

WE GO!

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WE GO!3

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From individual IPV empowerment to community activation

Case studies on trials and scenarios of policy adoption

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1 THE CO-DESIGN AND IMPLEMENTATION OF LOCAL TRIALS IN WEGO3!

The WEGO! 3 project aimed at co-designing four policy trials to be implemented in the local territories of the project partners. The preliminary research leading to the trials' design phase was carried out by all the project partners during the first months of the project. In each territory, existing policies and measures, and their effectiveness for the socio-economic empowerment of intimate partner violence (IPV) survivors from the point of view of Anti-violence Centres (AVCs) and women were taken into account. In addition, awareness-raising sessions and individual meetings were carried out with World of Work professionals and organisations (private firms, public organisations for employment services, trade unions) to collect their perspective, and to understand territorial weaknesses and needs for women's labour market reintegration.

Information collected were then disseminate and re-analysed during local Policy Labs. These events, organised between February and March 2022, represented a crucial occasion for dialogue with many different institutional actors. The discussions concerned the evidence collected in the previous WEGO3 project activities, as well as the priorities for interventions and policy design. The main outcome of each Policy Lab was a proposal for the local trial design and implementation. The proposal, co-designed with the contribution of all the actors participating in the Policy Lab, represented the core of the following project months, during which each partner carried out the trial in its local context.

The implementation of the local trials took place between March 2022 and November 2022. Each partner followed the management and the governance of the trial closely, and different stakeholders were involved in the implementation process. The internal evaluation of the trials was carried out taking into account the trials features according to five dimensions common to all trials: relevance, level of involvement of actors, innovation, sustainability and scalability. In addition, for each trial a further specific evaluation aimed at assessing the positive effects of the action on the context and on the women IPV survivors involved was carried out.

Table 1 summarises the main results of the previous project work packages and the Policy Labs, which generated the local trial proposals.

TABLE 1: BACKGROUND NEEDS AND LOCAL TRIAL PROPOSALS

	Main evidence that emerged from WP2, WP3 and the Policy Labs	Local trial proposal and main details
BULGARIA	<p>The existing policies and measures are lacking entrepreneurship support and job opportunities for vulnerable categories and women IPV survivors.</p> <p>The AVCs involved in the Calls for Interest (Act 2.2) and the women taking part in the focus groups (Act 2.4) highlighted the negative impact on women's empowerment of the absence of adequate care services that support them in the conciliation between private life and work duties.</p> <p>The Policy Lab discussion converged on the importance of skills acquisition for women IPV survivors for their reintegration into the labour market.</p>	<p>The Bulgarian local trial proposal was oriented at training women from different backgrounds (including IPV survivors) in the fields of care provisions, first emergency aid and necessary skills for the creation of a social enterprise. The created enterprise would then fill the existing gap in the territorial childcare services and support, impacting both the involved women and the local context.</p>
FRANCE	<p>One of the main issues emerging from WP2 was the administrative difficulties encountered by women in need. In detail, the main limits to the effectiveness of the existing measures are the lack of information, the administrative and bureaucratic barriers. There is also an excessive standardisation of the services offered in relation to the needs of specific groups of women.</p> <p>The participants in the Policy Lab agreed on the need for a more structured and harmonised process for access to the services, with specific attention to the needs of IPV survivors.</p>	<p>The French local trial proposal aimed at impacting the social services provision for women IPV survivors, through specific training targeting the structures responsible for the service offer. This would allow the women to easily access the necessary information, which would increase the rapidity and the effectiveness of the support. A complementary action of awareness-raising and dissemination of good practices targeting private companies would improve the positive consequences on the territory involved in the trial.</p>
GREECE	<p>Despite the existing measures and practice, women IPV survivors still face critical issues in their labour market integration, especially due to their lack of skills and competences. There is an important need for targeted training and education programmes.</p> <p>The lack of care services and provision represents another significant obstacle, especially in the absence of a personal network.</p> <p>During the Policy Lab, the potential relevance of a programme for vocational training that also takes into account the childcare needs of women was discussed.</p>	<p>The proposal for the Greek local trial was specific training targeting women IPV survivors in the field of care provision and the definition of a business project, with the objective of creating a social cooperative enterprise. This will provide care services for supporting households with care needs.</p>
ITALY	<p>As emerged from the project activities, in the Italian context a more gender-sensitive approach from the service providers is needed. The professionals working in the provision of services should be properly trained to offer guidance and help, with respect to the circumstances of each woman's path;</p> <p>The Policy Lab highlighted the issue of the fragmentation of social services and the bureaucratic obstacles to the adequacy of the services provision. In addition, the access to the services is harder due to the absence of a formal, shared procedure between AVCs and public actors/service providers.</p>	<p>The proposal for the Italian trial was to improve the provision of services for IPV survivors, defining a shared and formal procedure that links AVCs and public administration. Despite many actors already sharing informal practices, often a lack of dialogue and contact between AVCs and service providers is observed. This negatively affects the outcome of the women's relationship with the services. The objective of the Italian local trial was to intervene within this context, to improve the quality of the service from the point of view of the women IPV survivors.</p>

1.1 Bulgaria

1.1.1 Local context, needs, and link with Policy Labs and local trials

Enterprises with social aims in Bulgaria have a long history and tradition, mainly in the form of the powerful cooperative movement and community cultural centres. However, overall the evolution of the social enterprise legal framework has manifested as a slow and difficult process in Bulgaria. The lack of clear criteria for identifying social enterprises and the fragmented legal framework have been relevant obstacles.

According to the National Social Economy Concept, social enterprises in Bulgaria are businesses that produce goods and services for the market economy. They allocate part of their resources to the accomplishment of social and economic goals. Social enterprises also include all types of enterprises regardless of their legal structure, as long as they are established and function mostly for social goals (e.g. cooperatives, local self-supporting enterprises or groups, associations, mutual-support companies, foundations, unions). They operate between the traditional private and public sectors, and contain key characteristics of social goals combined with the entrepreneurial potential of the private sector. The new legislation provides a few fiscal preferences relevant to the activities of social enterprises.

In general, the services delivered by the range of social enterprises operating in Bulgaria do not match the growing unmet needs arising in society, including the integration of vulnerable people. This is also true for care needs, which emerged as highly critical issues for vulnerable categories and IPV survivors.

The project target group – victims and survivors of IPV – is not considered as a specific group that needs support, according to the Law on Enterprises of Social and Solidarity Economy. However, the form of the social enterprise can be used to implement specific measures aimed to support the IPV survivors' economic empowerment within the local trial. In this context – within the framework of the Children First project team, the Centre Dinamika Association and the Centre for Sustainable Communities Development (CSCD) – students from the Social Activities Department at Ruse University and women survivors of domestic violence brainstormed the idea for a babysitting agency for hourly childcare. This idea was also supported by some research on social media that showed there is a market niche for this service.

1.1.2 Policy area, specific objectives and activities

The local trial focused on the female entrepreneurial activity in work–life balance and health care. The overall objective of the local trial was to increase the employability of women who have suffered violence from the intimate partner by capacity-building actions and new personal and professional skills.

The specific objectives were the development of a trial model of social enterprise organised by survivors and future social workers, including decisions on legal form, fiscal frameworks, business plan, financing sources and marketing plans. New skills were acquired by women attending two specific training sessions during the trial: one about babysitters' training (organised by Department of Social Pedagogy at Ruse University), the second about emergency care (organised by the Bulgarian Red Cross).

The trial involved women survivors as beneficiaries of the implemented measure and women studying Social Activities (future social workers) at Ruse University. The Centre Dinamika Association dealt with

the mentoring of women survivors, and CSCD was used for the trial project management.

The trial implementation, as planned at the beginning of the project, started with the initial evaluation of the competences and skills of women, their personal expectations about the trial and their soft skills. Subsequently, training – the core of the trial activities – was implemented. The trial ended with the drafting of a business plan and the launching of a new social enterprise. These were achieved through consultancy with experts for the legal form, the financial needs and future projects for sustainability.

1.2 France

1.2.1 Local context, needs, and link with Policy Labs and local trials

In France, legislation referring to socio-professional support for women victims of violence includes Law 2014-873. This states that all professionals involved in supporting women victims of violence must be trained in domestic violence, violence against women and the mechanisms of psychological control. It also includes the National Framework Agreement between employment centres (Pôle Emploi) and the national federation of information centres on women's and family rights (Fédération Nationale des Centres d'Information sur les Droits des Femmes et des Familles – FNCIDFF). The National Framework Agreement is aimed at connecting employment and information centres to increase employment services' knowledge on violence against women, better identify the needs of women seeking employment and offer integrated support to vulnerable women.

