



Engaging Youth to Protect the Rights of Victims and Witnesses of Crimes in Croatia

**United Nations Development Programme
Country: Croatia
Project Document**

UNDAF Outcome(s): n/a

Expected CP Outcome(s): Increased Level of Human and State Security

Expected CPAP Output(s): Increased effectiveness of the Croatian Criminal Justice System through an institutionalized witness and victim support mechanism

Implementing partner: United Nations Development Programme

Responsible Parties: Ministry of Justice, UNDP Croatia

Narrative

In 2007 UNDP Croatia initiated a unique system to support witnesses and victims of crime by introducing in courts WVS offices that render practical information and emotional support to victims prior to, during and after the trial. The 7 offices established by UNDP have helped 7500 clients and largely contributed to more efficient criminal proceedings as evidenced by judges, prosecutors and attorneys who are increasingly using their services.

The work of WVS offices is supported by a newly created network of 200 young volunteers organized through Victim Support Volunteer Association (VSVA). Project intends to develop VSVA and to diversify its communication channels to better reach out to its clients.

The main project results will be: 1) Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights, 2) Improved visibility and accessibility of witness and victim support (WVS) mechanisms and services and 3) System of witness victim support in courts rolled out.

Programme Period: 2012 - 2013

CPAP Programme Component: _____

Project Title: Engaging Youth to Improve Delivery of Services for Victims and Witnesses of Crimes in Croatia

Atlas Award ID: _____

Start date: _____

End Date: _____

PAC Meeting Date: _____

Estimated annualized budget: _____

Total resources required: 444.200 USD

Total allocated resources: 148.000 USD

- Regular: 48.000 USD
- Other: _____
 - DGTTF: 100.000 USD
 - Donor: _____
 - Donor: _____
 - Government: _____

Unfunded budget: 296.200 USD

In-kind Contributions: MoJ will provide premises and telephone

Agreed by Ministry of Justice: 

Agreed by UNDP: 




ABBREVIATIONS AND ACRONYMS

CJS	Criminal Justice System
CRM	Customer Relationship Management
MoJ	Ministry of Justice
VSVA	Victim Support Volunteer Association
WVS	Witness and victim support

I. BACKGROUND

Croatia is taking measures for the improvement of protection of rights of victims, as well as of the status of victims and witnesses in criminal proceedings. The improvements undertaken in the last years, such as the adoption of the Witness Protection Act, amendments to the Criminal Procedure Act, establishment of Department for Support to the Witnesses and Other Participants in War Crime Trials which in 2010 became Directorate for Probation and Victim Witness Support within the Ministry of Justice, represent important steps for enhancing a witness support framework in the broader sense.

The model of support developed by UNDP Croatia has been recognized internationally as a success story. The Council of Europe, in its Resolution 1784 (2011) and Recommendation 1952 (2011), has recommended replicating it more widely in Croatia and across SEE. Results achieved so far have made Croatia a regional leader in this vital area of the justice system, and the Croatian Government is keen to continue the reform based on the UNDP model.

By establishing a Governmental Committee for Monitoring and Improvement of Witness and Victim Support System (hereinafter: National WVS Committee) in 2010 the Government has demonstrated its awareness of the value of the issue and its commitment to a solution. One of the main tasks of the National WVS Committee is to produce policy papers including the **National Strategy of the Government of the Republic of Croatia on Witness and Victim Support** (hereinafter: National WVS Strategy). Once enacted, the Strategy will be a binding document for the Government to act upon and will serve as a starting point for any future developments in this area.

This project will focus on formalising cooperation between CJS institutions and civil sector by using the potential of young enthusiastic people and ensuring their participation in improving and bringing services closer to citizens. The National WVS strategy should therefore recognize VSVA as the main partner in support provision while other NGOs will be encouraged and approached by VSVA to cooperate in specific areas of work.

UNDP supports development of the National WVS Strategy in terms of sharing expertise, experience and best practice. Moreover, to ensure sustainability of services UNDP will support policy work which will lead to signing of the agreement between MoJ, Supreme Court and VSVA, thus making VSVA accredited national service provider for CJS.

