SEXUAL HARASSMENT AND OTHER FORMS OF GENDER BASED VIOLENCE IN URBAN SPACES IN ALBANIA

Korça and Shkodra
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GLOSSARY

I. **Domestic violence** shall mean all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim.

II. **Gender** shall mean the socially constructed roles, behaviors, activities and attributes that a given society considers appropriate for women and men.

III. **Gender-based violence against women** shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately.

IV. **Victim** shall mean any natural person who is subject to the conduct specified in points I and II.

V. **Violence against women** is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.¹

VI. **Sexual assault** is understood as engagement in sexual activity by use of force with adult females or between spouses or cohabitants, without the consent of either of them.

VII. **Sexual harassment** is understood as commitment of actions of a sexual nature which infringe the dignity of a person, by any means or form, by creating a threatening, hostile, degrading, humiliating or offensive environment.²

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If you, or someone you know, suffer from sexual harassment or violence call the national helpline at 116 117, or the Police at 112.

You are not alone.
# CONTENTS

1. EXECUTIVE SUMMARY AND KEY FINDINGS ................................................................. 7

2. INTRODUCTION ........................................................................................................... 14
   2.1 Legal Framework in Albania .................................................................................. 16
   2.2 The Safe City Studies in Albania 2016 and 2018 .................................................. 20

3. METHODOLOGY ........................................................................................................ 26
   3.1 Ethical Considerations and Limitations ................................................................ 27
   3.2 Advocacy Strategy & Follow up Activities ............................................................. 28

4. STUDY FINDINGS ...................................................................................................... 32
   4.1 SHKODRA .............................................................................................................. 32
      4.1.1 Key Findings Shkodra .................................................................................... 32
      4.1.2 Center, Mar Iula and Kiras ............................................................................. 37
      4.1.3 Qualitative Findings ...................................................................................... 57
      4.1.4 Recommendations specific for Shkodra ......................................................... 74
   4.2 KORÇA ................................................................................................................ 75
      4.2.1 Key Findings for Korça ................................................................................... 75
      4.2.2 Center, Zone 17 and Zone 4 .......................................................................... 80
      4.2.3 Qualitative Findings ...................................................................................... 100
      4.2.4 Recommendations specific for Korça ............................................................. 113

5. CONCLUSIONS & RECOMMENDATIONS ................................................................ 114
   5.1 Concluding Remarks ............................................................................................. 115

ANNEXES .................................................................................................................... 119
   Quantitative Questionnaire ......................................................................................... 119
   Focus Group Guide ...................................................................................................... 131
   Structured Interview Guide ......................................................................................... 134
   Structured Observations Guide ................................................................................... 138
   Safety Audit Walk Guide and Check List .................................................................... 144
LIST OF FIGURES

Figure 1: Likelihood of Incident (only “likely” and “very likely” combined shown) .................................................. 34
Figure 2: Reasons not to report an incident ........................................................................................................... 36
Figure 3: Selected areas in Shkoder–Kiras, Center and Mar’ Lula ................................................................. 37
Figure 4: Education and Employment, Shkodra ................................................................................................... 38
Figure 5: Are there places where someone could hide without being seen, such as...? ................................. 39
Figure 6: When moving in and around this neighborhood, how easy would it be...? ........................................... 39
Figure 7: How is the lighting in this neighborhood? ............................................................................................ 40
Figure 8: Regarding this neighborhood, would you say... .................................................................................. 41
Figure 9: Public Transport Usage and Public Transportation Service Evaluation ........................................... 42
Figure 10: Factors affecting personal safety in this area? .................................................................................. 43
Figure 11: How likely are the following things to happen to a woman in this neighborhood? ..................... 44
Figure 12: How likely are the following things to happen to a woman in this neighborhood? ..................... 45
Figure 13: Common reaction of people witnessing incidents that may happen to a woman in this area ........ 45
Figure 14: Which is your opinion about the following statements (1/2)? ......................................................... 46
Figure 15: Which is your opinion about the following statements (2/2)? ......................................................... 48
Figure 16: Have you ever received information about any form of violence against women and girls through 49
Figure 17: Awareness about National Helpline ................................................................................................ 50
Figure 18: Awareness about institutions that provide help .............................................................................. 50
Figure 19: Please, classify the following actions at the appropriate term according to your understanding. 51
Figure 20: The violence episodes happening in this area are usually more... ................................................... 52
Figure 21: Which groups of individuals are more in danger in this neighborhood? ......................................... 52
Figure 22: Exposers to Sexual Harassment and Violence ................................................................................ 53
Figure 23: Who was the perpetrator? .................................................................................................................. 53
Figure 24: Asking for help .................................................................................................................................. 54
Figure 25: Reaction toward verbal street harassment .......................................................................................... 55
Figure 26: Reaction toward direct physical or sexual attack ............................................................................ 55
Figure 27: Do you know a woman who was harassed on the street and reported the incident? .................... 56
Figure 28: Reasons for not reporting to the Police ............................................................................................ 56
Figure 29: Likelihood of Incident (only “likely” and “very likely” combined shown) .................................... 77
Figure 30: Selected areas Korça – Zone 17, Center and Zone 4 ......................................................................... 80
Figure 31: Employment Status and Education of Korça Respondents ............................................................. 81
Figure 32: Are there places where someone could hide without being seen, such as...? ............................................. 81
Figure 33: When moving in and around this neighborhood, how easy would it be...? ............................................. 82
Figure 34: How is the lighting in this neighborhood? ................................................................................................. 82
Figure 35: Public Transport Usage and Public Transportation Service Evaluation. .................................................. 84
Figure 36: Factors affecting personal safety in this area? ............................................................................................. 85
Figure 37: How likely are the following things to happen to a woman in this neighborhood? ........................................ 86
Figure 38: How likely are the following things to happen to a woman in this neighborhood? ........................................ 87
Figure 39: Common reaction of people witnessing incidents that may happen to a woman in this area? ...................... 88
Figure 40: Which is your opinion about the following statements (1/2)? ............................................................... 89
Figure 41: Which is your opinion about the following statements (2/2)? ............................................................... 90
Figure 42: Have you ever received information about any form of violence against women through. ...................... 91
Figure 43: Awareness about National Helpline ........................................................................................................ 92
Figure 44: Awareness about institutions that provide help ........................................................................................ 92
Figure 45: Please, classify the following actions at the appropriate term according to your understanding. .............. 94
Figure 46: The violence episodes happening in this area are usually more.............................................................. 95
Figure 47: Which groups of individuals are more in danger in this neighborhood? .................................................. 95
Figure 48: Exposure to Sexual Harassment or Violence: Have you ever been at risk or exposed to: ......................... 96
Figure 49: Who was the perpetrator? ......................................................................................................................... 96
Figure 50: Asking for help ........................................................................................................................................... 97
Figure 51: Reaction toward verbal street harassment ................................................................................................. 98
Figure 52: Reaction toward direct physical or sexual attack ....................................................................................... 98
Figure 53: Reasons for not reporting to the Police .................................................................................................... 99
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ASPA</td>
<td>Albanian School of Public Administration</td>
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<tr>
<td>CEDAW</td>
<td>Convention on the Elimination of all forms of Discrimination against Women</td>
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<tr>
<td>CoE</td>
<td>Council of Europe</td>
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<tr>
<td>CCR</td>
<td>Coordinated Community Response</td>
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<tr>
<td>CRM</td>
<td>Coordinated Referral Mechanism (for the cases of domestic violence at local level)</td>
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<td>DV</td>
<td>Domestic Violence</td>
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<td>FG</td>
<td>Focus Group</td>
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<td>GAP</td>
<td>Gender Action Plan</td>
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<td>GBV</td>
<td>Gender Based Violence</td>
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<td>GBD</td>
<td>Gender Based Discrimination</td>
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<tr>
<td>GE</td>
<td>Gender Equality</td>
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<tr>
<td>GEE</td>
<td>Gender Equality Employee</td>
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<tr>
<td>GoA</td>
<td>The Government of the Republic of Albania</td>
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<tr>
<td>Istanbul Convention</td>
<td>Council of Europe Convention on preventing and combating violence against women and domestic violence</td>
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<td>MoHSP</td>
<td>Ministry of Health and Social Protection</td>
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<td>NCGE</td>
<td>National Council for Gender Equality</td>
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<td>NGO</td>
<td>Non-Governmental Organization</td>
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<td>NSGE</td>
<td>National Strategy for Gender Equality (2016-2020)</td>
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<td>UN</td>
<td>United Nations</td>
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<td>UN Women</td>
<td>United Nations Entity for Gender Equality and the Empowerment of Women</td>
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<tr>
<td>Sida</td>
<td>Swedish Agency for International Development</td>
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<tr>
<td>SH</td>
<td>Sexual Harassment</td>
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<td>SV</td>
<td>Sexual Violence</td>
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<tr>
<td>VAWG</td>
<td>Violence against Women and Girls</td>
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1. EXECUTIVE SUMMARY AND KEY FINDINGS