Existing schemes and services on socio-economic empowerment of women, however, do not adequately focus on the specific situation of IPV survivors. The organisations face difficulties in working on these issues due to the lack of resources and few connections with businesses and enterprises. IPV survivors also face difficulties linked to the lack of centralised information on domestic violence and socio-professional reintegration paths, therefore existing measures are hard to access.

1.2.2 Policy area: specific objectives and activities

In the context described, the French trial was aimed at promoting socio-economic empowerment of IPV survivors by facilitating access to information on the available schemes and services through communication and awareness-raising activities.

The trial was implemented in the rural area of Allier, with the support of La Fondation Agir Contre l'Exclusion (FACE) – Territoire Bourbonnais, who co-designed the trial and is responsible for its implementation. The trial's specific objectives included:

- » Training employees in an existing setting (Maison France Services)¹, who will be able to guide IPV survivors in the process of socio-economic empowerment. This will ensure that IPV survivors are supported by a person who is able to provide them with adequate information.
- » Raising awareness on the relevance of socio-economic empowerment of IPV survivors, through ad hoc communication activities targeting different stakeholders.

Therefore, the trial included training activities aimed at operators of the guidance structures identified. FACE was then put in charge of the implementation of communication and awareness-raising activities.

Professionals working in service provision have been involved in specific training sessions on women's rights in the labour market and the needs of IPV survivors. The training aimed at providing them with sufficient knowledge on how to effectively guide them in providing adequate support. The communication activities were mainly about sharing best practices for the socio-economic empowerment of women in the rural context where the trial took place. The main targets of the communication activities were private companies and actors from World of Work, who should play a crucial role in the process of supporting IPV survivors re-entering the labour market.

1.3 Greece

1.3.1 Local context, needs, and link with Policy Labs and local trials

The evidence collected in WP2 and WP3 confirmed during the Policy Lab, showed that the Greek territory lacks adequate services for supporting the conciliation/balancing of family and professional life for vulnerable categories. This represents a crucial obstacle for re-entering the labour market, and for the job search process of women IPV survivors. They often have young children, elderly people or other dependents to take care of. A second issue that emerged during the Policy Lab was the need for personalised training and development of skills and abilities of women IPV survivors, to enter the labour market in a more targeted way, or to create their own business. The possibilities within the labour market are often lacking in terms of entrepreneurship projects while, with the right training and guidance, these would represent an important opportunity for the socio-economic empowerment of vulnerable categories in general and specifically for IPV survivors.

According to the Policy Lab participants, the most urgent needs for women IPV survivors that want to re-enter the labour market concerned the care duties of dependents, worsened by this need not being adequately covered by the existing policies and measures. In addition, the care facilities or services

¹ 'Maisons France Services' is an organisation with local branches where people can come to ask for information on health, family, retirement, law, housing, tax, job search and digital support. They are present all over France, less than 30 minutes away from every citizen: the staff welcome everyone and help with daily administrative procedures.

often do not cover the afternoon hours, making it even harder for care givers to reconcile working time and care needs.

Starting from the two above issues, the local trial aimed at:

- » designing a training programme to train and prepare a group of IPV survivor women regarding the creation of a social cooperative enterprise, as a means of integration into the labour market;
- » supporting the women's group in the creation of this business, with the object of providing care services for family members (such as young children and the elderly).

1.3.2 Policy area, specific objectives and activities

The aim of the local trial was to provide additional care services for women with children, a design that initially aimed at covering the existing care gaps at the local level. Then, there would be the possibility of transferring methodology and expertise to other areas. The design of the local trial involved actors that had already signed the Local Territorial Protocol, as well as the AVC of the Women's Centre of Karditsa (WCK). These services were to be provided through the creation of a social cooperative, managed and founded with the participation of women IPV survivors.

The first step of the local trial concerned the organisation and delivery of several training sessions, also involving women IPV survivors, to provide them with knowledge and skills on social cooperative business and care provision. Participation in the local trial then contributed to enhancing IPV survivors' skills and abilities, to foster their reintegration into the labour market. They received support and guidance for setting up their personal businesses in the field of care provision. Women benefited from the trial along three dimensions: as trainees, as prospective entrepreneurs and as final recipients of services to facilitate their entry into the labour market.

The trial also aimed at strengthening the collaborations between the actors of the local ecosystem of Karditsa, involving different stakeholders in training design and implementation. The trial was able to generate a positive impact on the local territory and represented a good practice to be replicated in other areas of the region of Thessaly, such as the Municipality of Elassona, a partner of the Territorial Protocol. The trial also had a positive impact on the women IPV survivors, who acquired knowledge and skills. The establishment of the social cooperative might generate help to those who cannot benefit from the existing policies of reconciliation of family and professional life due to lack of places, opening hours of care services or economic conditions.

1.4 Italy

1.4.1 Local context, needs, and links with Policy Labs and local trials

The Italian Policy Lab highlighted the deep fragmentation of social services, as well as the obstacles in the communication between women IPV survivors and those services. The issue of access to the services is complex and difficult, because it requires coordination among different institutions and specific training targeting public employees and the public administration. In the case of IPV survivors, given their specific needs, the critical issues faced become even more of a challenge. This implies that it might often be hard to obtain a safe and adequate response to the needs of the women.

What should be noted, which also emerged from the Policy Labs, is that the vulnerability of some

groups is intersectional and cuts across many dimensions. When it comes to the interaction with public services, such as social services or employment centres, two main issues were highlighted:

- » There is fragmentation and poor communication between the services. This represents a material obstacle in accessing the needed service. It implies a potential waste of time for the users, cutting out vulnerable categories that might have less autonomy or time to contact the service. A high level of fragmentation or a complex system for access could also dissuade even the first contact of the person in need.
- » The scarce awareness of public services employees about specific needs and fragilities of IPV survivors worsens the chances for the category to receive adequate support. This does not represent a direct obstacle to access, but it might discourage IPV survivors to contact the service and ask for support.

According to the collected information, in the specific territory chosen (one of the civic districts of Rome) the relationship between women IPV survivors and public services is often mediated by the AVC. This happens through informal practices, which depend on informal links between AVC professionals and social services employees.

1.4.2 Policy area, specific objectives and activities

The Italian trial, facing the topic of access to social services and IPV survivors' empowerment, aimed to build a formal relationship between the AVC and public services that women might need to access. The formalisation of this relation has the objective of improving efficacy and efficiency of public services for women IPV survivors. At the same time, it assists the information and knowledge exchanges between different services, reducing their fragmentation.

The trial has been implemented in a specific area and the activities have been managed by a local AVC, Spazio Donna San Basilio – Befree. The involved services were the social services of the district administration and an employment centre. They are both public services, whose access should be guaranteed for all the categories in need.

The implementation of the trial happened through three phases:

- » First, an introductory meeting with the operators of both services was organised. It was aimed at defining a shared strategy and collecting opinions on the main issues and limitations that the services face in answering adequately to women IPV survivors' needs. Baseline information was collected to assess the impact of the trial on the women and on the context.
- » Second was the implementation phase, where the AVC professionals and the services employees put into practice what was agreed during the introductory meeting. This included a shared, formal procedure for approaching the needs of women who required a contact with the services.
- » Third, a final collection of feedback from women and the AVC professional was aimed at assessing the strength and the limitations of the trial, as well as setting the requirements for potential follow-ups.

2 METHODOLOGY FOR TRIAL EVALUATION

The design process of Act 4.5 – Local Trials, generated a very wide range of different experiments, according to the local needs and the main contextual challenges explored in the previous working packages of WEGO3.

The objective of the policy trials was to introduce an experimental measure to facilitate the socio-economic empowerment of women IPV survivors in a specific context. Therefore, the policy trials evaluation activities focused on different evaluation dimensions such as the feasibility, the relevance and the impact of the proposed trials' measures addressing women IPV survivors and the overall context of their implementation.

Considering that all trials were different in scope and activities, and that the contexts of implementation were different, the evaluation approach was designed to be structured in two different sections. The first is a general section which is the same across all local trials, and aims to describe the local trials' design and main characteristics across five evaluative dimensions. The second is a specific section which is tailored for each local trial and is aimed at evaluating the impact of trials on women and other actors involved in the context. This second part made use of specific ad hoc features, designed for each trial. The first section of the evaluation reports the characteristics of the trial according to five dimensions as reported in Table 2. For each dimension, the column 'sub-dimensions' reports a specification or the main elements to be considered for the assessment. Each dimension was first evaluated before the start of the trial (ex ante assessment based on information on the design of the trial provided by the partners). Then it was evaluated again after the implementation of the trial, through a bilateral meeting with the project partners in charge of the trial implementation. The two evaluation moments aim to understand the **expected features** of the trial (pre-evaluation) and the **assessed features** of the trial (post-evaluation).