This project will surely speed up the CJS reform, stabilize and expand the system and provide institutions with enough capacities to run the system on a regular basis.

II. ANNUAL WORK PLAN BUDGET SHEET

Year: 2012

EXPECTED OUTPUTS And baseline, associated indicators and annual targets	PLANNED ACTIVITIES List activity results and associated actions	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET	
		Q3	Q4	2012	Funding Source		Budget Description	Amount USD
Output 1 Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights	1.1. Formalized cooperation between the Ministry of Justice (MoJ) and Victim Support Volunteer Association (VSVA)				Ministry of Justice VSVA		45.000	
Baseline: - At the moment there is no strategy in place that would define cooperation between stakeholders in the WVS system - VSVA is relatively young organization and still needs skills developed in order to become strong and sustainable partner to the Ministry - To assure comprehensive approach to victims and witnesses it is needed to create a network of responsive institutions that now does not exist	- Finalisation of a National WVS Strategy identifying VSVA as a key provider of services - Study visit for selected key partners - Preparation of Agreement between MoJ and VSVA	X	X			UNDP regular To be mobilized UNDP regular	16.000 25.000 4.000	
Indicators: - Draft National WVS strategy submitted Y/N - Study visit Y/N - Agreement between MoJ and VSVA signed Y/N	1.2. VSVA institutional capacity strengthened - Organisation of training for the key VSVA members on: results based management, fundraising, strategic and communications planning		X		UNDP Croatia		22.200	
	- Organization of Train the trainers course on education of volunteers					To be mobilized	22.200 - Local consultants - rental of space - travel - DSAs	

<ul style="list-style-type: none"> - Number of training events - Number of VSVA members trained - Number of trained trainers – members of VSVA <p>Targets (2012):</p> <ul style="list-style-type: none"> - National WWS strategy document produced - 1 study visit organized for 15 participants - Agreement between MoJ and VSVA prepared - 2 training events for 10 VSVA members organized - 1 ToT for 5 VSVA members organized <p>Related CP outcome:</p>	<p>1.3. WWS referral system developed and better coordinated with the VSVA</p>	<p>X</p>	<p>X</p>	<p>Ministry of Justice UNDP Croatia VSVA</p>	<p>UNDP regular</p>	<p>4.000</p>
<p>Output 2 Improved visibility and accessibility of witness and victim support (WWS) mechanisms and services</p> <p>Baseline:</p> <ul style="list-style-type: none"> - Currently, there is no centralized place on-line nor a toll free telephone line where victims/witnesses could seek practical information regardless of type of crime/misdeemeanor they experienced <p>Indicators:</p> <ul style="list-style-type: none"> - Data collected Y/N 	<p>2.1. Visibility of available services improved through the set-up of an information centre</p>	<p>X</p>	<p>X</p>	<p>Ministry of Justice UNDP Croatia VSVA</p>	<p>UNDP regular</p>	<p>17.400</p>
<p>Related CP outcome:</p>	<p>2.2. Accessibility of services improved through introduction of a toll-free info line for victims</p>	<p>X</p>	<p>X</p>	<p>Ministry of Justice UNDP Croatia VSVA</p>	<p>UNDP regular</p>	<p>17.400</p>
<p>Baseline:</p> <ul style="list-style-type: none"> - Currently, there is no centralized place on-line nor a toll free telephone line where victims/witnesses could seek practical information regardless of type of crime/misdeemeanor they experienced <p>Indicators:</p> <ul style="list-style-type: none"> - Data collected Y/N 	<p>- Collection of all relevant WWS related data (legislation, knowledge products etc.)</p>	<p>- Production of step-by-step on-line guide for victims and witnesses</p>	<p>- Set up of WWS website supported by info leaflets</p>	<p>- Local consultant - Travel - DSAs</p>		