Gender based violence (GBV) against women is a human rights violation and it is prevalent around the world, including Albania. It is estimated that 35 per cent of women worldwide have experienced either physical and/or sexual intimate partner violence or sexual violence by a non-partner at some point in their lives. GBV is defined as violence that is directed against a woman, because she is a woman or that affects women disproportionately. Violence against women includes, but is not limited to, physical, sexual and psychological harm (including intimidation, suffering, coercion, deprivation of liberty within the family, or within the general community, sexual harassment etc.). The wide spectrum of gender-based violence nowadays is often expanded to include violence that results from unequal power relationships between men and women.

This study looks at the different dimensions of sexual harassment and other forms of gender based violence against Albanian women and girls in urban public spaces particularly, focusing primarily on women and girls’ perceptions of safety and the impact this issue has on their lives, as well as the forms of violence they experience, what strategies they have at their disposal to cope with the violence, and what can be done to make their cities and neighborhoods safer.

The report is composed of four chapters. Chapter one contains background information on the general context, as well as information on the existing legal framework in Albania. Chapter two contains information on researching techniques, tools, selection of the sampling and the targeted areas. Chapter three contains the analyses of the data collected and specific findings for each of the targeted areas in the municipalities of Shkodra and Korça in Albania. Chapter four contains general conclusions and recommendations based on the data analysis.

All findings presented in this report are a result of:

- **i. Five hundred survey interviews** conducted with women and girls of age 16+ who live in, or frequent the public spaces of selected areas in the two Albanian municipalities (two-hundred and fifty interviews per each municipality);
- **ii. Two Focus Group Discussions** with women and girls of different backgrounds who live in or frequent the selected areas of the study;
- **iii. Twelve Structured Observations** conducted during days and nights (six in Shkodra, six in Korça);
- **iv. Two Safety Audit Walks** (one per municipality); and
- **v. Six semi-structured interviews** with municipal and NGO stakeholders (three per municipality).

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3 [1] World Health Organization, Department of Reproductive Health and Research, London School of Hygiene and Tropical Medicine, South African Medical Research Council (2013). *Global and regional estimates of violence against women: prevalence and health effects of intimate partner violence and non-partner sexual violence*, p.2. For individual country information, see The World’s Women 2015, Trends and Statistics, Chapter 6, Violence against Women, United Nations Department of Economic and Social Affairs, 2015 and UN Women Global Database on Violence against Women.

4 Art. 3 d, Council of Europe Convention on preventing and combating violence against women and domestic violence
From data analysis it results that there are some similarities and also differences regarding perceived safety of the neighborhoods in Shkodra and Korça.

**Lighting infrastructure** seems to be a bigger issue in Shkodra than in Korça. However, in both municipalities even distribution and proper management of lighting system and the resulting overall issue of poor lighting have been pointed out as factors which make women and girls feel unsafe in the public spaces. As this situation varies between the different areas, data suggest that lighting seems to be an issue in some areas more than others. The areas which stood out the most in this regard where Zone 4 in Korça and Mar Lula in Shkodra.

**Public transportation** seems to be insufficient in both municipalities. The overwhelming majority of respondents from Shkodra and Korça report to rarely or never used it. Many respondents from Shkodra additionally point out that the service is entirely lacking or perceived as poor. This issue may pose a risk to women and girls who have to commute at night times and hence may be forced to walk (alone).

According to the respondents, the main factors affecting the safety perception are the following: being a woman, walking alone and the choice of clothing. Being of a certain ethnicity or religion, coming from a different geographical area or the sexual orientation of a person are not perceived as influencing factors by the great majority of respondents in both municipalities.

Other factors which are mentioned by women and girls of both municipalities that influence their safety are the lack of effective and visible police, men dealing with drugs or taking drugs/alcohol and groups of men hanging around on the streets. In two neighborhoods of Shkodra (Kirias and Mar Lula) garbage (poor maintenance) is also mentioned as an influencing factor, as a poor appearance of an area increases the general impression of an area being unsafe. Furthermore, garbage laying around may constitute obstacles which have to be walked around, it may attract street dogs and homeless people who search the garbage for edibles.

When **witnessing an incident**, which may happen to a woman or girl in the selected neighborhoods, the majority (70 per cent) believes that witnesses would call for help e.g. call the Police. It should be however noted that 15 per cent of Korça respondents and 1 in 3 respondents of the Shkodra Center, as well as 14 per cent (14%) from Kiras, Shkodra, believe that people would notice, but not react.

The report also explores issues directly connected with **sexual harassment and sexual violence**. In both Shkodra and Korça, **verbal harassment** appears to be far more frequent than any type of physical harassment or violence. Verbal harassment seems to be common in both municipalities (e.g. whistling after a woman, sexual comments or staring).

In regard to the likelihood of experiencing **physical sexual harassment or violence**, some of the study areas stand out despite the overall low perception of likelihood of physical incidents; 21 per cent of the respondents of Mar Lula, Shkodra rate the likelihood of “deliberately blocking a woman’s path” with 4 to 5 out of 5 points (1=not likely at all and 5=very likely). Mar Lula also stands out in regard to “physical attacks” and “threats to harm a woman” with 11 and 12 per cent respectively rating the likelihood with 3 out of 5 points. In Korça 19 per cent of the respondents of Zone 17 rate the likelihood of “deliberately blocking the path of a woman” with 3 out of 5 points. Zone 17 also stands out with 17 per cent perceiving it as somewhat likely that someone could attack a women or girl physically (3 out of 5). In the other areas of both municipalities those numbers are significantly lower.
What significantly stands out is that outdated mentalities and the phenomenon of victim blaming is a prevalent issue in Shkodra as well as in Korça. Out of all respondents, 40 per cent strongly or partly agree that “Girls/women who are sexually harassed or sexually abused provoke it themselves.”

“Girls/women who are sexually harassed or sexually abused provoke it themselves”

Out of all respondents in Shkodra
2% strongly agree and
50% partly agree

Out of all respondents in Korça
1% strongly agree and
26% partly agree

What stands out is also that nearly 1 in 3 of Mar Lula, Shkodra’ respondents also partly agree that “Violent episodes are to be kept private. What happens at home, stays at home.” (32%). Furthermore, twenty percent (20%) in the Center of Korça either strongly or partly agree that “a woman should put up with violence in order to keep her family together.”

Regarding information about violence against women and girls, respondents seem to have received information about it through various channels (TV, Web, social media, family and friends etc.). However, data suggest that this information may lack details on how, or where to seek help in such cases in the Albanian context.

Over 90 percent of respondents from both municipalities are not aware that a national helpline under 116 117 exists, where victims of sexual harassment or violence can call and receive advice and help. Furthermore, when asked whether the respondents are aware of any institution which may help in their area, over 90 per cent of all respondents replied with “no”, as well.
Respondents were also asked whether they personally experienced sexual harassment or sexual violence before the age of 15 and after the age of 15.\footnote{Sensitive questions were handled with due ethical considerations. Respondents were handed the tablet when answering questions concerning specific personal experiences. More details can be found in the methodology and ethical consideration section of this report.}

Data show that sexual harassment is more common after the age of 15, with 13 per cent of women and girls from Shkodra and 16 per cent in Korça, who have experienced it. Women and girls from the Center areas seem more exposed to this type of violence in both municipalities. In Korça four per cent report to have experienced sexual harassment before the age of 15, while in Shkodra only two per cent have.