The second section (specific evaluation) was designed according to each trial implementation, to explore the potential impact generated in the specific contexts. The tools designed were mainly pre-post and ex post-evaluation questionnaires. In addition, the material used for the evaluation included specific reports completed by the partners. Chapter 3 presents the main evidence for both the general and specific evaluations in each of the four contexts of implementation of the local trials.

TABLE 2: DIMENSIONS AND METHODOLOGY FOR THE GENERAL EVALUATION OF TRIALS

Dimension	Sub-dimensions	Pre-evaluation (expected features)	Overview post-evaluation (assessed features)
RELEVANCE OF THE TRIAL	Relevance to the AVC's point of view that emerged from the Call for Interest (Act 2.2)	1-10 rating scale	Qualitative assessment through bilateral meetings with partners
	Relevance to women's point of view that emerged from the focus group (Act 2.5)		
INVOLVEMENT OF ACTORS	Involvement of the AVC		
	Involvement of actors from World of Work		
	Involvement of institutions		
INNOVATION OF THE TRIAL	Regarding existing norms, measures and practices		
	Regarding IPV survivors' needs in terms of socio-economic empowerment		
SUSTAINABILITY OF THE TRIAL	Sustainability in terms of economic resources		
	Sustainability in terms of governance and management		
SCALABILITY OF THE TRIAL	Vertical scalability to higher levels of governance (from local to regional, to national)		
	Horizontal scalability to different territories and contexts		

3 EVIDENCE FROM TRIAL IMPLEMENTATION

3.1 Bulgaria

3.1.1 General evaluation

The expected impacts of the local trial on women are the following:

- » acquiring new skills through the participation in training in mixed groups that enabled women to develop their contact network and move into a new environment;
- » development of parental capacity/new skills through the training for babysitters;
- » develop of a business plan for a social enterprise and potential new business opportunity.

The implementation of the local trial also aimed at including new stakeholders in the Ruse region (such as employers and training providers) into the local protocol, as well as further developing the relations with those stakeholders who were already part of this.

Looking at the expected results and the planned actions, it was possible to provide an ex ante evaluation on the specific dimensions indicated in Table 3. The ex ante evaluation was validated at the end of the implementation through a bilateral meeting with CSCD.

TABLE 3: BULGARIA – GENERAL EVALUATION

Dimension	Sub-dimensions	Pre-evaluation (expected features)	Overview post-evaluation (assessed features)
RELEVANCE OF THE TRIAL	Relevance to the AVC's point of view that emerged from the Call for Interest (Act 2.2)	10 Very high	Overall, the impact of the local trial has been assessed as 'above expectations' by CSCD and the beneficiaries. The local trial was extremely relevant and innovative , especially regarding the empowerment of the IPV survivors who took part in the programme. The involvement of other actors was satisfactory, and follow-up actions to extend the participation of stakeholders from the private sector have been planned. The long-term horizon of the project, which aims to create a self-standing business model, will require additional effort for its sustainability , but there are promising expectations. The local trial might be highly scalable to a different context or level of governance, but a crucial role is played by the local project manager who needs to be present on the territory of the implementation.
	Relevance to women's point of view that emerged from the focus group (Act 2.5)		
	Relevance with regard the context described by the partner		
INVOLVEMENT OF ACTORS	Involvement of the AVC	8 High	
	Involvement of actors from World of Work		
	Involvement of institutions		
INNOVATION OF THE TRIAL	Regarding existing norms, measures and practices	10 Very high	
	Regarding IPV survivors' needs in terms of socio-economic empowerment		
SUSTAINABILITY OF THE TRIAL	Sustainability in terms of economic resources	9 Very high	
	Sustainability in terms of governance and management		
SCALABILITY OF THE TRIAL	Vertical scalability to higher levels of governance (from local to regional, to national)	7 High	
	Horizontal scalability to different territories and contexts		

The relevance of the trial from the AVC's point of view that emerged from the Call for Interest (Act 2.2) is very high. The Call for Interest results show that no effective measures were developed at the national level aimed at socio-economic empowerment of women who have experienced violence from an intimate partner. Measures are needed at national level to provide support in employment with guaranteed income. The affordability of childcare, among the priorities for supporting socio-economic empowerment of women IPV survivors, was also considered to be important. In addition, there was still a gap of entrepreneurship potential as a path to financial independence. From the point of view of the involved women, the acquisition of specific knowledge and skills and the self-awareness women acquired during the path were found to be relevant.

The involvement of actors was highly satisfactory because the trial was carried out by AVCs and other stakeholders at the University of Ruse, which provided training for the babysitter role and the Bulgarian Red Cross, which provided emergency care training.

The trial was **highly innovative** with regard to existing norms and to IPV survivors' needs in terms of socio-economic empowerment. IPV victims and survivors are not considered as a specific group that needs support according to the Law on Enterprises of Social and Solidarity Economy, which promotes the creation of social enterprises. However, social enterprise was used to implement specific measures aimed to support the IPV survivors' economic empowerment within the local trial. It was innovative because it promoted the entrepreneurship potential of IPV survivors as a path to financial

independence, helping to close the existing gap in this specific field.

The trial could be **highly sustainable** in terms of economic resources because it created a social enterprise that can keep on working after the end of the project – also because there is a significant market niche for this service – economically supporting the IPV survivors who work there. The increased skills of these women also constitute stable results for the women’s employability.

Finally, the development of a trial model of social enterprise for childcare highly supports the potential **scalability** of these actions to different territories and contexts if specific guidelines are prepared to explain its creation and functioning. The WEGO!3 project partners also highlighted the need to possibly engage corporate partners (e.g. offering babysitting to employees) and not the wider public as possible users of the service, to ensure a safe working space for the involved women.

3.1.2 Specific evaluation

The Bulgarian local trial aimed at impacting on the **skills and competences** of women, on the **local needs for childcare** and assistance, and on the **entrepreneurial offer** of the territory (contributing with the creation of a new social business). These three dimensions were evaluated through quantitative and qualitative assessment of the skills improvement of training participants, indicators on involved actors and features of the provided training, and bilateral meetings and interviews with stakeholders. The following paragraphs summarise the main evidence coming from the impact assessment of the local trial. The first step of the local trial was the implementation of training activities targeting women, to increase skills and competences. Table 4 summarises the main details of the training sessions.

TABLE 4: BULGARIA – TRAINING ACTIVITIES IMPLEMENTATION

Typology of training	Date	Number of participants	Tool for evaluation
Training in childcare assistance and service providing	7/09/2022 16/10/2022	6	Pre-post questionnaires, training reports
Training in first emergency aid	25/06/2022	9	Pre-post questionnaires, training reports
Training in social enterprise and social business development	18/06/2022 30/07/2022	7	Ex-post questionnaires, training reports

As can be seen from Figures 1, 2 and 3, the participants in the training reported (on a 1–10 scale) a wide increase in their knowledge and competences in all three fields: babysitting, emergency care aid and functioning of a social cooperative. The increase in competences and skills has also been recognised by an **official certification** for childcare tasks and duties, and first emergency aid. All the participants on the courses received the certificates, gaining a formal attestation valuable for the labour market.

FIGURE 1: BULGARIA – KNOWLEDGE ASSESSMENT ABOUT BABYSITTING TASKS AND DUTIES

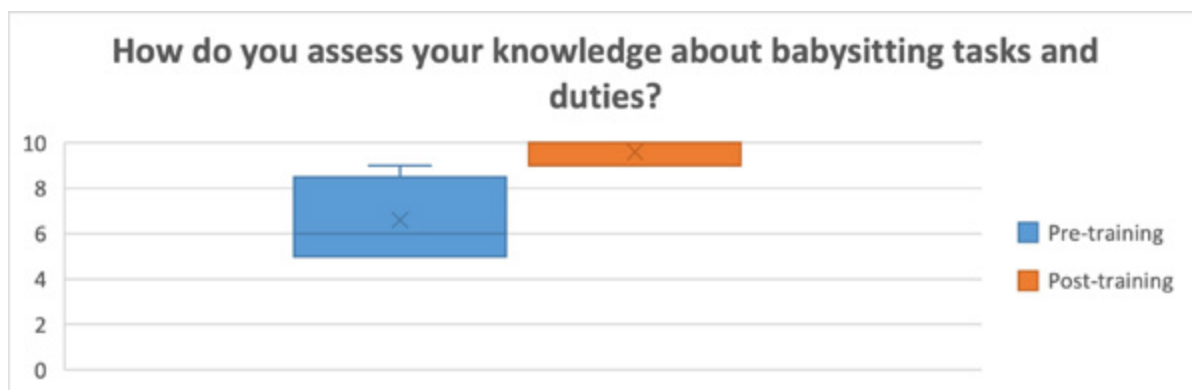
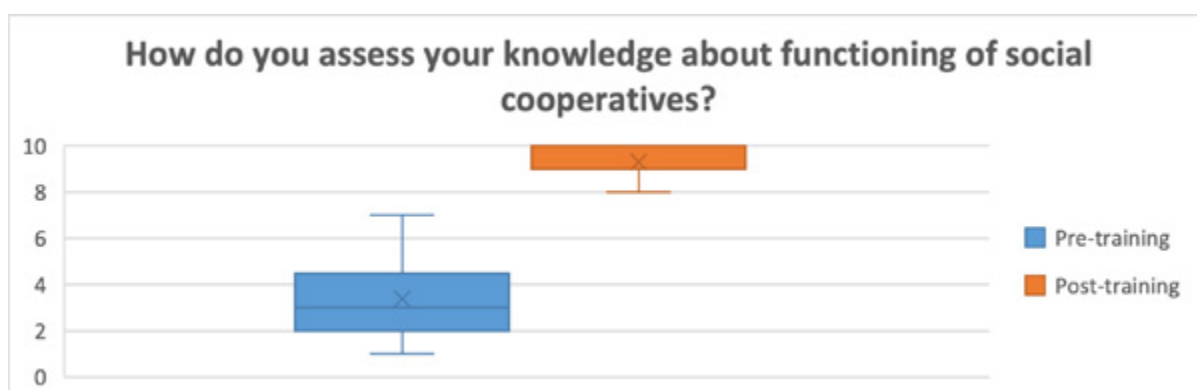


