJC and Family Courts data</p>																								
<p>Number of MOJ, HJC, Family Courts and PBA staff that have received gender awareness training</p> <p>Baseline: 0</p> <p>Target: 100</p>	<p>A total 250 staff from MOJ (125) and HJC (125) received gender awareness training. With regard to Family Courts, 19 judges received gender awareness training and a peer group discussion bringing together 5 judges and senior scholars was organized to address in new directions in Islamic thought in light of gender justice. Additionally, 75 lawyers received gender awareness sessions and with a focus on responsive representation to women in courts.</p>		<p>HJC and Family Court data</p>																								
<p>Number of women PMF beneficiaries</p> <p>Baseline (2013): 199</p> <p>Target:</p> <p>Further 10% increase</p>	<p>2,721 women benefit from the PMF.</p> <table border="1" data-bbox="611 1263 1383 1396"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>588</td> <td>1,456</td> <td>677</td> <td>N/A</td> <td>2,721</td> </tr> <tr> <td colspan="5"><i>Targets</i></td> <td></td> </tr> <tr> <td>219</td> <td>241</td> <td>265</td> <td>292</td> <td>N/A</td> <td></td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	N/A	588	1,456	677	N/A	2,721	<i>Targets</i>						219	241	265	292	N/A			<p>PMF</p>
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PMF retrieval rate <u>Baseline (2013):</u> 25% <u>Target:</u> 30%	16%	As the number of PMF beneficiaries substantially increased, retrieval rate decreased.	PMF
4.2: Capacity of the MOI, PCP, AGO/PP, MOSD and MOWA to develop and implement gender responsive draft laws, policies and frameworks strengthened, including guidelines and tools for the rehabilitation of women and girls in conflict with the law (UN Women)			
Number of national institutions provided with technical capacity development assistance on gender mainstreaming. <u>Baseline:</u> 0 <u>Target:</u> 3	8 (CoM, AGO, MOSD, MOWA, PCP, Mol, HJC, Supreme Judge Department)		Institutional Reports
New/updated strategies, action plans, and guidelines to promote gender sensitive policing services and social protection and rehabilitation services approved. <u>Baseline:</u> no gender-sensitive strategies, action plans <u>Target:</u> 2	14		PCP/AGO reports
Number of institutions adopting gender sensitive policies related to recruitment and career development. <u>Baseline:</u> 0 <u>Target:</u> 2	2 (PCP and AGO)		Institution reports

<p>Number of women staff in MOI, PCP, AGO/PP trained on leadership, gender mainstreaming and networking</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20</p>	<p>53 officers (7 women) have been targeted with gender sensitization sessions in cooperation with the Mol.</p> <p>8 (3 women) police officers participated in a study visit to Kosovo Police Service to learn about the KPS in the field of gender equality and mainstreaming. The group represents the PCP's gender unit and the gender support team.</p>		<p>Institution reports</p>
<p>Collaboration between MOWA and security and justice national institutions in implementing Strategy to Compact Violence Against Women is supported.</p> <p><u>Baseline:</u> weak level of collaboration</p> <p><u>Target:</u> Serious Case Conference organized</p>	<p>The Serious Case Review Mechanism was established. One of the criminal cases (murder case) has been reviewed with the support of the criminal expert with the aim of exploring the roles and responsibilities of different justice and security stakeholders involved in risk assessment as well as in investigation and litigation processes. This exercise has been done in a participatory approach with all relevant stakeholders.</p>		<p>Conference report</p>
<p>Number of rehabilitation, reintegration and social services programmes provided to women and girls in CRC.</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 3</p>	<p>10 in the West Bank and Gaza</p>		<p>TRC, PBA Gaza reports</p>
<p>4.3: Capacity of the Council of Ministers and its sub-committees enhanced to include gender equality principles and reflect human rights norms and standards (UN Women, cross-cutting with outputs 1.4, 4.1 and 4.2)</p>			
<p>Number of Council of Ministries staff targeted through awareness raising sessions related or gender equality.</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20</p>	<p>28 employees (20 women) from different departments, including the Legal department, the Complaints Department, the Gender Unit and others</p>		<p>Gender Expert report</p>