The number of respondents who experienced sexual violence before 15 is low (1 per cent in both municipalities). Zone 4 in Korça stands out with five per cent of women and girls who have experienced sexual violence after the age of 15. What however should be taken into consideration is that many women and girls living in both municipalities are not aware on different types of actions which constitute sexual harassment and sexual violence.

When asked if the respondents know a woman who was harassed on the street and reported the incident, nearly all responded with “no”. The most common reasons for not asking for help are the lack of trust in getting the appropriate help, not knowing where to ask for help, or being afraid of being labeled. In Korça it also stood out that a high number of respondents said that it did not feel serious or important enough to report. This kind of reaction shows that (unfortunately) women and girls are in some way “familiarized” to live with certain types of harassment, as long as they are not threaten from a direct physical and/or sexual attack. They don’t like harassment but might not be aware about its different forms or simply ignore it, being conditioned from above reasons for not asking for help, or because of the mentality and general attitude of victim blaming.

It should however be highlighted that most respondents in both municipalities think that in general victims are too ashamed or afraid that people will judge them or their families when reporting an incident, and the majority believe that women and girls are afraid to approach the Police.
Too ashamed or afraid that people will judge her or her family

<table>
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<tr>
<th></th>
<th>Korça</th>
<th>Shkodra</th>
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<tbody>
<tr>
<td>Too ashamed</td>
<td>55%</td>
<td>73%</td>
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Afraid to approach the police

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<tr>
<th></th>
<th>Korça</th>
<th>Shkodra</th>
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<tbody>
<tr>
<td>Afraid to approach the police</td>
<td>79%</td>
<td>43%</td>
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Results like this draw our attention on the low level of trust in Police and other institutions. Victim shaming or blaming appear to be prevalent issues preventing women and girls to seek help when they fall victim to violence, in Korça and Shkodra.

The key recommendations for the two selected municipalities are:

- The municipalities must consider this report and its findings in all actions they will undertake to improve the conditions of their cities, especially if they will specifically intervene to improve infrastructure in the selected areas that were part of this study.

- Municipalities must undertake specific measures to disseminate these findings to their key partners and stakeholders. This can be achieved not simply by publishing the study results on their webpages, but also through specific roundtables to discuss such results with them, as well as to request their support to improve the infrastructural conditions of their cities and to increase the awareness interventions regarding the issues of sexual harassment, sexual violence and safe urban spaces.

- Municipalities of Shkodra and Korça are amongst the first municipalities in the country which have established the Coordinated Referral Mechanism against domestic violence (the CRM of Korça is considered among the best examples of CRMs in the country). During this long experience of making it effective, they have learned the importance of multi-sectoral approach while dealing with different cases of violence in family relations. This approach must be used not simply for DV cases but also for other forms of violence against women and girls, including sexual harassment and violence happening in public spaces. Increasing the frequency of police patrolling in specific areas, protection of personal data in case of reporting violent incidents, adding data on sexual violence as part of the data and statistics of other forms of violence against women and girls, improving the collaboration with NGOs who are service providers, coordinating awareness activities on different forms of VAWG and on the existing services, etc., are some of the steps which can be initiated as part of this multi-sectoral response.

- The same matters as mentioned in the above point should be applied/implemented by the Ministry of Education and in relevant directories in the respective municipalities in order to raise awareness about the presence of gender based violence in schools as well.
• Municipalities must take specific measures to improve the capacities of their staff, especially of the local administrators who are more in contact with community members. They must have adequate knowledge on how to collect women’s and girls’ concerns related to their safety in public spaces, in different meetings and discussions that municipalities organize with communities during the planning for improvement of infrastructural conditions of different neighborhoods, or during the participatory budgeting processes.

• All initiatives planned to intervene in a specific neighborhood for improving different conditions, must be based also on the perception and information provided from the women, girls, men and boys of different ages (and with different other characteristics) who may live or frequent this neighborhood for different reasons.

• Both municipalities have drafted and approved in 2018 the Local Gender Action Plans 2018-2020, part of which are also actions for improving awareness on different forms of VAWG, or for increasing safety in public spaces, etc. Based on these plans as well as on other existing policies and tools, including the obligation to mainstream gender in all policies and processes, municipalities must commit to plan and budget for accessible, affordable and gender-sensitive public services including access to street lighting, public transport, housing, etc. They must support also the existing services to prevent and redress violence against women in private and public spaces and try to establish new ones.

• Public transportation infrastructure is in urgent need of expansion and improvements in both municipalities of Korca and Shkodra. Data of this study has shown that a significant number of women and girls do not make use of the public transport due to lack of existing bus lines in many areas as well as lacking knowledge of locations of bus stops and time tables.

• Municipalities in collaboration with existing service providers, including NGOs focused on women’s issues, must pay specific attention to open a professional discussion and to increase the awareness level on specific forms of VAWG, particularly on sexual harassment and sexual violence in private and public spaces. This initiative must consider the fact that these forms of violence are considered for many years as “taboo” and there exist a high level of prejudices and tendency of victims’ blaming even among professionals, so improvement of their capacities is also very important. Increasing awareness on specific state and NGO service providers existing in municipalities’ territory or nationally, as well as providing concrete information on types of protection and services they offer and updated contacting information, must be a priority, too (i.e. collaboration with National Helpline 116117 to increase awareness on its existence and types of services provided, or collaboration with CRM’ members to increase the visibility of this mechanism, etc.). In collaboration with NGOs organize workshops to raise awareness among men and boys need to be part of a drive for public education and information sharing.

• Furthermore, municipalities could use the safety audit walks tool for monitoring purposes. Rounds of safety walks could be conducted by groups of women and girls along with municipality stakeholders and policemen as a measure to identify issues and monitor improvements.

• Police cover a key role in improving women’s safety in public spaces. Police officers may be the first state responders to incidents of violence against women, including sexual harassment and violence in public spaces. While family members or civil society organizations often provide initial support to survivors of violence, the
police are a survivor’s first point of contact with the state in many cases, and it is critical that they have the institutional and human capacities to respond appropriately and sensitively to the needs of survivors.

- Similarly, as in case of women violated in family relationships, even in case of sexual harassment and sexual violence in public spaces, police must react immediately, in a professional way and with the same philosophy of the coordinated multi-sectorial response. They may also initiate the actions inside the Coordinated Community Response mechanism established in their municipalities, aiming at prioritizing actions to effectively address sexual harassment and sexual violence in public spaces. Police officers must be trained on these forms of VAWG to understand their gendered nature and to learn how to avoid prejudices and stereotypes while facing such cases – whose procedure of treatment must be part of their Standard Operating Procedures and internal protocols.

- Police commitment to addressing sexual harassment and violence in public spaces will influence on the increase of public trust to them. Policing patrols and Specialists of Policing in the Area (in the frame of Community Policing) must understand their key role as the first contact point for safety in public spaces and they must learn how to act in the community as positive change agents, by encouraging survivors to report their experiences of violence and provide them with immediate protection (according to the legislation) and also with additional referrals to the relevant services.

- In the frame of the role that police are playing for increasing awareness among adolescents (through Specialist of Educations – police officers who discuss with high school students on different social problems and protection provided) they may initiate a series of new discussions for safety in public spaces and may specifically be focused on safety from sexual harassment and violence. They may also extend such discussion with parents of high school students and may work together with them to identify specific threats to girls and women’s security and plan prevention strategies. In addition, they may engage in outreach activities and may use local media to communicate how they will work to address the issue. This commitment can send a message to the population that sexual harassment and violence are not acceptable and may significantly increase community trust to police.