Year: 2013

EXPECTED OUTPUTS And baseline, associated indicators and annual targets	PLANNED ACTIVITIES <i>List activity results and associated actions</i>	TIMEFRAME								RESPONSIBLE PARTY	Budget Description	Funding Source	Amount USD
		2012				2013							
		Q3	Q4	Q1	Q2	Q3	Q4	Q3	Q4				
Output 1 Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights	1.1 Formalized cooperation between the Ministry of Justice (MoJ) and Victim Support Volunteer Association (VSVA)												
Baseline:	- Finalisation of a National WVS Strategy identifying VSVA as a key provider of services												
- At the moment there is no strategy in place that would define cooperation between stakeholders in the WVS system	- Study visit for selected key partners												
- VSVA is relatively young organization and still needs skills developed in order to become strong and sustainable partner to the Ministry	- Preparation of Agreement between MoJ and VSVA												
- To assure comprehensive approach to victims and witnesses it is needed to create a network of responsive institutions that now does not exist	1.2. VSVA institutional capacity strengthened												42.400
Indicators:	- Organisation of training for the key VSVA members on: results based management, fundraising, strategic and communications planning			X	X						To be mobilized		34.600
- Number of training events	- Organization of Train the trainers course on education of volunteers			X							DGTTF		7.800
- Number of VSVA members trained													
- Number of trained trainers – members of													

<p>VSVA</p> <ul style="list-style-type: none"> - Key policy documents (Action plan, Guidelines) prepared Y/N - Mapping report Y/N 										<p>1.3. WVS referral system developed and better coordinated with the VSVA</p>	<p>Ministry of Justice UNDP Croatia VSVA</p>		<p>97.800</p>
<p>Targets (2013):</p> <ul style="list-style-type: none"> - Mapping report produced - Action plan and Guidelines for WVS multitegency approach produced - 2 training events for 10 VSVA members organized <p>Related CP outcome:</p>										<p>- Provision of expert input and advice to the National WVS Committee in preparation of key policy documents</p>		<p>To be mobilized</p>	<p>48.000</p>
										<p>- Mapping of relevant institutions/organizations providing support to victims in Croatia</p>		<p>To be mobilized</p>	<p>49.800</p>
<p>Output 2</p> <p>Improved visibility and accessibility of witness and victim support (WVS) mechanisms and services</p> <p>Baseline:</p> <ul style="list-style-type: none"> - Currently, there is no centralized place on-line nor a toll free telephone line where victims/witnesses could seek practical information regardless of type of crime/misdemeanor they 										<p>2.1. Visibility of available services improved through the set-up of an information centre</p>	<p>Ministry of Justice UNDP Croatia VSVA</p>		<p>22.400</p>
										<p>- Collection of all relevant WVS related data (legislation, knowledge products etc.)</p>			
										<p>- Production of step-by-step on-line guide for victims and witnesses</p>	<p>DGTTF</p>	<p>Local consultants</p>	<p>17.400</p>
										<p>- Set up of WVS website supported by info leaflets</p>	<p>DGTTF</p>	<p>- Contractual services – companies/individuals</p>	<p>5.000</p>

<ul style="list-style-type: none"> - Number of witnesses and victims supported by three WVS offices. 																																							
<p><i>Targets (2013):</i></p>																																							
<ul style="list-style-type: none"> - 100 witnesses and victims per office supported - 3 coordination and supervisory meetings held 																																							
<p>Project management + Administrative costs</p>																																							
<p>Local office/Action costs</p>																																							
<p>Monitoring and Evaluation (5%)</p>																																							
<p>TOTAL 2013</p>																																							
<p>DGTF</p>																																							
<p>UNDP regular</p>																																							
<p>Unfunded</p>																																							
<p>TOTAL 2012/2013</p>																																							

III. MANAGEMENT ARRANGEMENTS

The project will be implemented under National Implementation Mechanism (NIM). This means that the Government of Croatia will be responsible for decision-making and implementation of Project activities, while UNDP will provide quality assurance, project inputs and support services. The Minister of Justice will act as the Senior Executive (National Coordinator) and will represent the interests of the Government of Croatia and be responsible for the overall implementation of the Project. A Project team will assist the MoJ as well as other concerned beneficiaries in implementation of the project.

Project Board: The focal point of the project management architecture is the Project Board. The Board is the overall authority for the Project and is responsible for its initiation, direction, review and eventual closure. Within the confines of this Project, the Board is the highest authority.