<p>Number of Council of Ministries staff targeted through training related to law review from a gender perspective.</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20</p>	45		Gender Expert report																														
<p>Percent of staff trained at Council of Ministries demonstrating capability to review/draft laws from a gender perspective</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u>50%</p>	58% of targeted staff (26/45) staff members showed capacity to review laws from gender perspectives		Gender Expert report																														
<p>Number of laws drafted/ revised from a gender perspective to include principles of gender equality and women’s rights.</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 2</p>	2 (Family Protection Bill and some provisions of the penal code)		Gender Expert report																														
<p>4.4: Gender sensitive M&E systems developed and implemented in the justice and security sectors in conjunction with PCBS (UN Women, cross-cutting with outputs 7.1, 7.2, 7.3 and 7.4)</p>																																	
<p>Outcome 5: Women’s and girls’ access to justice and security improved by ensuring accountable service provision to prevent, protect and respond to violence, and by addressing their broader legal needs</p>																																	
<p>Number of GBV cases receiving judgment in the first degree courts out of total # of cases receiving judgment in the first instance</p> <p><u>Baseline:</u> 3877/ 31458</p> <p><u>Target:</u> 5,040</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="6"><i>Number of cases</i></td> </tr> <tr> <td>39,792</td> <td>43,703</td> <td>41,139</td> <td>41,117</td> <td>22,267</td> <td>188,018</td> </tr> <tr> <td colspan="6"><i>Number of GBV cases</i></td> </tr> <tr> <td>4,227</td> <td>3,801</td> <td>2,908</td> <td>2,481</td> <td>1,637</td> <td>15,054</td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	<i>Number of cases</i>						39,792	43,703	41,139	41,117	22,267	188,018	<i>Number of GBV cases</i>						4,227	3,801	2,908	2,481	1,637	15,054		MIZAN 2
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% of complaints related to VAWG filed with the PCP that reaches the courts <u>Baseline:</u> 30 % <u>Target:</u> 60%	N/A	There is no unified system for VAW case management between the PCP and the HJC	ICHR Observatory Report 2014
5.1: Availability, accessibility and appropriateness of policing services (inter alia through the FPU) for women and girls, including those threatened by or experiencing violence, improved (UN Women, cross-cutting with outputs 1.6, 3.6, 4.1, 4.2, 5.7 and 6.4)			
Percent of activities identified in FPU Strategy implemented. <u>Baseline:</u> 0 <u>Target:</u> 40%	Strategy of FPU adopted in 2017 and activities developed accordingly	Percent of activities identified in FPU strategy implemented was not made available by FJPU	FJPU
Level of Implementation of FPU Regulations <u>Baseline:</u> 0 <u>Target:</u> 40%	100% Family protection SOPs are complete and being implemented across districts.		FJPU
Number of Family Protection Units across the West Bank complying with the Minimum Standards Regulations. <u>Baseline:</u> 0 <u>Target:</u> 20%	Family protection units in all districts (11/100%) are following the family protection SoPs. The juvenile protection SoPs are still not officially approved and disseminated.		FJPU
Percent of targeted police officers assigned in administration, departments	12 police officers (8 males and 4 males)	Baseline study was not conclusive; therefore,	FJPU

and units who demonstrate an increased level of knowledge in gender, VAWG and human rights <u>Baseline:</u> 0 <u>Target:</u> 20%		indicator cannot be informed with a percentage value.	
Coordination and cooperation mechanisms between police and governmental and non-governmental service providers targeting women and girls supported. <u>Baseline:</u> 0 <u>Target:</u> 2/year (total 8)	7	MOSD cooperation with PCP still face challenges mostly related to MOSD lack of funding.	CRCD in West Bank
5.2: Availability, accessibility and appropriateness of prosecutorial, judicial and legal services for women and girls, including those threatened by or experiencing violence, improved (UN Women)			
New/updated prosecutorial/judicial tools (e.g. operating procedures, guidelines, policy papers, etc.) to protect and increase accountability to women and girls drafted and approved <u>Baseline:</u> 0 <u>Target:</u> 8	12		AGO
Number of targeted prosecutors and AGO staff demonstrating increased level of gender sensitivity and understanding of gender equality, women's needs and rights.	135		AGO