- Lastly, but not least, the newly added duty for police to treat DV cases by using the risk assessment methodology can be extended to all other cases of violence against women, including sexual harassment and violence in public spaces. There is a good momentum of introducing this idea since the Joined Guidance of MoHSP and MoI for using the risk assessment tool has entered into force last December, so this can be highlighted in all trainings and capacity building activities for the police officers, planned to initiate soon.

Additional specific recommendations toward the municipalities of Shkodra and Korça are presented in the chapter three of this report together with specific findings for each of them, while the general recommendations are presented in the last chapter of this report.
2. INTRODUCTION

Gender Based Violence (GBV) is caused by various factors, depending on culture and deeply rooted within old patriarchal traditions, on unsafe life situations, gender discrimination, unemployment, and intergenerational control in the family. Abuse can have severe health repercussions and, in worst cases, lead to death. Mental health is heavily impacted by GBV as well as women’s economic independence. In many cases, victims of GBV, especially in the context of domestic violence, are likely to fail escaping their violators due to lack of personal economic resources. Violence against women and girls in particular is one of the most pervasive forms of violence. It is a global pandemic that affects all countries, societies, religions, faiths, and ethnic backgrounds on a daily basis. Several studies point out the difficulty of measuring the level and extent of e.g. domestic violence, because such phenomenon occurs within the family and it is considered a family issue. Consequently, among the factors which may affect the low reporting of violence against women and girls, it is worth mentioning that for instance fear from punishment, cultural norms, and gender stereotypes have a big impact. Therefore, the facts and figures must be read diligently, as they do not necessarily give a clear picture regarding the wide spread character of violence.

Gender based violence and discrimination is also a prevalent issue in public spaces, globally, regionally as well as nationally, so it is happening also in Albania. Women and girls fear and experience various types of sexual harassment and violence in public spaces, from unwanted sexual remarks and touching to stalking, rape and femicide. It happens on streets, in and around public transportation, schools and workplaces, water distribution sites, public toilets, and parks in urban, rural, and conflict/post conflict settings. This reality reduces women’s and girls’ freedom of movement and their ability to study and work, access essential services, participate in public life, and enjoy recreational opportunities. This impacts negatively their health and well-being (UN Women 2013).

Background and Context

The UN Women Global Flagship Initiative, “Safe Cities and Safe Public Spaces” was launched in November 2010, with leading women’s organizations, UN agencies, and more than 100 global and local partners. It is the first-ever global programme that develops, implements, and evaluates tools, policies and comprehensive approaches on the prevention of and response to sexual harassment and other forms of sexual violence against women and girls across different settings. By definition:

“A safe city is one that facilitates and ensures the elimination of gender-based violence, while at the same time providing equal opportunities for men and women in all the spheres of social, economic, cultural and political life…”

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In a safe city, women and girls can travel without experiencing violence, dress without facing discrimination, go to school without being excluded, work safely in the knowledge that employment rights will be upheld, access and use public services such as education, health, shelter and water provision without fear or harassment.

Further, they enjoy recreational activities, approach justice services and the police without suspicion, judgment or fear, contribute to planning the future of the city, and speak out about issues which are important. Women and girls should feel safe in their homes, at school, at work and while travelling with freedom around their neighbourhoods during the day and at night. Women and girls should feel valued as equals and their voices should be heard\textsuperscript{11}.

Often, in every city, in every country, women can’t go to work or university, use the bus – simply live their lives – without the threat of sexual attacks or harassment. Often, they’re even blamed for being attacked or harassed. These issues are often much worse for women living in poverty, who don’t have the means to find safe living conditions, bring their attackers to justice, or simply access refuge and hospitals safely. Women have the right to live in their cities without being violated\textsuperscript{12}.

This report aims to inform the development of a safe city programme in Albania, and to consider perspectives for participating in the Global Flagship Initiative, which currently spans 34 cities around the world.

This report was commissioned given that the issue of sexual harassment and other forms of violence against women and girls in public spaces has been understudied, especially in the Albanian context. One of the major barriers to women’s rights as equal citizens in urban spaces is violence committed against women. The violation of a woman’s ability and right to live a good life in cities because of the types of sexual violence she experiences or fears, is a challenge related to rapid global urbanisation, as rapid urbanization often outpaces planning in cities.\textsuperscript{13}

Despite the scale and gravity of the problem, violence against women in public spaces remains under-recognised and under reported, making it difficult to assess, analyse and map out the real extent of the problem. Data on the links between urbanisation, urban poverty and gender-based violence is still sporadic. Combined with under reporting of sexual violence incidents, \textbf{this has an impact on the development and design of gender-sensitive public services, as well as the implementation and monitoring of existing programmes and interventions trying to reduce attacks on women in public spaces.}

In 2017, UN Women issued their Brief on Safe Cities and Safe Public Spaces, updated in September 2018\textsuperscript{14}. The brief highlights the importance of issues related to sexual violence in public spaces and presents a strategy for change, for cities participating in the global programme of safe cities. The brief further highlights the severity and global extension of sexual harassment and violence in public spaces:

- In Washington, D.C., United States, a survey revealed that 27 per cent of women transit riders experienced some form of sexual harassment (WMATA, 2016).

\textsuperscript{11} For details see: ActionAid 2014: Safe Cities For Women From reality to rights. See: \url{http://www.actionaid.org/safecitiesforwomen}
\textsuperscript{12} See: \url{http://www.actionaid.org/safecitiesforwomen}
\textsuperscript{14} See: \url{http://www.unwomen.org/-/media/headquarters/attachments/sections/library/publications/2015/un%20women-safecities-brief_us-web%20(1).pdf?la=en&vs=4851}
• In Port Moresby, a scoping study reveals that over 90 per cent of women and girls have experienced some form of sexual violence when accessing public transportation (UN Women 2014).

• In Kigali, baseline study shows that 55 per cent of women reported that they were concerned about going to educational institutions after dark (UN Women 2013).

The brief also presents a few success stories of cities taking part in the global flagship programme:

• Quito (Ecuador) amended a local ordinance to strengthen action against sexual harassment in public spaces. In 2016, the municipality adopted the Safe City Programme as an emblematic programme with strategies, interventions and a budget allocation.

• Egypt’s Ministry of Housing, Utilities and Urban Development adopted women’s safety audits to ensure a gender approach to urban planning.

• Rwanda’s Gender Monitoring Office launched their own training on the prevention of sexual harassment against women in public transportation.

• Port Moresby (Papua New Guinea) established vendors’ associations in their safe market programme, with 50 per cent representation of women in executive positions.

2.1 LEGAL FRAMEWORK IN ALBANIA

The legal framework in Albania has seen major improvements through the ratification of a series of key international documents, essential amendments, and alignment of the national legislation in regard to gender equality and gender based violence. Specific progress on the issues of violence against women and gender equality, started in 2006 with the approval of the Law on Domestic Violence15. In order to better implement the philosophy of this law, the Referral Mechanism for the Treatment of Domestic Violence cases was introduced in 201116, based on the successful model of piloting the coordinated community response against violence against women17 at local level and following the specific platform18 designed for this purpose. In 2008, the Law on Gender Equality19 was adopted including a series of measures for the improvement of gender equality, including the establishment of the national gender machinery20, women’s participation in decision-making in political and public spheres, etc. A set with harmonized indicators for

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16 Council of Ministers’ Decision no.334, dated 17.02.2011 “On the establishment of the national referral mechanism for the treatment of domestic violence’ cases and its way of functioning”.
17 The model of the coordinated community response was firstly piloted by a project of the Network against Gender-Based Violence and Trafficking in Albania, managed by “Refleksione” Association and supported financially by UN Trust Fund. The project had as final goal the implementation of DV Law at local level by piloting the CCR model in 10 municipalities and it was implemented in two stages: 2007 – 2009 and 2010 – 2013.
18 As part of UN Joined Program, UNDP supported the drafting of the National Platform for the Establishment of the Coordinated Community Response in Albania. The platform was prepared by Trisha Gentle and Monika Kocaqi, in 2009, and it was followed by piloting the CCR in four more municipalities.
20 See: http://www.osce.org/albania/36682
gender equality and women’s status was adopted in 2010\(^{21}\) followed by specific measures on gender mainstreaming in mid-term budget programs in 2012\(^{22}\). The Law on Protection against Discrimination in 2010\(^{23}\) was followed by the establishment of the Commissioner for the Protection against Discrimination as an independent body that safeguards protection against discrimination. A major step was the amendment of Criminal Code in 2012\(^{24}\) and 2013\(^{25}\), which touched upon domestic violence and the protection of women and girls from violence and abuse. Some of the specific measures undertaken during the amendments of this Code\(^{26}\), included the need to make domestic violence a criminal offence, introduce stalking, criminalize forced sexual intercourse with adults or husband/partner without their consent, *criminalize sexual harassment or punish the encouragement*, and intermediation or offering remuneration for persuasion to prostitution.