The Project Board represents at managerial level the interests of the following roles and the respective organizations:

- **Project Executive** (National Coordinator) – Minister of Justice will be the project national coordinator will have overall ownership over project results and chairs the project board. The Minister of Justice will represent the main project beneficiary, which has the overall coordination responsibility in the area of the witness-victims support in criminal justice system.
- **Senior beneficiary** - Ministry of Justice, Victims Support Volunteer Association (VSVA)
- **Senior supplier** - project donors: UNDP, DGTTF.
- **Other stakeholders** – include other organizations having a specific or general interest in the project results.

Board members will be senior managers and will have authority and responsibility for the commitment of resources to the project, such as personnel, cash and equipment. The Project Board will 'manage by exception', meaning Board members will be regularly informed of the Project progress but will only be asked for joint decision making at key points in the Project implementation.

The Project Board is appointed to provide overall direction and management of the Project. It is responsible for ensuring that the project remains on course to deliver products of the required quality to meet the expected outcomes defined in the Project Document. Furthermore, the Board is accountable for the success of the Project and has responsibility and authority for the Project within the instructions set by UNDP programme management.

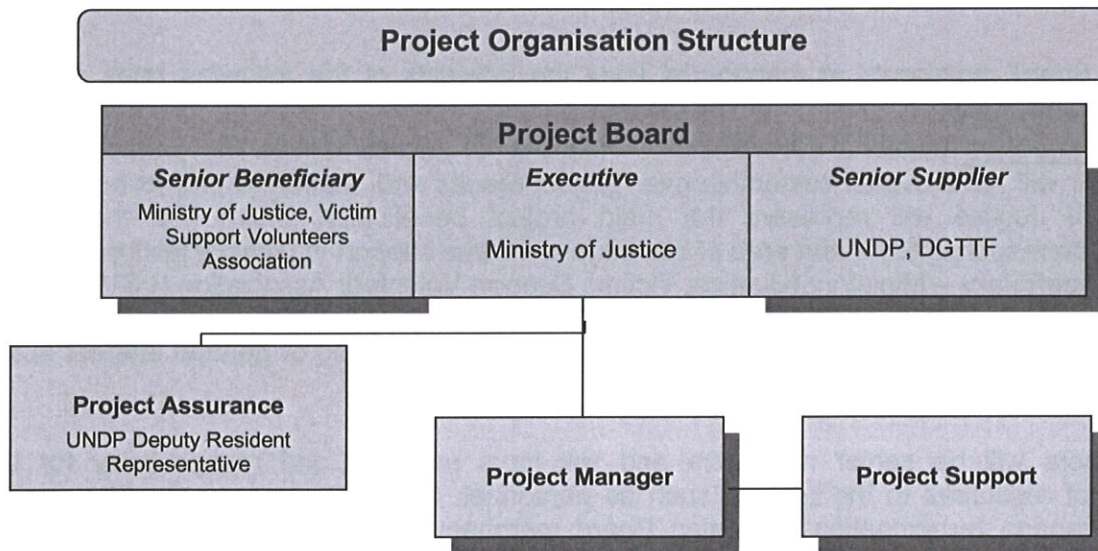
The Project Board approves all major plans and authorizes any major deviation from agreed Project work plans. It ensures that required resources are committed and arbitrates on any conflicts within the project or negotiates a solution to any problems between the project and any parties beyond the scope of the project.

Project Manager: It is the responsibility of the Project Manager to plan, oversee and ensure that the Project is producing the right outputs, at the right time, to the right standards of quality and within the allotted budget. The main tasks of the Project Manager include:

- Overall planning for the whole project
- Motivation and leadership of the Project staff
- Supervise the Project
- Liaison with UNDP Programme Management
- Fund management, allocation, coordination
- Reporting progress to the Project
- Project quality management

- Work with other agencies of the UN Country Team and other relevant stakeholders, to maximize impact of the action

Project Assurance: Assurance is a key element of the PRINCE2 management method, upon which the Project Management Arrangements are based. 'Assurance' is essentially an independent audit function, whereby the Project Board are able to monitor progress against agreed work plans. The Project Assurance role supports the Project Board by carrying out objective and independent project oversight and monitoring functions. This role ensures appropriate project management milestones are managed and completed. The Project Assurance is the responsibility of each Project Board member. On behalf of UNDP, as senior project supplier, the function is delegated to a UNDP Deputy Resident Representative. The National Coordinator may appoint a representative of the Ministry of Justice to carry out the project assurance role on behalf of the project executive.