<u>Baseline:</u> 0 <u>Target:</u> 64			
Coordination platform between PCP and PP on cases of women and girls established. <u>Baseline:</u> 0 <u>Target:</u> 4	3		PCP
Number of judges with increased knowledge on how to deal with women cases with focus on VAWG <u>Baseline:</u> 0 <u>Target:</u> 10	31 judges, including 29 part of the specialized corps formed within the HJC for VAW cases		HJC
5.3: Lawyers' capacity to provide gender sensitive legal services and rights-based advocacy for women and girls strengthened and monitored (UN Women, cross-cutting with outputs 2.1, 2.2, 3.1, 3.2 and 5.4)			
Number of lawyers targeted through gender sensitizing sessions and capacity development programs to legally represent women <u>Baseline:</u> 20 <u>Target:</u> 30	75		PBA reports
% of targeted lawyers demonstrating increased level of gender sensitivity and capacity to legally represent women and to advocate for women's rights	In Gaza, 87% of the targeted lawyers demonstrated improved gender justice knowledge	Similar data for the West Bank were not available.	PBA reports

<p><u>Baseline:</u> N/A</p> <p><u>Target:</u> N/A</p>																																																																					
<p>New/updated guidelines for lawyers to address gender equality and legally represent women, drafted and approved.</p> <p><u>Baseline:</u>0</p> <p><u>Target:</u> 4</p>	5		PBA																																																																		
<p>Number of targeted lawyers implementing PBA guidelines on how to address gender equality while providing legal advice and representation to women</p> <p><u>Baseline:</u> 0</p> <p><u>Target:</u> 20</p>	345 lawyers implement PBA guidelines on how to address gender equality in legal advice and representation. Among them, 305 are Gaza-based (243 women/62 men) and 40 are West Bank-based (26 women/14 men).		PBA																																																																		
<p>5.4: Tailored legal aid services provided to women and girls (UNDP, cross-cutting with outputs 2.1, 2.2, 3.1, 3.2 and 5.3)</p>																																																																					
<p>Total number of women provided with legal information, consultation/mediation and representation</p> <p><u>Baseline:</u> 1,800 women received free legal representation (2012)</p> <p>3,500 women provided with legal consultation and mediation services (2012)</p> <p><u>Planned Target:</u> Further 15% increase</p>	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="6"><i>Legal advice, consultation and mediation</i></td> </tr> <tr> <td>N/A</td> <td>8,698</td> <td>9,445</td> <td>3,197</td> <td>1,067</td> <td></td> </tr> <tr> <td colspan="6"><i>Target (legal advice, consultation and mediation)</i></td> </tr> <tr> <td>4,025</td> <td>4,629</td> <td>5,323</td> <td>6,122</td> <td>N/A</td> <td></td> </tr> <tr> <td colspan="6"><i>Representation</i></td> </tr> <tr> <td>N/A</td> <td>2,072</td> <td>5,989</td> <td>2,204</td> <td>1,141</td> <td></td> </tr> <tr> <td colspan="6"><i>Target (representation)</i></td> </tr> <tr> <td>2,070</td> <td>2,381</td> <td>2,738</td> <td>3,148</td> <td>N/A</td> <td></td> </tr> <tr> <td colspan="6">Total</td> </tr> <tr> <td>8,251</td> <td>10,770</td> <td>15,343</td> <td>5,401</td> <td>2,208</td> <td>41,973</td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Total	<i>Legal advice, consultation and mediation</i>						N/A	8,698	9,445	3,197	1,067		<i>Target (legal advice, consultation and mediation)</i>						4,025	4,629	5,323	6,122	N/A		<i>Representation</i>						N/A	2,072	5,989	2,204	1,141		<i>Target (representation)</i>						2,070	2,381	2,738	3,148	N/A		Total						8,251	10,770	15,343	5,401	2,208	41,973	<p>During the inception phase, legal aid activities were slowed down</p>	<p>CSO reports</p>
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Percentage of women clients who feel satisfied with legal aid services provided <u>Baseline:</u> to be established <u>Target:</u> 75%	97.4%		Beneficiary Survey															
Percentage of women clients satisfied with outcome of the case/matter <u>Baseline:</u> N/A <u>Target:</u> 75%	92.7%		Beneficiary Survey															
5.5: Awareness of GBV, legal rights, available justice, security and social protection services and institutional roles and responsibilities increased amongst communities, CSOs and professionals (UN Women, crossing cutting with outputs 1.1, 1.2, 1.3, 1.5, 1.6, 2.3, 3.3, 4.3 and 4.4)																		
Number of awareness raising sessions programmes for girls and boys on GBV/VAW prevention, early detection and response conducted jointly by governmental and non-governmental stakeholders. <u>Baseline:</u> 0 <u>Target:</u> 6/year (24 in total)	<table border="1"> <thead> <tr> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td colspan="5">Number of sessions</td> </tr> <tr> <td>N/A</td> <td>2</td> <td>203</td> <td>54</td> <td>150</td> </tr> </tbody> </table>	2014	2015	2016	2017	2018	Number of sessions					N/A	2	203	54	150		CSO Reports
2014	2015	2016	2017	2018														
Number of sessions																		
N/A	2	203	54	150														
5.6: Multi Sectoral Coordination and Cooperation Improved to enhance, monitor and document women's and girls' access to justice and security (UN Women)																		
% or # recommendations of Serious Case Review Mechanism adopted <u>Baseline:</u> 0 <u>Target:</u> 4	2	Target achieved	partially CSO Reports															
New Guidelines for the Case Conference mechanism in place and approved.	1 manual has been developed and adopted by the MoSD	Target achieved	partially CSO Reports															