Additional bylaws and policy documents support this national legal framework, which is based also on an exhaustive list of international conventions ratified, included but not limited to the Convention on the Elimination of all forms of Discrimination against Women (CEDAW)\(^{27}\), the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention)\(^{28}\), which is the key instrument to provide clear obligations for Albania to address in a comprehensive way all forms of violence against women. By signing the COMMIT declaration\(^{29}\), the Government of Albania committed to intensify its efforts for the reduction of violence against women and girls and domestic violence by ensuring the implementation of the Istanbul Convention and the national domestic violence law, strategy and action plan. In addition to the above legal framework, Albanian Government has prepared also different strategies and policy documents, including the latest National Strategy for Gender Equality 2016-2020 and its Action Plan approved in 2016, which include a specific objective on reduction of gender-based violence and domestic violence and specific activities. In January 2017, the Parliament of Albania approved RESOLUTION NO. 1 dated 04.12.2017 “On the Punishment of Violence Against Women and Girls and the Increase of the Effectiveness of Legal Mechanisms for its Prevention\(^{30}\)” which alongside the findings creates a permanent subcommittee “On gender equality and prevention of violence against women” at the Commission responsible for Labour, Social Affairs and Health. This is a very important document, which draws attention and increases the oversight role of the Albanian parliament not only measures to address domestic violence, but all forms of violence against women, in accordance with the Istanbul Convention.

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26 [http://www.legislationline.org/documents/section/criminal-codes](http://www.legislationline.org/documents/section/criminal-codes)

27 Albania has ratified this convention in 1993 and its optional protocol in 2003

28 Albania has signed the Istanbul Convention in 2011 and has ratified it in 2013. The Convention entered into force on 1 August 2014


In addition, the Ministry of Health and Social Protection (MoHSP) is the national authority responsible for issues related to gender equality and domestic violence as well as for monitoring the process of appointment and improving the capacities of Gender Equality Employees at central and local levels and of the Local Coordinators against domestic violence as part of Coordinated Referral Mechanisms (CRMs) against DV at local level. Other advisory bodies include:

- The National Council for Gender Equality (NCGE), established in 2009, which comprises 9 deputy ministers and 3 civil society representatives;
- Parliamentary Committee on Social Affairs and Health, which examines at sessions of hearings issues of gender equality and domestic violence;
- The Women’s Deputies Alliance (AGD) established in October 2013 by all women’s deputies as an opportunity that gives priority to women’s issues and gender equality.

Additional important improvements in Law on Domestic Violence happened during 2018. Some of these key improvements, approved with Law 47/2018 “For some amendments and change in the Law no.9669 date 18.12.2006 “For measures against violence in family relations” (changed)” are:

- New added article 3/1 regarding the applicable legislation, where there are mentioned CEDAW Convention, Istanbul Convention and other international ratified documents as basis for the implementation of this DV Law;
- New added article 7/1 regarding the responsibility of all institutions to guarantee victims’ protection despite their living place;
- The obligation of police to apply the risk assessment procedures for DV cases according to the changes in article 7, point 1, b/1;
- The obligation of Ministry of Health and Social Protection to establish the rape crisis centers for victims of sexual violence near hospitals, as well as to approve their standards of operation (article 7, point 2/1, c)
- New added article 13/1 regarding the provision of Preliminary Measures of Emergency Protection Order to be issued from Head of Police Directory, which lasts for a period up to 48 hours (during this period the police must present before the court the request to validate this Preliminary Measures of Emergency Protection Order and to issue the Emergency Protection Order);
- Different improvements of specific articles related to multi-sectorial approach, coordination, data protection, service delivery, etc. (i.e. changes in articles 4, 6, 7, etc.);
- Highlights for the need of capacity building of different professionals through approved training programmes to be implemented in close collaboration with ASPA, School of Magistrates, etc. (see changes in article 7, 8, etc.);

31 Previous Referral Mechanism – the change in name is made with Law 47/2018, article 3 point 5.
✓ Strengthening of the role of social worker, local coordinator, psychologists and other professionals during the cases’ management;

✓ Improvements in article 3 “Definitions”, including the change of the name of Referral Mechanism to “Coordinated Referral Mechanism (CRM)” (article 3, point 5), etc.

In addition to the improvement of the DV Law (as requested in article 7, 2/1, c) the Ministry of Health and Social Protection with support of UN Agencies prepared an assessment of the most appropriate model for centres of services for sexual assault, to be implemented in Albania (with support of UN Women, April 2018) and established in December 2018 the first rape crisis center in Albania for sexual assault “Lilium Centre” (located in the regional hospital of Tirana), with support of UNDP. The standards of operating for this center were also prepared and approved in 2018, with the Guidance of the Minister of Health and Social Protection no. 816, date 27.11.2018 “For approval of standards of service providing and operation of rape crisis centres for sexual assault”33. The joint Guidance of the Minster of Interior and Minister of Health and Social Protection No. 866 date 20.12.2018 “For the procedures and model of risk assessment for DV’ Cases” as well as the joined Guidance of the Minster of Interior and Minister of Health and Social Protection No. 912, date 27.11.2018 “For the procedures and model of Preliminary Measures of Emergency Protection Order” were also approved34.

Regardless of all achievements mentioned so far, Albania still needs to strengthen its legislative and institutional framework pertaining to gender equality and non-discrimination; improve access to justice as well as to general and dedicated services to victims/survivors of violence; and strengthen and intensify measures to prevent violence by means of awareness raising, education and social inclusion.35 Effective monitoring and evaluation mechanisms must be in place, together with the necessary human and financial resources for advancing women’s human rights. Many efforts need to be focused on the effective implementation of the existing legislation regarding issues of GE and VAWG36.

In particular, the baseline assessment report on Albania, published in November 2017 by GREVIO (The Group of Independent Experts on Action against Violence against Women and Domestic Violence), which is an independent human rights monitoring body mandated to monitor the implementation of the Istanbul Convention, emphasizes that legal and institutional response in Albania is mainly focused towards domestic violence. Other forms of violence, although criminalized, have not received adequate attention in terms of prevention and civil protection measures. GREVIO strongly encourages the Albanian authorities to make domestic violence against women and the gendered nature of other forms of violence against women more visible in the crime statistics presented to the public, to conduct surveys measuring the prevalence of the forms of violence against women not previously assessed, in particular sexual harassment, sexual violence and forced marriage and to develop data categories on the type of relationship between perpetrator and victim for all forms of violence against women that would allow the nature of their relationship to be more specifically documented.37 Despite the steps undertaken as above mentioned, the changes of the DV Law of

33  As published in the Official Gazette No. 171 date 4 December 2018
34  As published in the Official Gazette No. 204 of the year 2018, issued on 26 February 2019
37  https://rm.coe.int/grevio-first-baseline-report-on-albania/16807688a7
2018 have not covered all requirements in terms of required legislation’ improvements, while there will be needed an evaluation of the work of the existing Coordinated Referral Mechanisms to see how far other forms of VAWG are treated from them in a multi-disciplinary approach. The level of improvement of data collection and analysis of all forms of VAWG depends on the effective implementation of changes in DV Law from all responsible institutions. While the so far conducted Safe City Studies in 2016 (three streets in Tirana) and 2018 (some areas in Tirana, Durres and Fier), including this one in 2019 (some areas in Shkodra and Korça) are in line with a part of GREVIO Recommendation for measuring the prevalence of sexual harassment and sexual violence in public spaces and are the only sources on information in this direction.