IV. MONITORING FRAMEWORK AND EVALUATION

In accordance with the programming policies and procedures outlined in the UNDP User Guide, the project will be monitored through the following:

Within the annual cycle

- On a quarterly basis, a quality assessment shall record progress towards the completion of key results, based on quality criteria and methods captured in the Quality Management table below.
- An Issue Log shall be activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
- Based on the initial risk analysis submitted (see annex 1), a risk log shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.
- Based on the above information recorded in Atlas, a Quarterly Progress Reports (QPR) shall be submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot.
- a project Lesson-learned log shall be activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project
- a Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events

Annually

- **Annual Review Report.** An Annual Review Report shall be prepared by the Project Manager and shared with the Project Board and the Outcome Board. As minimum requirement, the Annual Review Report shall consist of the Atlas standard format for the QPR covering the whole year with updated information for each above element of the QPR as well as a summary of results achieved against pre-defined annual targets at the output level.
- **Annual Project Review.** Based on the above report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year. In the last year, this review will be a final assessment. This review is driven by the Project Board and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs, and that these remain aligned to appropriate outcomes.

End-of-project evaluation is required for DGTTF funded projects. Evaluation is foreseen for the last quarter of the Project implementation (Q4 of 2013).

V. QUALITY MANAGEMENT FOR PROJECT ACTIVITY RESULTS

OUTPUT 1: Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights		
Activity Result 1.1. (Atlas Activity ID)	<i>Formalized cooperation between the Ministry of Justice (MoJ) and Victim Support Volunteer Association (VSVA)</i>	Start Date: Q3 2012 End Date: Q1 2013
Purpose	<i>To ensure sustainability of support provision to victims by making VSVA formal partner to the Ministry of Justice.</i>	
Description	<p>In 2010 UNDP initiated and supported the establishment and capacity building of Government Committee for Monitoring and Improvement of Witness Victim Support System (hereinafter: National WVS Committee). The Committee is responsible for strategic development of the system. Members of the National WVS Committee are representatives of the Ministry of Justice, Ministry of Interior, Ministry of Health and Social Care, Ministry of Family Affairs, War Veterans and Intergenerational Solidarity, Supreme Court, State Prosecutor's Office, Government's Office for Human Rights, Universities and NGOs. Furthermore the new Directorate for Probation and Victim Witness Support was established in the Ministry of Justice clearly indicating Government's commitment to adequately address the needs of witnesses and victims within the justice system.</p> <p>One of the main tasks of the National WVS Committee is to produce policy papers among which the National WVS Strategy is the starting point for any future developments. UNDP continuously supports development of the National WVS Strategy in terms of sharing expertise, experience and best practice. Study visit to UK will be organized for selected key partners (members of Committee and VSVA) to help them in getting greater insight in functioning of well established and long existing WVS systems, especially in terms of cooperation between CJS agencies and non-governmental sector.</p> <p>The WVS offices in courts are supported by a network of 200 young volunteers, members of VSVA. In spite of the fact that CJS professionals are traditionally very cautious when it comes to introduction of any new measure or model, over the years and thanks to very good results of the WVS offices' work, judges became more and more appreciative of the existence of a victim-oriented support system. However, for that system to become sustainable and given the fact that VSVA is a non-governmental organization, an agreement has to be signed between VSVA on one side and the Ministry of Justice and Supreme Court on the other, which would make VSVA accredited partner of the CJS. The National WVS strategy should therefore recognize VSVA as the main partner in support provision while other NGOs will be encouraged and approached by VSVA to cooperate in specific areas of work.</p> <p>To ensure sustainability of services UNDP will support policy work of the National WVS Committee, which will lead to signing of the agreement between MoJ, Supreme Court and VSVA, thus making VSVA accredited national service provider for CJS.</p>	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
- <i>Draft National WVS strategy submitted Y/N</i>	Ministry of Justice reports and minutes	Q2 2013
- <i>Study visit Y/N</i>	Study visit report	Q4 2012
- <i>Agreement between MoJ and VSVA signed Y/N</i>	Ministry of Justice reports and minutes	Q2 2013