FIGURE 2: BULGARIA – KNOWLEDGE ASSESSMENT ABOUT EMERGENCY CARE AID



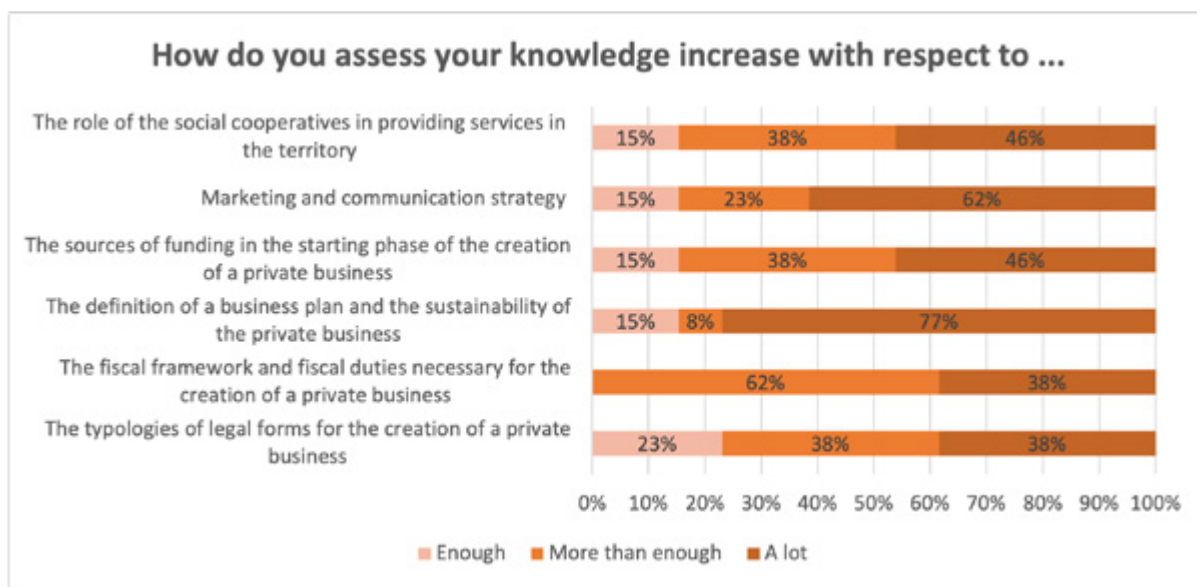
FIGURE 3: BULGARIA – KNOWLEDGE ASSESSMENT ABOUT FUNCTIONING OF SOCIAL COOPERATIVES



From the point of view of **perceived relevance** of the training, all the participants reported a very high level of satisfaction. Similarly, all the participants were overall **very satisfied** with the training organisation and provision. The feedback from the questionnaires is consistent with the qualitative feedback from bilateral meetings. The answers to the open questions about participants' wishes and expectations highlighted their enthusiastic feedback. The most frequent answer is *I've learned a lot of*

useful things. For the social cooperative training, a specific question was aimed to explore what kind of knowledge and competences have increased the most. As Figure 4 shows, all the items reported a very positive evaluation. However, the definition of a business plan and the marketing and communication strategy formulation were the dimensions assessed as where a greater knowledge increase has been (respectively 77% and 62% of responders assess have increased their knowledge a lot in these topics).

FIGURE 4 – BULGARIA – OVERALL KNOWLEDGE ASSESSMENT



The overall positive assessment of the impact of the training activity was also confirmed during two interviews which were conducted with two students of ‘Social Activity’ at Ruse University, who took part in the training and local trial activities.

They reported as extremely positive and valuable the knowledge acquired from the training participation, especially related to the social entrepreneurship business and potential relations with investors. The strength of the trial that they highlighted were related to i) the opportunity offered to the women, in the form of labour market access, ii) the service offered to the local community for childcare duties, and iii) the territorial protocol definition, that enables cooperation in supporting IPV survivors. The local trial answered a previously assessed need for a qualified babysitting service in the Ruse territory. In their opinion, the project did not only offer an opportunity for women’s employment and empowerment; it can also be the starting point to create good partnerships with other institutions in the city, providing services for children.

Overall, both the training activities and the foundation of the social enterprise were evaluated in an extremely positive way by the actors and participants. The implementation of actions aimed at empowering women through entrepreneurial activities might also have a positive spillover effect on vulnerable individuals at risk of violence, not only on IPV survivors. CSCD highlighted the important role played by the territorial protocol in the design and implementation of the activity. Similarly, the follow-up will require a deep involvement of different organisations, and the expected impact will be assessed on the whole community. For the socio-economic empowerment of IPV survivors, it is important to frame the process as a collective matter of interest, and not as an individual need.

3.2 France

3.2.1 General evaluation

For IPV survivors, the trial was expected to improve their access to information about socio-professional integration and – in the long term – to improve the adequacy and effectiveness of the support they receive. Operators have been trained to better answer IPV survivors’ needs. The local trial was also expected to increase local stakeholders’ awareness of their role in socio-professional integration of IPV survivors and to strengthen the local ecosystem by creating synergies among different stakeholders.

The communication actions were also expected to start a local reflection on the IPV survivors’ needs, strengthening networks among different stakeholders and facilitating the funding of other projects on socio-professional integration of IPV survivors. The widespread presence of FACE on the French territory is also expected to facilitate the transferability of the trial in other areas of the country. In particular, the results of the trial could be integrated in recommendations addressed to institutions.

Looking at the expected results and the planned actions it has been possible to provide an ex ante evaluation on the specific dimensions indicated in Table 4. The ex-ante evaluation was validated at the end of the implementation through a bilateral meeting with FACE.

TABLE 5: FRANCE – GENERAL EVALUATION

Dimension	Sub-dimensions	Pre-evaluation (expected features)	Overview post-evaluation (assessed features)
RELEVANCE OF THE TRIAL	Relevance to the AVC’s point of view that emerged from the Call for Interest (Act 2.2)	10 Very high	The local trial implementation confirmed its relevance to the needs of the territorial context. The territory is very rural, and no such awareness-raising activities are provided. It is very hard for women IPV survivors to access services and support from institutions. The involvement of actors from both the institutional and the private contexts is a strength of the local trial, even if some issues of lack of coordination with other structures have emerged. The trial was innovative with respect to the existing measures and practices. Both the sustainability and the scalability of the trial activities depend on the availability of resources, which was highlighted as a critical issue for the next step of the activities.
	Relevance to women’s point of view that emerged from the focus group (Act 2.5)		
	Relevance with regard the context described by the partner		
INVOLVEMENT OF ACTORS	Involvement of the AVC	8 High	
	Involvement of actors from World of Work		
	Involvement of institutions		
INNOVATION OF THE TRIAL	Regarding existing norms, measures and practices	7/8 High	
	Regarding IPV survivors’ needs in terms of socio-economic empowerment		
SUSTAINABILITY OF THE TRIAL	Sustainability in terms of economic resources	9 Very high	
	Sustainability in terms of governance and management		
SCALABILITY OF THE TRIAL	Vertical scalability to higher levels of governance (from local to regional, to national)	9 Very high	
	Horizontal scalability to different territories and contexts		

The **relevance of the trial** is very high. The French trial aims at facilitating the socio-professional integration of IPV survivors by enabling them to access information in an existing informal setting. This action addresses the need for a more centralised information system for IPV survivors on socio-professional integration processes, which emerged through the Call for Interest (Act 2.2) and the context described by the partner. According to the AVC's point of view, the accessibility of existing measures for IPV survivors is considered low or average-low by most respondents to the Call for Interest; the main limitation is the lack of information.