2.2 THE SAFE CITY STUDIES IN ALBANIA 2016 AND 2018

UN Women in cooperation with the Municipality of Tirana and the Observatory for Children’s Rights organization conducted in 2016 the first pilot study “On Sexual Harassment and Sexual Violence Against Women and Girls in Urban Spaces” in three neighbourhoods of Tirana. (The “Congress of Monastery” street in the area of Porcelan, “Ali Shefqeti” street in the area of Shkozes and “Pjeter Budi” street near the city Student).

The Key findings stemming from the 2016 study which have led to the decision of repeating the study in three municipalities in 2018 were the following;

1. As a widespread perception, none of the three selected areas of the 2016 study in Tirana were perceived unsafe places free from the threat of violence against women and girls

2. The neighbourhood maintenance (street lights, limited space between buildings, close-by transportation, cleaning and maintenance) is not considered satisfactory.

3. Women, girls, men and boys interviewed have declared that key public institutions such as police stations, health care centre/hospital and municipality are within reach. Despite this, they are not familiar with the support they provide.

4. Incidents of sexual harassment (in the form of verbal harassment or unwanted touching) and of sexual violence (assault and abuse) are confirmed to have happened in the three selected neighbourhoods of Tirana. 34% of the total number of respondents (or 32% of the total female respondents and 40% of the total male respondents) think that sexual harassment happens everywhere. Incidence frequency for sexual harassment is classified as “often” for 18% of the total number of respondents.

Given the importance of the results in 2016, UN Women decided to extend the study in a second phase in 2018, including another neighborhood of Tirana, as well as several neighborhoods in the municipalities of Durres and Fier, in cooperation with IDRA Research and Consulting. The 2018 study aimed to build a vision of a safe city for women, trade unions, non-government organizations, community groups, students, especially those living in poverty, and to allow them to express their own visions of a safe city where they can live, work, learn, be mobile and thrive without fear of violence. The methodology of 2018 study was revised following all relevant methods as suggested in “UN Women

**Key Findings from the 2018 Study**

In 2018 the study was implemented in three municipalities in Albania, namely Tirana, Durres and Fier. Data was collected through 750 interviews (only with women and girls 16+)\(^{38}\), seven Focus Groups (with women and men), 18 structured observations, three safety audit walks and 13 semi-structured interviews.

The overall findings of this study indicated that women and girls in public spaces of all selected areas in the three municipalities in Albania, **face numerous forms of harassment, especially verbal ones**. Data combined from the three municipalities, paint a clear picture of the most prevalent issues perceived:

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Very likely</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>Not likely at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whistle after her (or honk from a car) or call her names</td>
<td>60%</td>
<td></td>
<td>12%</td>
<td>15%</td>
<td>6% 7%</td>
</tr>
<tr>
<td>Watch or stare at her</td>
<td>55%</td>
<td></td>
<td>15%</td>
<td>15%</td>
<td>8% 8%</td>
</tr>
<tr>
<td>Comment on her appearance/make sexual comments</td>
<td>53%</td>
<td></td>
<td>16%</td>
<td>15%</td>
<td>7% 9%</td>
</tr>
<tr>
<td>Follow her</td>
<td>22%</td>
<td>11%</td>
<td>26%</td>
<td>14%</td>
<td>26%</td>
</tr>
<tr>
<td>Deliberately block her path</td>
<td>18%</td>
<td>12%</td>
<td>21%</td>
<td>18%</td>
<td>32%</td>
</tr>
<tr>
<td>Address her with nationally, ethnically, racially or religiously offensive comments</td>
<td>17%</td>
<td>6%</td>
<td>13%</td>
<td>12%</td>
<td>52%</td>
</tr>
<tr>
<td>Threaten to harm her</td>
<td>11%</td>
<td>4%</td>
<td>12%</td>
<td>12%</td>
<td>60%</td>
</tr>
<tr>
<td>Attack her physically (pushing, slapping)</td>
<td>7% 2%</td>
<td>11%</td>
<td>14%</td>
<td></td>
<td>65%</td>
</tr>
<tr>
<td>Attack her sexually</td>
<td>7% 3%</td>
<td>9%</td>
<td>12%</td>
<td></td>
<td>69%</td>
</tr>
</tbody>
</table>

*How likely are the following things to happen to a woman in this neighborhood (Tirana, Durres and Fier Municipality Data combined).*

Nearly **half of the respondents (44%)**, have a friend or family member who has been subject to sexual harassment or sexual violence. Overall findings reveal an equally alarming situation where **38 per cent out of 750 respondents reported to have been at risk of or exposed to sexual harassment or violence** before or after the age of 15 (some have experienced both). The overall quantitative and qualitative data showed that the culture of reporting violence,

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\(^{38}\) Ethical measures have been taken into consideration. More details can be found in the methodology and ethical consideration section of this report.
especially sexual harassment and sexual violence, is not widespread. There are various reasons that stand behind this phenomenon, mostly related with patriarchal harmful traditions and gender stereotypes or myths, lack of information on where to report and ask for help especially for specific forms of violence such as sexual violence, lack of trust in the responsible authorities and the fear of being labeled or judged. From 286 reported cases only 16 per cent asked for help and assistance, most of them by requesting help only from their relatives and friends.

*Why women who have faced harassment do not report the incident (Tirana, Durres and Fier Municipality Data combined)*

The importance of this issue becomes further apparent through data revealing the phenomena of victim blaming:

*Agreement with the statement: “Girls/women who are sexually harassed or sexually abused, provoke it themselves” (Tirana, Durres and Fier Municipality Data combined)*

<table>
<thead>
<tr>
<th></th>
<th>Partly agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>43%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Findings such as this, call for further studies in this area as well as wider awareness raising campaigns to educate men, boys, women and girls alike about such issues, in order to combat outdated mentalities and gender stereotype-based thinking as well as encourage civic engagement and showing empathy and support for victims. The 2018 report was published in both English and Albanian presented to relevant stakeholders and promoted to the general public. The report included specific recommendations for each municipality on how to create safer urban places in municipalities of Albania for women and girls.

Taking into considering the findings from the 2016 and 2018 study, UN Women decided to implement the same study in cooperation with IDRA Research and Consulting in two other municipalities in Albania, namely Shkodra and Korça, in order to gain a wider and more complete picture on the issue of gender based violence, sexual harassment and sexual violence in urban spaces in Albania. A brief overview of the demographics of the two additional municipalities selected by UN Women is introduced below.
Shkodra

Shkodra is the capital of the surrounding county of Shkodër, one of 12 constituent counties of the Republic of Albania with a total surface of 873 square kilometers. The city is one of the most ancient cities in the Balkans and the fourth most populous city in the country.

**Population and Administrative Units:** After the new territorial division, the total population of Municipality of Shkodra is increased in 204,954 inhabitants. The largest concentration is in the city of Shkodra with 55% of the population (or 114,085 inhabitants)\(^{39}\).

Shkodra municipality consists of eleven administrative units which are Shkodër, Ana e Malit, Bërdicë, Dajç, Guri i Zi, Postribë, Pult, Rrethinat, Shalë, Shosh and Velipojë. Being the center of development of the North county, the city of Shkodra is the economic growth engine of the municipality.

**Interesting Facts:**

- The population of Shkodra Municipality was doubled with the new territorial reform (after 2015).
- From the total of 1549 victims of domestic violence registered in 2017, out of which 1,109 women, 4.8 percent are women from Shkodra.\(^{40}\)

Korça

Korça, with a surface of 805.99\(^{41}\) square kilometers, is the regional center for arts and culture in the southeastern part of Albania. Its geostrategic position has played an important role in its social, economic and cultural development. Being in a cross border with Greece and North Macedonia in Korça’s territory pass important transport axes which connect Albania with Southeast Balkans and beyond.