OUTPUT 1: Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights		
Activity Result 1.2.	<i>VSVA institutional capacity strengthened</i>	Start Date: Q4 2012 End Date: Q2 2013

(Atlas Activity ID)		
Purpose	<i>To develop capacity of the VSVA to become sustainable and credible partner and service provider for CJS</i>	
Description	<p>VSVA is relatively newly established non-governmental organization. It has been established for the sole purpose of supporting the work of WVS offices in courts. Taking into account recent developments in Croatia - establishment of the National WVS Committee and Directorate for Probation and Victim Witness Support - clearly indicating a shift from single to multiagency approach, VSVA should, in its future work, follow the same direction. This means that in the future VSVA will have to be capacitated to take on the role of service provider for other agencies, such as police, health care and social services, that victim encounters throughout the process, i.e. from the moment the crime is reported, prior to, during and after the trial.</p> <p>The foreseen training will enable key VSVA members to produce high quality annual plans and strategic documents and will also help them in identifying priorities, allocating resources and developing human capacities and skills necessary for fulfilling its expanding role.</p> <p>Very often witness testimony is crucial evidence that decides the outcome of a trial. Testifying in court, particularly for the first time, is a stressful experience, especially for people already traumatised by becoming victims of criminal acts. Staff in the WVS office, accompanied by VSVA volunteers, make this situation easier for witnesses, by providing information about court procedures and answering questions about what the judge will ask; who will ask the questions; who will be present; do they have to meet the accused; how long hearings last; do they have to testify; what are their rights; etc.</p> <p>When joining VSVA each volunteer receives induction training and subsequent specialized training provided by WVS staff and MoJ representatives on ad hoc basis. The project envisages ToT event for VSVA members. This will create a pull of experts within the VSVA itself and ensure continuity and sustainability of educational activities.</p> <p>Young people volunteering in courts and other CJS institution, being future legal professionals, will benefit greatly from the experience gained and will in their future work have deeper appreciation of the existence of a victim-oriented support system.</p>	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
- <i>Number of training events</i>	Training reports	Q2 2013
- <i>Number of VSVA members trained</i>	Training reports	Q2 2013
- <i>Number of trained trainers – members of VSVA</i>	Training reports	Q2 2013

OUTPUT 1: Strengthened capacity of the CJS to respond to the needs of victims and witnesses and to protect their rights		
Activity Result 1.3. (Atlas Activity ID)	<i>WVS referral system developed and better coordinated with the VSVA</i>	Start Date: Q3 2012 End Date: Q4 2013
Purpose	<i>To establish cooperation between CJS institutions and other governmental and nongovernmental bodies in order to ensure comprehensive approach to provision of assistance needed prior, during and after the trial</i>	
Description	<p>Currently, governmental bodies and public institutions do not create a unified and interlinked network for providing support to victims and witnesses prior, during and after criminal proceedings. Certain segments of support that exist in some institutions are not sufficiently developed and strengthened to completely respond to the needs and rights of victims and witnesses.</p> <p>An efficient and interlinked system requires that all CJS institutions establish WVS offices and other institutions (such as social welfare, health care and family centres) secure the sufficient</p>	