Among the priorities for supporting socio-economic empowerment of women IPV survivors, the respondents to the Call for Interest indicated the implementation of measures for the awareness-raising and training activities for companies and World of Work. Consistently with this need, the trial aims at increasing the involvement of companies in the socio-professional (re)integration of IPV survivors through specific communication activities.

The level of **involvement of different actors and stakeholders** in the trial is high. Enterprises were involved in communication activities, while institutions were involved in the training activities as the Maison France Service is managed by local authorities.

The trial was **innovative** in terms of the state of the art of IPV survivors' assistance in the considered territory. According to a multidimensional needs-response approach and a holistic approach in service delivery, envisaging that informal structures can support women victims of violence who turn to them for other services (e.g. support for family members) is an innovation with respect to the pre-existing context and with reference to the specific objective of supporting the socio-economic empowerment of IPV survivors.

As regards to the fourth dimension, the trial might have a very high degree of **sustainability**. The trial is potentially sustainable in terms of governance and management because the service fits into already existing structures (Maison France Services). Furthermore, the activities directed at companies (toolkit) aimed at sensitising them on their possible role in supporting the socio-professional reintegration of IPV survivors are facilitated and more sustainable over time thanks to the management of the trial by FACE, which can count on strong relations with companies and has an already established network. As regards economic sustainability, trained human resources will continue to be employed also after the end of the project using the Maison France's own resources.

Finally, the last dimension refers to the vertical and horizontal **scalability of the trial**. The trial and its products are potentially transferable to other contexts. In particular, the training of a resource in informal structures can also be realised in other associations/organisations located throughout the territory and at all levels, starting with all the Maison France Services present throughout the country. Transferability could also be further supported and made more effective if specific guidelines on the training of the new resource and operational protocols for the functioning of the service were to be prepared. As regards business involvement, the creation of the toolkit with good practices to follow will support the transferability of this initiative to other contexts.

3.2.2 Specific evaluation

The French local trial aimed at increasing the knowledge and skills of Maison France Services, in Allier. The Maison France Services network was created in 2019; it aims at facilitating access to public services for all and it helps users to carry out various administrative procedures in a single place. The service

assists people with daily administrative procedures in areas such as health, family, retirement, law, housing, tax, job search and digital support. The aim is to offer a wider range of services to the public as close as possible to the regions, particularly in rural areas. Additional training was implemented with Maison France Service digital advisers. These are organisations that depend on municipalities, and they are often able to support women IPV survivors.

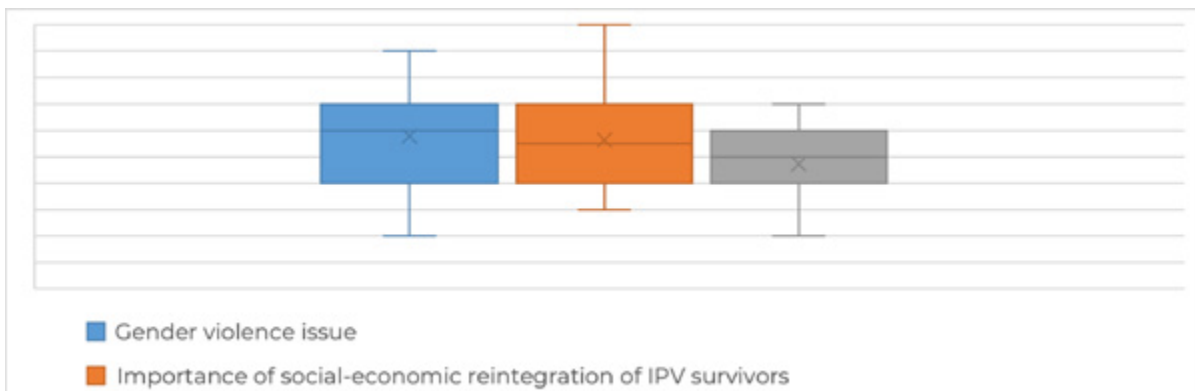
The objective of the trial was to increase the awareness of professionals on the issue of gender-based violence, and the best ways to offer support to women IPV survivors in terms of service access and response to their needs. Awareness-raising activities with private companies that operate in the territory were also organised. Table 5 summarises the main details of the implementation of training activities.

TABLE 6: FRANCE – TRAINING ACTIVITIES IMPLEMENTATION

Typology of training	Date	Number of participants	Tool for evaluation
Training for Maison France Services	19 October 2022 30 November 2022	10	Training reports, post-evaluation questionnaires
Training for Maison France Services digital advisers	7 November 2022	13	Training reports, post-evaluation questionnaires
Awareness-raising sessions with companies	24 November 2022	7	Training reports

According to Figure 5, the knowledge of the professionals (on a 1–10 scale) before the training activities on issues related to GBV and empowerment of IPV survivors was highly heterogeneous. Overall, most of the participants were aware of the importance of socio-economic reintegration of IPV survivors, but only a small share of them was confident with specific measures and methodologies to guide them in the process of accessing the necessary services.

FIGURE 5: FRANCE – KNOWLEDGE ASSESSMENT BEFORE THE TRAINING



Figures 6 and 7 report the perceived increase in the participants’ knowledge of social-economic reintegration measures and methodology to adequately support the IPV survivors in their empowerment process. Overall, 82% of the respondents said that the training increased their knowledge considerably for both issues.

FIGURE 6: FRANCE – KNOWLEDGE INCREASE ON THE SOCIAL-ECONOMIC REINTEGRATION MEASURES FOR IPV SURVIVORS

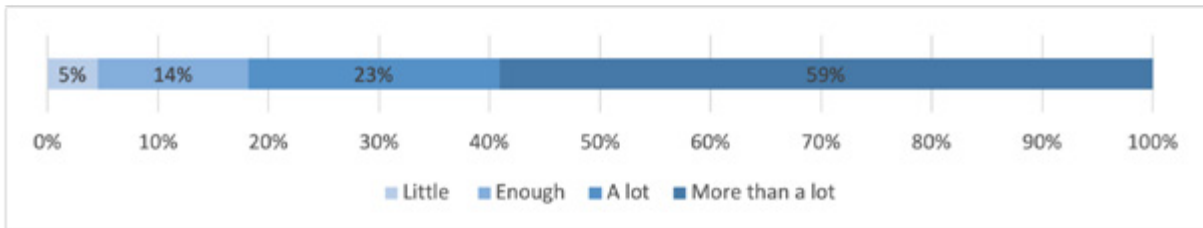
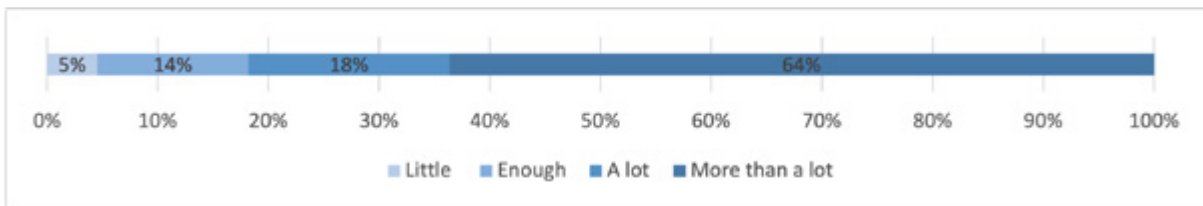
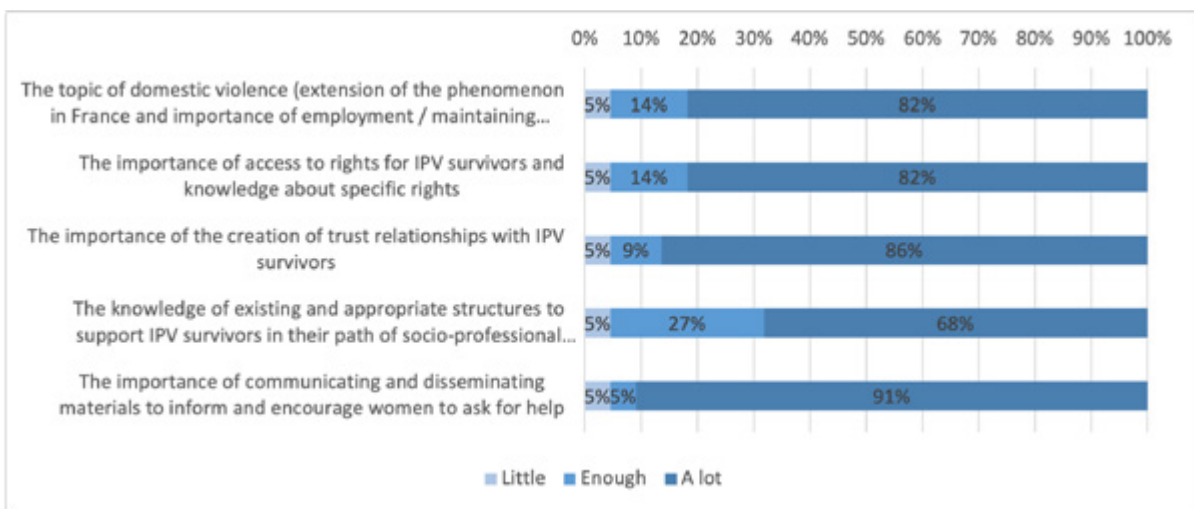