<u>Baseline:</u> 4 <u>Target:</u> 6			
Number of cases related to women victims of violence and/or in conflict with the law supported through the Case Conference mechanism. <u>Baseline:</u> N/A <u>Target:</u> 15	10	Target achieved partially	CSO Reports
5.7: Formal and informal justice actors and processes monitored through the Observatory, with a focus on access and impact on women (UN Women, cross-cutting with outputs 2.3, 2.4 and 3.3)			
Number of national institutions within the security and justice sector providing regular data to the Observatory	5 (shelters, rehabilitation centers, police, prosecutors, MOWA)		ICHR
Number of ICHR staff assigned and trained to collect, document and report on women’s access to justice processes and outcomes <u>Baseline:</u> 0 <u>Target:</u> 4	6 (2 researchers in Gaza, 3 researchers in the West Bank and 1 Coordinator)	Target achieved partially	ICHR
Number of reports issued by ICHR observatory on women’s access to justice <u>Baseline:</u> 1 <u>Target:</u> 4	2	Target achieved partially	ICHR

Outcome 6: Juvenile justice and adherence to child rights improved			
Number of juvenile justice cases handled by specialized police <u>Baseline:</u> 2729 <u>Target:</u> 12,000	12, 659		FJPU
Number of children held in detention <u>Baseline:</u> 740 <u>Target:</u> 500	In 2015, a peak of 1,411 children in detention was reached, which went down to 792 in 2017 up to 175 in 2018 at mid-year. Although, the target was not reached it is indicative of decreasing trend.		FJPU
6.1: Legislation related to juvenile justice and its enforcement introduced/amended in line with international standards and accession to CRC supported (UNDP)			
Number of new laws and legislative amendments supportive of improved juvenile justice/ in line with CRC standards <u>Baseline:</u> 3 <u>Target:</u> 5/at least 1 more law	10, including the Juvenile Protection Law adopted in 2016		MOSD
Expertise on juvenile justice established in different justice and security sector institutions	12 (including 2 specialized appeal courts and 3 specialized juvenile judges)		Institution Reports
6.2: Children's access to justice improved through tailored legal aid services and more equitable informal justice processes (UNDP)			
Percentage of UNDP provided legal aid services targeting children across the West Bank and Gaza (dissagr. legal	9.4%		CSO Reports