**Population and Administrative Units:** The municipality of Korça has a population of 130,531 inhabitants\(^{42}\). With the ratification of Law 115/2014 on Territorial and Administrative Division of Local Government Units in the Republic of Albania, Korça’ municipality consists of eight administrative units which are Korçë, Voskopojë, Lekas, Vithkuq, Voskop, Drenovë, Mollaj and Qender-Bulgarec. Now it includes not only the city of Korça but also the territory of 63 villages.

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41 See: [https://en.wikipedia.org/wiki/Kor%C3%A7%C3%BAt](https://en.wikipedia.org/wiki/Kor%C3%A7%C3%BAt)
**Interesting Facts:**

- Korça is the largest administrative center in Southeastern Albania, the largest city in the region founded in the 15th century.

- From the total of 1549 victims of domestic violence registered in 2017, out of which 1,109 women, 7.7 per cent are women from Korça.

**Selection of Zones for Data Collection Activities**

The identification of the study’ areas is made through a consultative approach with meetings and semi structured interviews conducted with relevant stakeholders from the municipal and NGOs’ sector in each of the two Municipalities. As a result, two problematic areas were selected in addition to the cities’ center, in order to create a meaningful comparison between different parts of the municipalities and gain a better overview of the situation.

The following areas were identified:

**Korça**

1. Neighborhood No. 4
2. Neighborhood No. 17
3. Center

**Shkodra**

1. Mar’ Lula Neighborhood
2. Kiras Neighborhood
3. Center

In Korça the different urban areas are separated into zones with numbers, whereas in Shkoder the different areas have names, as illustrated in the maps below:

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Korça – Zone 17, Center (consisting of parts of four zones) and Zone 4

Shkodra – Kiras, Center and Mar’Lula
3. METHODOLOGY

The proposed methodology and organizational approach to accomplish the required tasks by UN Women for this study of 2019 was the same as the one used in the study of 2018, and in compliance with the study goal: *to generate evidence and provide good understanding of the types and scale of violence against women and girls in urban spaces in the target municipalities*, as well as with the objectives to:

- Identify issues related to various forms of violence against women and girls in public spaces in Municipality of Shkodra and Korça;
- Provide valid and specific data to ensure understanding of the nature, forms and prevalence of sexual harassment and sexual violence in public spaces and the context in which they occur;
- Provide the evidence-base for advocacy work and guide stakeholders to identify solutions.

Considering the benefits of a mixed methods approach, the methodology used was *a combination of desk review with empirical study* for primary data collection. IDRA used a combination of *some data collecting strategies*\(^{44}\), respectively as described below. The data collection process was conducted during February 2019.

a) **Desk review** prepared a quick overview of the state of policies, plans, legislation, and initiatives/programs that address violence against women and girls and gender equality in Albania, and specifically in the selected municipalities.

b) **Semi structured interviews** (6 in total) conducted with stakeholders from the municipal’ institutions as well as NGOs’ sector in Shkodra and Korça, aiming at identification of the most prevalent issues in relation to gender-based violence and discrimination of women and girls in public spaces (from the perspective of the stakeholders), as well as their recommendations for the improvement of safety in their cities. These interviews furthermore served to identify the study’ areas/neighborhoods in the two selected municipalities. (The interview guide is attached to this report in the appendix.)

c) **Structured observations** conducted during day and night time in each of the selected municipalities (respectively 12 Structured Observations in total, 6 in Shkodra and 6 in Korça), to collect data (without direct involvement with the participants) that couldn’t be collected using typical research methods like surveys and interviews.

d) **On-site quantitative survey.** Street survey interviews were used to gather general information, such as women’s and girls’ use and perceptions of safety in public spaces, and how they use public spaces. The survey instrument is a fixed format questionnaire (which can be found in the appendix part of this report). The sampling method used was “quota sampling” based on quota by age in order to ensure that girls/young women (16 to25) and women (25+) are equally represented. The respondents were then randomly selected (every 5\(^{th}\) person walking by was chosen), while their

\(^{44}\) The proposed methodology is prepared based on the “UN Women Global Programme: Safe Cities Free of Violence Against Women and Girls- Guidance for Scoping Studies” (2011) and “Tools for Gathering Information about Women’s Safety and Inclusion in Cities: Experiences from the Gender Inclusive Cities Programme”, prepared from Women in Cities International (2011)
willingness and consent was taken into consideration before administering any questions. In total 500 survey interviews are conducted with women and girls of 16+ years old, who live in, or frequent the public spaces, of selected areas in two Albanian municipalities (250 in Shkodra Municipality and 250 in Korça Municipality). Twelve enumerators and two supervisors, all women (six enumerators and one supervisor per each municipality) were appointed as responsible to conduct the on-site survey. They were all trained before starting the field work and mentored continuously during the work they did. The on-site quantitative survey was conducted in selected public spaces (“sites”), such as: public transport nodes, market places or shopping areas, plazas, squares and parks, connecting spaces such as sidewalks and streets, residential neighborhoods, places around educational institutions, areas around health institutions, opened playgrounds, areas around clubs, restaurants, bars, internet points, sports’ bets etc.

e) **Focus Group Discussions** (two in total) with 16 female participants of different age and backgrounds were conducted to obtain a deeper understanding on specific issues related with this study.

f) **Safety Audit Walks** (two in total, one per municipality), were also conducted aiming at helping women and girls to identify what spaces are safe and unsafe, and how to improve the built environment from a gender perspective to ensure women’s safety. The teams for the safety audit walks consisted of six people (an experienced and trained IDRA staff who was responsible for the coordination, and other women and girls, who were regular users of the selected neighborhood at e.g. bus stop, university campus, market or factory), with the aim to conduct a walk through that space to identify the factors that make them feel safe/ unsafe.

### 3.1 ETHICAL CONSIDERATIONS AND LIMITATIONS

All IDRA members who were engaged in this study as enumerators, coordinators, leaders or moderators where preliminary trained on the sensitive nature of the topic. Most of them were also engaged in the previous study of 2018, so the difficulties and challenges faced during data collection process of that time (related with unwillingness of women and girls to participate in survey, additional questions raised from respondents related to the existing services, etc.), were properly considered and addressed. They were trained also on how to approach respondents in an ethical correct manner. Ethical issues were considered in each of the data collection strategies. All data collection tools such as questionnaire for the questionnaire surveys, key informant interviews guide, focus group discussions guide, etc., were discussed and tested during the training provided, by considering practical and ethical challenges for interviewees and interviewers. During the field work, enumerators tried to create as much privacy as possible considering the environment. This was done e.g. through asking respondents to step aside from streams of people on a busy walking path. In addition of the training, the gender expert and experienced project coordinator have mentored them during each step of quantitative and qualitative data collection.

Furthermore, IDRA is a member of ESOMAR (www.esomar.com) and complies with the ICC/ESOMAR Code on Market and Social Research. IDRA also complies with the law 9887 dt. 10/03/2008 change with the law No. 48/2012 “For protection of personal data” and has issued a special internal regulation for research work conducted. IDRA has been certified with ISO 9001, the standard that specifies requirements for a Quality Management System in order to consistently provide products and services that meet customer and regulatory requirements. Moreover, IDRA is the
first company in Albania and Kosovo to be certified with ISO 20252-2012, the standard for Market, Opinions and Social Research.

Despite the qualitative and professional work conducted, this study similarly as the previous one has some limitations:

This is a perception study and despite the combination of different data collection strategies, including also the round table organized in each Municipality to validate key findings, we are aware that the perception of respondents may differ from the perception of other women and girls leaving or frequenting the selected areas in the municipalities of Shkodra and Korça, as well as from the perception of policy-makers and service providers. So although generalized based on the sampling size and validated in round-table meetings with different stakeholders, some of the findings may be controversial for the wider community of Shkodra and Korça. (i.e. findings related with the level of understanding or of acceptance of different forms of sexual harassment and violence, findings related with the level of knowledge and information on existing local and national service providers, etc.).

The general reluctance to talk about this form of violence against women and girls and limited information of respondents. This aspect may also have created another limitation of the study.

IDRA tried to address very carefully all above limitations and took them into consideration especially during the validation meetings and also while finalizing the study report and respective recommendations for each of the selected municipalities.