FIGURE 7: FRANCE – COMPETENCE INCREASE ON THE SPECIFIC MEASURES AND METHODOLOGIES TO GUIDE AND EMPOWER WOMEN SURVIVORS OF VIOLENCE



For specific issues related to the training content, the participants reported a significant increase in their competences and knowledge. One of the most significant issues highlighted was the importance of the creation of a trust relationship with IPV survivors. This aspect of the service provision is crucial, because often the relation with the users is seen as merely an administrative task.

FIGURE 8: FRANCE – THE ROLE OF TRAINING SESSIONS IN HELPING TO GAIN/INCREASE KNOWLEDGE, COMPETENCIES AND UNDERSTANDING



The professionals reported an increasing awareness of the importance of communicating and disseminating materials to inform and encourage women to ask for help.

The area in which the trial took place is very rural, and the people are far from many facilities and services. The participants in the training were overall very satisfied with the training. When a case of domestic violence is mentioned to them, it is very difficult for the services to offer basic support such as

emergency accommodation. Overall, the typology of survivors that they must assist is very vulnerable social groups, which face significant critical issues in accessing basic social services.

The awareness-raising sessions with the companies showed very positive results and further activities are planned for the near future.

The implementation of the trial reported an overall positive involvement of different organisations, and a proactive attitude of the professionals involved. One of the main limitations encountered was the lack of financial resources, which requires the involvement of actors that might offer economic support.

3.3 Greece

3.3.1 General evaluation

The expected impacts of the local trial on women are the following:

- » acquiring new skills through participation in training in mixed groups that enabled women to develop their contact network and move into a new environment;
- » development of new skills through the training for childcare;
- » development of new skills through the training for the social cooperative, and discovery of self-esteem and new opportunities for them on the labour market.

Looking at the expected results and the planned actions, it was possible to provide an ex ante evaluation with respect to the specific dimensions indicated in Table 6. The ex ante evaluation has been validated at the end of the implementation through a bilateral meeting with WCK.

TABLE 7: GREECE – GENERAL EVALUATION

Dimension	Sub-dimensions	Pre-evaluation (expected features)	Overview post-evaluation (assessed features)
RELEVANCE OF THE TRIAL	Relevance to the AVC's point of view that emerged from the Call for Interest (Act 2.2)	10 Very high	The implementation of the local trial confirmed its relevance with respect to the women's needs and to the territorial context. The level of involvement of actors was high in the preparatory and follow-up phase and modest during the trial, also thanks to the presence of the local ecosystem. The actions implemented were innovative for both the women's needs and for the territorial demand for services. From the point of view of sustainability , the project requires coordination of different actors and specific funding. However, it might be replicated and scaled to different governance levels and territories, because many areas in Greece are facing the same needs..
	Relevance to women's point of view that emerged from the focus group (Act 2.5)		
	Relevance with regard the context described by the partner		
INVOLVEMENT OF ACTORS	Involvement of the AVC	8 High	
	Involvement of actors from World of Work		
	Involvement of institutions		
INNOVATION OF THE TRIAL	Regarding existing norms, measures and practices	10 Very high	
	Regarding IPV survivors' needs in terms of socio-economic empowerment		
SUSTAINABILITY OF THE TRIAL	Sustainability in terms of economic resources	9 Very high	
	Sustainability in terms of governance and management		
SCALABILITY OF THE TRIAL	Vertical scalability to higher levels of governance (from local to regional, to national)	7 High	
	Horizontal scalability to different territories and contexts		

The **level of relevance** of the local trial is very high according to both the Call for Interest and the focus group with women (WP2). It aimed to answer to three relevant detected needs. First, the lack of entrepreneurship opportunities and support for enhancing the empowerment of women IPV survivors; second, the lack of territorial childcare and other care services, highlighted as an element that generates inequality within the labour market; third, the need for skills and knowledge acquisition.

Within the trial design, in the framework of the Policy Lab, **a significant number of different actors were involved**. At the same time, as highlighted in the bilateral meeting, the follow-up of the trial will include a strong dialogue with local institutions and other organisations. During the trial implementation there was less direct involvement of other stakeholders, but the role of the local ecosystem was determinant for the success and the follow-up activities of the trial.

The **innovation** of the trial can be seen from two perspectives. On one side, it offers to the women IPV survivors involved a new, safe space where to design an alternative empowerment path; the interesting feature of this space is that it involves both women who survived violence and other women creating an exchange but still ensuring a protected environment. On the other side, it provides the local community with the possibility of a new service that is going to answer to existing and reported needs.

For the **sustainability dimension**, WCK is exploring some alternative options. The need for additional economic resources might be addressed through the participation in new calls for funding or grants.

Alternatively, the presence of actors in the local ecosystem that might offer financial support is an option. The initial phases of the social cooperative will need effort and coordination in terms of management and governance, to set the direction for the future developments. The issue of involvement of other actors and the right amount of funding represents however a crucial point.

When it comes to the **scalability** of the trial, it is important to highlight that the same needs and lack of opportunities affect many different territories in the country. It concerns both the side of IPV survivors' empowerment and the childcare needs of communities. These premises mark as relevant the analysis of the trial factors that contributed to its successful implementation. As stated above, the presence of the local ecosystem was crucial in all the phases of the trial design and implementation. The potential scalability of the programme depends thus on the connection between local actors.

3.3.2 Specific evaluation

The Greek local trial aimed at impacting on the **skills and competences** of women, on the **local needs for care service**, and on the **entrepreneurial offer** of the territory (contributing with the creation of a new social business). These three impact dimensions were evaluated through quantitative and qualitative assessment concerning the skills improvement of training participants, indicators on involved actors and features of the provided training, and bilateral meetings and interviews with stakeholders. The following paragraphs will summarise the main evidence coming from the impact assessment of the local trial.

The training activities were organised as shown in Table 7. The group of women who attended training sessions on the steps to establishing and running a social cooperative enterprise was mixed: female survivors of IPV and women from the general population based on the principle of inclusion, avoiding stigma and protecting personal data. Six women were survivors of IPV, two women belonged to vulnerable social groups and one was from the general population.

TABLE 8: GRECEE – TRAINING ACTIVITIES IMPLEMENTATION

Typology of training	Date	Number of participants	Tool for evaluation
Training on KoinSEp social cooperative enterprise	21 June 2022 7 October 2022	Between 7 and 9	Reports on training, ex post questionnaires
Training on care services	17 October 2022 10 November 2022	6	Reports on training, ex post questionnaires

As can be seen from Figures 5 and 6, the participants in the training reported a significant increase in their knowledge and competences in the fields of care provision and about the functioning of the social cooperative (on a 1–10 scale).