<p>number of staff qualified to assist victims and witnesses.</p> <p>In that respect, the National WVS Committee is acting as the key coordinating and policy making body, and UNDP will continue to provide expert input and advice to this Committee in preparation of key policy documents: Action Plan and Guidelines for WVS multiagency approach which would form a basis for a comprehensive national referral system.</p> <p>Non-governmental organizations are an integral part of the WVS referral system. Currently available data on the NGOs is obtained from two research studies: <i>Capacity assessment of existing nongovernmental organizations providing help/support to victims of criminal offences in the Republic of Croatia</i> conducted by UNDP Croatia in March 2009 and <i>NGOs providing specialized services to women victims of violence as key stakeholders of democratization of society</i> conducted by NGO Women Room Zagreb in 2010. According to the research results, organizations providing support are not numerous and 1/3 of organizations are located in Zagreb. However, three additional WVS offices were opened last year and opening of further three is planned in near future, meaning that WVS offices in courts will be operational in 2/3 of the country. To make their work more efficient and to optimize service provision the data will have to be updated.</p> <p>Furthermore, taking into account special needs of vulnerable categories of victims, it is also necessary to assess the capacities of health care centres, social welfare centres and family centres.</p> <p>A mapping exercise will therefore be conducted to assess the mandate, the role, governance structures, and capacity of relevant institutions/organisations active in Croatia as well as identify partnership opportunities with the MoJ and VSVA.</p>		
<p>Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i></p>	<p>Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i></p>	<p>Date of Assessment <i>When will the assessment of quality be performed?</i></p>
<ul style="list-style-type: none"> - Key policy documents (Action plan, Guidelines) prepared Y/N 	UNDP and Ministry of Justice reports	Q2 2013
<ul style="list-style-type: none"> - Mapping report Y/N 	UNDP and Ministry of Justice reports	Q2 2013

<p>OUTPUT 2: Improved visibility and accessibility of witness and victim support (WVS) mechanisms and services</p>		
<p>Activity Result 2.1. (Atlas Activity ID)</p>	<p>Visibility of available services improved through the set-up of an Information centre</p>	<p>Start Date: Q3 2012 End Date: Q2 2013</p>
<p>Purpose</p>	<p><i>To establish sustainable communication instruments for informing witnesses and victims of their rights</i></p>	
<p>Description</p>	<p>The project foresees the creation of a user friendly web site containing all relevant information that could be of use for victims of crime. This type of an on-line information centre is, among other things, convenient for victims that are not yet ready to talk about their trauma and want to privately read the available information. The web site should contain as much information as possible, but this information has to be composed in a way to allow a victim to easily navigate the website.</p> <p>For this purpose, all relevant data (legislation, knowledge products, etc) will be collected. Also, a step-by-step on-line guide for victims and witnesses will be produced. Using this guide on the WVS web-site, victims and witnesses will be able to get a whole range of information: from what to do when the crime occurs to where can they seek additional professional help, support and assistance.</p> <p>This will represent a significant step forward in bringing service closer to the citizens especially taking into account fast growing usage of smart phones and other modern technologies which allow citizens a quick access to information from every corner of the world.</p>	
<p>Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i></p>	<p>Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i></p>	<p>Date of Assessment <i>When will the assessment of quality be performed?</i></p>

- Website up and running Y/N	Web site published	Q3 2013
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OUTPUT 2: Improved visibility and accessibility of witness and victim support (WVS) mechanisms and services		
Activity Result 2.2. (Atlas Activity ID)	Accessibility of services improved through introduction of a toll-free info line for victims	Start Date: Q1 2013 End Date: Q3 2013
Purpose	<i>To bring service closer to citizens by introducing a toll-free info line for victims</i>	
Description	<p>So far development of the WVS system was mainly focused on providing support in courts. Witnesses have used available services provided by WVS office staff and volunteers. Support was provided in courts but also by telephone. People who do not have access to other communication channels (e-mail, web site) or simply prefer telephone communication are more than eager to call and to find out information relevant for the upcoming court hearing. The nature of conversation differs from user to user, but more than 6000 callers seeking advice are a proof enough that a telephone line is a necessary toll for communicating with victims and witnesses. So far, the phone calls have been placed directly to the WVS offices in courts and were not free of charge. Majority of callers were witnesses from the piloted 7 county court areas. They were familiarised with the telephone number of the respective WVS office as it was noted on the court summon they have received.</p> <p>By introducing WVS information centre as well as a national telephone line, access to information will be ensured nationwide. That would clearly present a step forward towards integrated WVS model. The model should be composed in a way to provide assistance and guidance for victims from the moment when the crime was committed and prior to, during and after the court procedure.</p> <p>Together with development of a National WVS Strategy, Action plans and Guidelines, a common toll free line would be a step in that direction and catalyst of the integrated victim-oriented approach.</p> <p>The project foresees building of CRM (Customer Relationship Management) system for the call centre. Also, the call centre will be adequately equipped and telephone operators (VSVA volunteers) will receive adequate training.</p> <p>Ministry of Justice will provide premises and a telephone line necessary for functioning of the call centre.</p>	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
- Toll free call centre operational Y/N	Official announcement on the new national call centre	Q3 2013