information, consultation/mediation and representation) <u>Baseline:</u> 5% <u>Target:</u> 5% increase			
6.3: Institutional juvenile/child responsiveness enhanced by ‘mainstreaming’ policies and procedures relating to children’s rights (UNDP)			
Number of HJC and MOJ staff to receive training on juvenile justice <u>Baseline:</u> 0 <u>Targets:</u> 100	293		HJC/MOJ reports
Increase in number of child PMF beneficiaries <u>Baseline:</u> 387 <u>Target:</u> 10% increase	Total number of child PMF beneficiary is 14,962		PMF
6.4: Institutional development of the PCP’s Juvenile Police Unit supported (UNDP)			
Number of PCP staff trained in juvenile justice <u>Baseline:</u> 0 <u>Target:</u> 100	10	The target was not met because of the delay in activating the unified FJPU in the PCP.	PCP
6.5: Development and implementation of specialized juvenile prosecution and court services in both the regular and Family Courts supported (UNDP)			
Number of juvenile cases dealt with by prosecutors and judges with specialist knowledge	12,209	Target was partially achieved. However, this can be seen as a potential development as more	MIZAN 2

<u>Baseline:</u> 5293 <u>Targets:</u> 5500/year (22,000)		cases are dealt with through mediation.	
Number of juvenile cases to be resolved within one year <u>Baseline:</u> 3658 <u>Target:</u> 4000/year (16,000)	7,375	Target was partially achieved.	MIZAN 2
Number of children to be diverted by prosecutors from the criminal justice system. <u>Baseline:</u> 5293 <u>Target:</u> 6000	9,188		MIZAN 2
Number of children released on non-custodial restrictive measures in lieu of detention <u>Baseline:</u> no baseline available. 2014 data will be baseline <u>Target:</u> N/A	1,371		PCP FJPU
Outcome 7: Capacity of key actors and stakeholders to monitor progress and results in rule of law development increased			
Number of Institutions with functioning M&E and data collection systems <u>Baseline:</u> limited M&E capacity in security/justice institutions <u>Target:</u> 5	3 Institutions (MOJ, HJC and AGO)		HJC/MOJ reports

<p>PCBS capacity to monitor developments in the rule of law sector, measured by involvement of PCBS in perception survey report (JSS monitoring, involvement in JSS sub working group)</p> <p><u>Baseline:</u> public perception survey outsourced to consultancy firms</p> <p><u>Target:</u> PCBS collects, analyses and publishes public perception data for the justice sector</p>	<p>PCBS collected data for the third public perception survey.</p> <p>PCBS collected data for the Justice and Security monitor.</p> <p>PCBS is a key player in the M&E sub working group.</p>		PCBS
<p>7.2: Capacity of PCBS developed to conduct empirical knowledge products including public perception surveys, surveys of justice and security sector data and other surveys/studies as needed to fill knowledge and data gaps (UNDP, cross-cutting with outputs 4.4, 7.1 and 7.4)</p>			
<p>PCBS able to conduct analysis of data in-house</p> <p><u>Baseline:</u> analysis outsourced to consultancy</p> <p><u>Target:</u> PCBS produces analysis</p>	<p>Not valid anymore. Mandate of PCBS only entails the collection of data for institutions and other stakeholders for their analysis and use.</p>		PCBS
<p>Extent to which PCBS Justice and Security surveys align to international standards</p> <p><u>Baseline:</u> yes (2011 survey)</p> <p><u>Target:</u> standard maintained</p>	<p>The new agreement with the PCBS supports its commitment to gather data against the SDGs 16 indicators.</p>	<p>Alignment of Justice Sector indicators with SDGs.</p>	PCBS
<p>7.3: Capacity of CSO partners developed to enhance their capacity to monitor, evaluate and report on results (UNDP, cross-cutting with outputs 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 7.1 and 7.4)</p>			

<p>Number of trainees (disaggregated based on gender, CSOs/institutions) of training on M&E</p> <p><u>Baseline</u>: 0</p> <p><u>Target</u>: 400</p>	<p>448</p>	<p>Disaggregation was not made available.</p>	<p>Training report</p>
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