FIGURE 9: GREECE – KNOWLEDGE ASSESSMENT IN THE FIELD OF CARE PROVISION

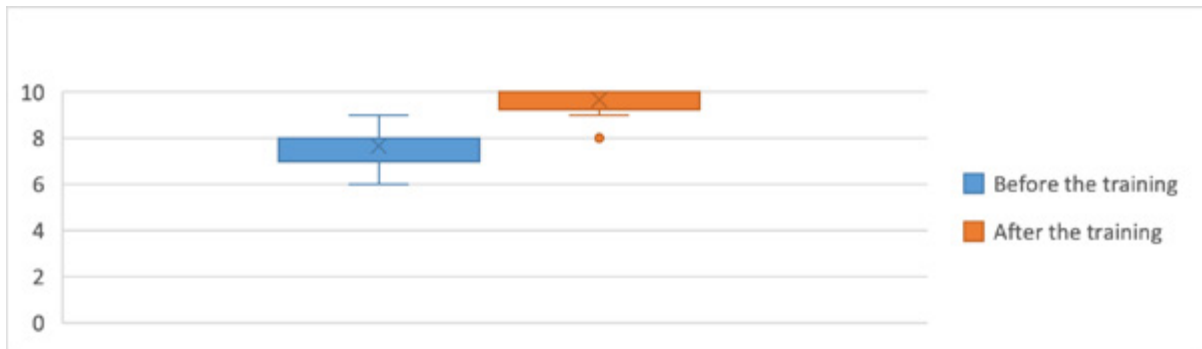
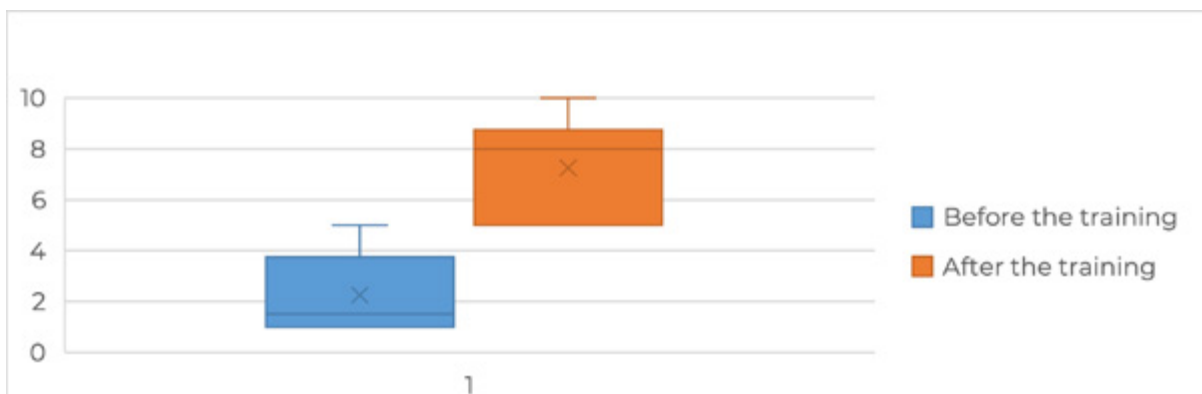


FIGURE 10: GREECE – KNOWLEDGE ASSESSMENT ON THE FUNCTIONING OF SOCIAL COOPERATIVES AND SOCIAL ENTERPRISES



This significant increase in women’s competences and skills was also assessed through qualitative feedback from the trainers. The experience of going through this type of training together also made the women understand and value the importance of the collective process to gain expertise and set future goals and objectives. This was possible thanks to the fact that trainees were a mixed group, involving but not limited to women who survived violence. The questionnaires collected at the end of the training activities reported a very high level of satisfaction from all the women that took part in the training. The training was also described as highly relevant and useful by all the participants. After the end of the training sessions, there was a concluding meeting at the end of November 2022. Through all the training process and the setting up of the KoinSEp social cooperative, a very important role was played by the territorial network of actors that WCK involved.

Overall, the collected qualitative feedback shows that the Greek local trial generated a very positive impact especially for the two dimensions. The women acknowledged an intense growing process, and they experienced important skills acquisition, which impacted positively on their self-esteem and proactive attitude. The implementation of actions aimed at empowering women through entrepreneurial activities might also have a positive spillover effect on vulnerable individuals at risk of violence, not only on IPV survivors. This project also set the foundation for the development of a new, very much needed, business activity relevant for the social welfare of the local territory.

3.4 Italy

3.4.1 General evaluation

The Italian local trial was expected to impact directly on the involved women and the institutional context, through the professionals working with the services.

The direct impact on women concerns the quality of the service received, and the improvement of the process that the IPV survivors have to face during the interaction with public services. Considering the specific needs and the vulnerability of women exiting a dynamic of domestic violence, the relationship with services should not create additional harm. To ensure a smooth and helpful interaction, a high level of coordination between AVCs and services is required.

The impact on services is twofold. First, the trial aimed at increasing awareness and knowledge of professionals about IPV survivors' specific needs. Second, the project tried to set the basis for a formal interaction process linking the AVCs and the services, to increase the quality of the offered services.

Looking at the expected results and the planned actions, it was possible to provide an ex ante evaluation of the specific dimensions indicated in Table 8. The assessment was validated after the trial implementation through bilateral meetings with the partner and data collection.

TABLE 9: ITALY – GENERAL EVALUATION

Dimension	Sub-dimensions	Pre-evaluation (expected features)	Overview post-evaluation (assessed features)
RELEVANCE OF THE TRIAL	Relevance to the AVC's point of view that emerged from the Call for Interest (Act 2.2)	10 Very high	The implemented local trial was relevant and coherent with women's needs. However, the short duration of the programme does not allow a proper test of the impact on the beneficiaries, rather focusing on process features. The involvement of was high for institutions and AVCs. The ex post assessment confirmed the innovation of the trial compared to existing practices in the territory. The implementation of the trial confirms the sustainability of the actions , even if it is necessary to focus on the motivation of involved stakeholders, especially for the governance and management aspects. However, the issue of the financial resources remains a limitation. The trial is highly scalable to other contexts and different levels of governance.
	Relevance to women's point of view that emerged from the focus group (Act 2.5)		
	Relevance with regard the context described by the partner		
INVOLVEMENT OF ACTORS	Involvement of the AVC	7 High	
	Involvement of actors from World of Work		
	Involvement of institutions		
INNOVATION OF THE TRIAL	Regarding existing norms, measures and practices	9 Very high	
	Regarding IPV survivors' needs in terms of socio-economic empowerment		
SUSTAINABILITY OF THE TRIAL	Sustainability in terms of economic resources	9 Very high	
	Sustainability in terms of governance and management		
SCALABILITY OF THE TRIAL	Vertical scalability to higher levels of governance (from local to regional, to national)	9 High	
	Horizontal scalability to different territories and contexts		

Regarding the IPV survivors' needs, the trial was consistent with what emerged from the Calls of Interest, the focus group with women and the Policy Lab. The need to reduce the fragmentation of the services and improve the quality of the interaction between the women and the services makes the trial **highly relevant**.

Regarding the involvement of the actors, a deep level of coordination is required among AVCs and institutional actors. In the specific case of the implemented trial, the involved actors were the social services and the employment services of one municipal district of Rome. Given the objective of the trial, no links with the private sector were created. However, a possible extension of the programme might be the involvement of different levels of governance, more services and other private actors, such as training providers.

The trial was **highly innovative**, in a context where the dialogue among different actors is rare and needs to be encouraged. A rapid, effective and adequate access to social and employment services is a crucial step in the path that the IPV survivors should undertake in their empowerment process. The role that public actors should adopt is coordinating with AVCs to improve their offer and to tailor it to IPV survivors' needs.

The **sustainability** of the trial depends on the level of effort that institutions and public actors decide to put in place. The local trial aimed at involving professionals and the higher governance level from services, to create synergies. The implementation evidences how the organisational culture and the

structured plan for services involvement are two important aspects. They are also crucial for the sustainability and the replicability of the actions, other than for their effectiveness. Another aspect that may influence sustainability is the engagement of services professionals and AVC operators in a continuous dialogue. This means that after the procedure is agreed there is the need for monitoring meetings to discuss whether that is effective, or should be changed, and how.

In conclusion, the trial might be **highly scalable** to different levels of governance and different territories. Building a formal relationship between AVCs and public services is a need of many local communities. An important element that should be taken into consideration is the dimensions of the territory and the number of services users. This is in addition to the capacity of services and other resources to deal with the needs of the population. In any case, awareness-raising actions about the specific needs of IPV survivors, targeting services professionals, represents a first important step to the formal definition of a more structured collaboration.

3.4.2 Specific evaluation

The Italian local trial aimed to build a shared formal practice between the AVC and institutions to overcome the fragmentation of the social services, to offer better support to the women IPV survivors. The trial implementation started in May 2022 and ended in November 2022. The services involved were the social services and an employment centre of one local district of the municipality of Rome.

The first phases of the trial consisted of one meeting, held in June 2022, with the professionals of social services and the employment centre. During the meeting, a questionnaire about the functioning of the services was submitted to the professionals. The questionnaire aimed to collect information about the main limitations and obstacles that the professionals encounter in the provision of services, with a specific focus on the needs of women IPV survivors. Table 9 summarises the main evidence from the questionnaire.

TABLE 10: FEEDBACK FROM QUESTIONNAIRES, SOCIAL SERVICES AND EMPLOYMENT CENTRE

	Social services	Employment centre
No of respondents	5	4
Main channel through which IPV survivors contact the services	Direct reporting of the territorial AVC or other public offices	Direct reporting of the territorial AVC or other public offices
Main needs of IPV survivors with reference to the service	Access to the income support measures; a need to get in contact with other social services of the territory	Registration on employment lists; support in the whole job search process
Main limitations in meeting the women's requests	Absence of adequate tools and procedures to answer women's needs; lack of staff	Absence of adequate tools and procedures to answer women's needs; lack of time and resources to understand and adequately answer women's requests
Main limitations in the management of women's requests	Lack of financial resources; poor matching between the opening time of the services and availability of the women	Bureaucratic or logistic problems; critical issues in understanding women's needs and communication with women; lack of resources

Neither the social services nor the employment centre presents a formal, established procedure for the management of women IPV survivors' specific requests and needs. The only informal channel is the relationship with the AVCs. However, this channel remains weak, and it depends strictly on the informal relationships between professionals.