OUTPUT 3: System of witness victim support in courts rolled out		
Activity Result 3.1. (Atlas Activity ID)	WVS offices established in three additional County courts – Pula, Bjelovar and Šibenik	Start Date: Q3 2012 End Date: Q4 2013
Purpose	<i>To establish WVS offices in four County Courts and provide support to victims and witnesses testifying in those courts</i>	
Description	<p>Successful roll out of WVS offices will allow access to support services to larger number of victims and witnesses. Together with seven existing offices, additional three offices will create a network of ten offices and assure provision of support in majority of counties. The benefits of introducing a service for victims and witnesses support may be seen, among other things, in fewer number of stalled proceedings caused by postponed hearings due to witnesses failing to appear before the court; in higher number of particularly vulnerable victims who decide to report crimes and give evidence; and in higher number of victims and witnesses who are ready to testify.</p>	

Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. what method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
- <i>Number of courts in which basic infrastructure and equipment for WVS offices is secured.</i>	UNDP and Ministry of Justice reports	Q1 2013
- <i>Number of WVS staff employed</i>	UNDP reports	Q4 2013
- <i>Number of coordination and supervisory meetings for WVS offices staff members held.</i>	UNDP reports	Q4 2013
- <i>Number of witnesses and victims supported by four WVS offices</i>	UNDP reports	Q4 2013

VI. LEGAL CONTEXT

This project document shall be the instrument referred to as such in Article 1 of the SBAA between the Government of Croatia and UNDP, signed on March 12, 1996.

Consistent with the Article III of the Standard Basic Assistance Agreement, the responsibility for the safety and security of the executing agency and its personnel and property, and of UNDP's property in the executing agency's custody, rests with the executing agency.

The executing agency shall:

- a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
- b) assume all risks and liabilities related to the executing agency's security, and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The executing agency agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document.

The following types of revisions may be made to this project document with the signature of the UNDP Resident Representative provided that he is assured that the other signatories of the project document are in agreement with the proposed changes:

- a) *Revisions in, or addition of, any of the annexes to the project document;*
- b) *Revisions which do not imply significant changes in the objectives, outputs or activities of the project, but are caused by the rearrangement of inputs agreed to or by cost increases due to inflation; and*
- c) *Revisions which re-phase the delivery of agreed project inputs or increased expert or other costs due to inflation.*

Changes to be introduced should be discussed and agreed on up by members of the Project Board.

ANNEX 1: RISK ANALYSIS

Use the standard Risk Log template

Please refer to the Deliverable Description of the Risk Log for instructions



OFFLINE RISK LOG

(see Deliverable Description for the Risk Log regarding its purpose and use)

Project Title: Engaging Youth to Protect the Rights of Victims and Witnesses of Crimes in Croatia		Award ID:	Date:
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#	Description	Date Identified	Type	Impact & Probability	Countermeasures / response	Owner	Submitted, updated by	Last Update	Status
1	Failure to secure enough funds for full project implementation	during the project justification	Financial	Not all of the foreseen project activities will be implemented P = 2 I = 4	Possibilities for other funding are being explored	Mario Krešić			
2	Changes in political will of newly elected Government to promote further development of the WVS system	during the project formulation	Political	This may seriously affect sustainability of the project results P = 1 I = 4	Negotiations with the new Government are ongoing	Mario Krešić			
3	Critical policies or legislation fails to pass or progress in the legislative process	during the project formulation	Regulatory	Not adopting the National WVS Strategy could seriously affect sustainability of the project results	Negotiations with the Committee	Mario Krešić			

4	Strategic Vision, Planning and Communication	during the project formulation	Strategic	P = 1 I = 4	Significant organizational changes within Project partners institutions – Ministry and Association might affect the project implementation	P = 1 I = 4	Standard Agreement is being signed to assure the continuity of the project activities	Mario Krešić					
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