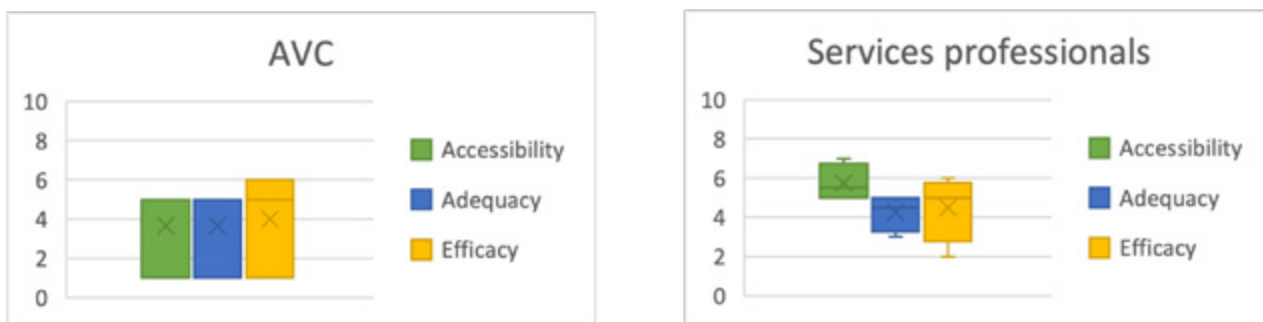
The evaluation aimed at assessing the point of view of both the AVCs and the services on the quality of the relationship between the women and the services. The AVC involved in the local trial collected data on nine women who accessed the service from May to November. Seven of them also requested contact with the social services, and three of them with the employment services. For the employment centre, the women who accessed the services during the trial implementation needed support in the search for a job or for internships, as well as for accessing training for skills and competences. According to the results from the meeting with the professional, the AVCs put in place a more structured procedure for women to contact the services. This was an information sheet which the woman can bring when accessing specific services to identify the specific needs, and possibly ensure a more rapid and effective solution.

The questionnaires for the services professionals and the monitoring table completed by the AVC provided feedback (1–10 scale) on the quality of the service, according to three dimensions:

- » **Accessibility** (logistical problems; lack of flexible opening hours; flexible interviews; possibility to also contact online and via a telephone, possible linguistic problems in the relationship with women, accessibility of physical spaces);
- » **Adequacy** (competence and preparation of personnel; willingness to listen and communication by the operators; clarity and completeness of information);
- » **Effectiveness** (related to the satisfaction of women and the successful fulfilment of their request).

Figures 11 and 12 compare the results in terms of perceived quality for the employment centres and for the social services, taking into account the perspective of the professionals and the AVC.

FIGURE 11: EMPLOYMENT CENTRES



The distribution of the evaluation reflects a different perception on the quality of the relationship between the women and the services. On average, the professionals assess the accessibility of the service around 6, the adequacy and efficacy slightly below 5. The average rating of the AVC is instead around 4 for all the dimensions. Overall, both points of view reflect less than satisfactory services for the dimensions considered. This is confirmed by the evaluation of the women's satisfaction made

by the AVC, which report this at a very low level. The specific features and the organisation of the employment centre, as well as the overload of practices that the professionals must carry out, made the relationship-building ineffective and difficult.

For the social services, the evaluation on the quality is slightly higher, and the perception of the services is more aligned to that of the AVC. On average, all the dimensions are reported around 7 out of 10 for both the actors, and the qualitative feedback as well confirmed that despite some limitations, the relationship with the social services is positive.

FIGURE 12: EMPLOYMENT CENTRES



According to the AVC, however, the professionals from both the services showed a positive and proactive attitude for building the formal procedure among the actors. The limited time during which the trial was implemented made it hard to properly evaluate the impact on the women. However, some elements can be put forward. First, the Italian experience highlighted the crucial role of the **territorial network** of actors. The WEGO3 project, as the previous WEGO editions, remarked on the importance of the relationships among actors to support and enhance the process of empowerment of women IPV survivors. For the fragmentation of the services, it is even more relevant to build exchanges and links between actors. This aspect also emerged strongly from the qualitative evaluation of the Italian trial. A potential follow-up of the project will require a more structured and systematic dialogue between the different services and professionals. The second element is the **lack of resources** highlighted from both the services and AVC sides. It concerns financial resources, but also the human resources and the critical issues in the organisation of services. This external obstacle, which cannot easily be influenced by projects, significantly affects the outcome of the relationship between women and services. The third and last element concerns the **trade-off between efficiency and care**. A more caring service might need more resources in terms of time and people availability, and this might be contrary to the efficiency requirements, on which the service is evaluated.

4 CONCLUSION

The **WEGO3 Act 4.5 – Local Trial implementation** was the result of a process involving many different actors, carried out along all the WEGO3! Project duration.

First, through the activities of the **Work Package 2**, the trials took into account the national and local context in terms of norms and regulations for socio-economic empowerment of IPV survivors, and their reintegration in the labour market. Similarly, the perspective of AVCs on women's opportunities and a major lack of support from institutions is crucial to understand where interventions are required the most. Collecting feedback and perspective from individual experiences of women can lead to defining necessary actions and improvements, according to their specific needs.

Second, the role of private actors and companies in the process should be better explored and their awareness about the gender-based violence issue should be increased, with that of other potential stakeholders from the World of Work. The activities included in the **Work Package 3** aimed at involving those actors in the process, and it enhanced the network of the project partners.

Third, the implementation of impact-oriented actions requires coordination and dialogue among institutions and organisations. They should be aware of the specific features of the territory in which they operate, as well as of the specific needs of IPV survivors. **Work Package 4** operated a summary of the main evidence and conclusions from the previous work packages, and through the Policy Lab activities it helped the partners in designing the local trial implementation.

The local trials can be grouped into two main categories: two countries decided to intervene mainly on the quality and adequacy of service provision, while the other two concentrated on the increases in competences and business opportunities for the women. Both dimensions emerged as highly relevant across all the project activities, and they play a critical role in the socio-economic integration of IPV survivors. In each country, the trials were organised differently according to the specific features of the context, and to the territorial network of the partners. The trials were implemented from April to November 2022, following the Policy Labs organised between February and March 2022.

Overall, all the implemented trials have shown a **high level of relevance** to the existing practices and norms and the territorial needs. The needs assessment activities carried out in WP2 helped each partner in defining priorities and areas of intervention.

The **level of involvement** of external actors changed between contexts, but all the participants highlighted the importance of the territorial stakeholders and the existing connection between AVCs, private organisations and institutions. In the contexts where the links between stakeholders were stronger and better consolidated, some aspects of the implementation have been carried out more easily.

All trials were **highly innovative**, trying to fill gaps in the existing practices. They were innovative in the design process, because they grounded on a data collection process that covered the points of view of many different actors. The women's voices were also at the core of the trial design, and the Policy Lab discussions have seen the participation of stakeholders active in different fields.

For the **sustainability** dimension, the evaluation took into account the aspects of governance and financial resources. A key element for a successful long-term sustainability of the trial is the presence

of a pivot actor (in this case, the WEGO3 partner) that carefully follows all the phases of the process. However, the issue of financial resources remains a critical point that requires the involvement of actors able to provide support.

The **scalability** of the trials is possible at the horizontal level, given the conditions discussed above. Many different territories in the countries considered face the same problems and issues in terms of socio-economic integration of vulnerable categories and IPV survivors.

Finally, following the specific evaluation carried out for each trial, three main elements need to be highlighted.

First, the women involved have seen the project as an opportunity to pursue personal and professional growth, and the experience was highly relevant for their self-esteem and future projects.

Second, the importance of a solid territorial network with different stakeholders was a crucial element for the trials' success.

Third, the dialogue between AVCs, institutions, private actors and women should be constantly encouraged, to improve the implemented actions and to generate significant impact on the women and the context.

Partnership

ActionAid Italia, Italia

Istituto per la Ricerca Sociale (IRS), Italia

Rel.Azioni Positive Società Cooperativa Sociale, Italia

Center for Sustainable Communities Development, Bulgaria

Fondation Agir Contre l'Exclusion (FACE), Francia

Women's Center Of Karditsa (WCK), Grecia

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