3.2 ADVOCACY STRATEGY & FOLLOW UP ACTIVITIES

This report enriched with quantitative and qualitative data, serves inter alia as a tool for stakeholders to identify which kind of actions are in dire need to be taken, and puts forward specific recommendations for the municipalities of Shkodra and Korça to increase the safety of girls and women in urban public spaces. (These detailed overall recommendations as well as specific recommendation for each municipality, can be found in the analysis chapter and in the conclusion and recommendation chapter of this report.)

The effective implementation of the proposed recommendations as well as the success of municipalities’ efforts for increasing the safety in their cities depends also on the advocacy strategy they may prepare and implement. The preparation and implementation of an advocacy strategy helps municipalities to support their community members – whatever their age, sex, physical ability, socio-economic status, sexuality or cultural background – to feel like they can be active, healthy and valued.

Advocacy strategies share a cycle of activities, starting from the identification of the problem, research on the issues surrounding the problem, plan of a set of activities, act on the plan, and evaluate the results. A successful advocacy strategy must be developed working closely with the community in the “identification”, “research” and “evaluation” parts of the activity cycle and engage with the community and key stakeholders through the “plan” and “act” parts of the cycle. Municipalities must plan and design for developing their cities, including safe, healthy and high-quality public spaces.
An advocacy strategy differs from other strategies and plans prepared from municipalities, but is built based on these plans and strategies. An advocacy strategy must have clear defined objectives which should be SMART (specific, measurable, achievable, relevant and time bound). The activities proposed as part of this advocacy strategy must be focused on achieving the strategy’ objectives and they need to be changed after each step based on outcomes and feedback along the way.

Municipalities play an essential role in community safety through their responsibility for the design and management of the public realm (including waste management, provision of street lighting, public events management, local human services, etc.). They also play an important role in providing safety-related information and education, as well as on collaborating and facilitating partnerships to achieve effective outcomes on complex issues. As many societal issues cannot be addressed by local governments alone, it is important for them to continue maintain the relationships and strong partnerships with other institutions and organizations at local level focused on different issues (i.e. like in case of the Coordinated Referral Mechanisms against DV where the municipality play the leading and coordinating role but cases are addressed and solved on a multi-disciplinary response approach). Both municipalities selected for this survey must undertake specific steps to improve the safety of their cities.

Considering the cycle of an advocacy strategy, the identification and research part are already covered from this study. What remains to be done from the municipalities, is planning, acting and evaluating. The advocacy plan can be easily drafted based on data and results as part of this survey, as well as on different principles, some of them listed below:

1. Integrated and evidence-based solutions. Municipalities need to take a broad view of the causes of, and the solutions to, crime, violence and other antisocial behavior, injury, and drug and alcohol issues in the 24-hour city context. Focus on the natural and built environment (especially for those neighborhoods which are created by citizens coming from different cities of the country) as well as on cultural, social and economic factors that impact on safety and wellbeing, is really important and must be based on strong evidence and research (i.e. similarly as this survey, municipalities may request support for undertaking different types of researches on above factors that impact on safety and wellbeing of the communities).

2. Proactive partnerships. Developing proactive partnerships and ensuring coordination of their efforts is critical for the municipalities to the creation of a safer community. A community building approach that emphasizes the importance of social justice, trust, participation and sharing common values, is crucial when working towards local solutions. Municipalities must place high value on opportunities for members of the community to provide input into the development, implementation and evaluation of community safety strategies and programs. Municipalities may use existing consultative arrangements and develop new ones to ensure diverse groups in the community are represented in both the planning and the implementation of their safety strategy (i.e. similarly as in the participatory meetings in different planning stages of the budget preparation).

3. Strong communities. Fostering a strong sense of connectedness, where all members of the community are equally valued and respected, is the key to creating a healthier and safer community. This strategy aims to ensure that all community members, including those who are disadvantaged and vulnerable, feel safe and welcome and are able to participate in city life. Responding to community safety across all settings and for all populations is critical to the
strategy’s success. So it is extremely important to work with neighborhoods and communities to plan and develop local solutions and support their capacity to respond to ongoing safety and security issues occurring within their local area.

**4. Prevention.** Municipalities must use prevention strategies to tackle the risk factors that cause crime, violence and injury. This approach is more cost effective and leads to greater social benefits for the community. The three levels of prevention which may apply include: (i) primary prevention, directed at changing conditions in the physical and social environment at large; (ii) secondary prevention, directed at early identification and intervention in the lives of at risk individuals or groups; and (iii) tertiary prevention, directed at prevention of reoffending, recurring injury and minimizing the consequences of crime and injury. Collaboration with members of the Coordinated Referral Mechanisms in this case is crucial.

**5. Gendered response.** Gender equity is an important social justice goal. The concept recognizes that within all communities, women and men have different benefits, access to power, resources and responsibilities. Gender equity is the process of being fair to women and men by recognizing diversity and disadvantage and directing resources and services towards those most in need to ensure equal outcomes for all. A gender equity approach therefore acknowledges that different strategies are often necessary for women and men. Municipalities must ensure gender equity in the way they plan, design and manage the safety of their cities. Applying a gender analysis will help them to understand the different safety needs, capacities and experiences of women and men in their territories. Municipalities of Shkodra and Korça have already passed an experience of applying gender analysis in their plans, during the time they drafted the Gender Action Plans 2018-2020 (GAP) in the frame of European Charter for Equality of Women and Men in their Local Life. Drafting and advocacy strategy based on all these principles and especially on gendered approach can be very easy for these two municipalities, because many of these principles are set also in their GAPs (even the actual study on safe cities was part of these GAPs for both municipalities, so for them the advocacy strategy can be developed based on the recently approved GAPs, too).

**6. Safer by design.** The proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime and an improvement of the quality of life. Considering the survey’s findings and recommendations in the way how municipalities plan, design and manage their built environment, will increase community usage, improve perceptions of public places, achieve connection and integration of streets and public places, and reduce the incidence of injury and opportunities for crime and antisocial behavior. This principle is highlighted also in the municipalities’ GAPs. In all planned interventions it is very important to consider community opinion and needs for improving their safety, in parallel with findings and recommendations from this survey.

Hence, some of the immediate follow up activities by both municipalities can be:

1. **Meetings** with community members and different stakeholders to share the findings of this survey (findings can be presented also in a TV emission in local public TV, as well as in municipalities’ web pages and social media, etc.);

2. **Coordination** and collaboration for improving the safety of their cities (requesting support from different institutions, NGOs, academia, donors and from community members themselves);
3. **Preparation** and approve of the **advocacy strategy** (UN Women and other UN agencies with support of specialized NGOs may provide specific support for this activity by facilitating the process with needed expertise);

4. **Implementing the advocacy strategy and evaluating the actions undertaken** in order to see the improvements of the community safety in public spaces.

It is recommended to conduct follow up meetings with the respective municipal stakeholder after the validation event for this study, to further monitor if general recommendations and advices on advocacy strategy are being taken into consideration. Furthermore, it is recommended to replicate this study in other areas of the selected municipalities, especially in rural administrative units, as well as to update data collected annually, to enable UN Women to follow trends and gain knowledge if and how is changed the situation for women and girls in Shkodra and Korça.
4. STUDY FINDINGS

4.1 SHKODRA

4.1.1 Key Findings Shkodra

This sub-chapter is dedicated to key findings for the three selected neighborhoods of Shkodra’ municipality. Detailed findings and additional information can be found in the next sub-chapter of this report.

Safety of Neighborhoods

Infrastructure, lighting and public services

When starting to explore the perceived safety of selected neighborhoods in Shkodra, data reveals several types of “places where someone could hide without being seen”. Respondents most commonly mention alleys or lanes, recessed doorways and places between trash containers. Looking at the data obtained from all three Shkodra’s neighborhoods, it can be noted that the great majority of respondents perceive it as either “easy” or “very easy” for someone “to predict the route a women or girl might take”.

When asking the respondents about the quality of lighting in several different places in their neighborhoods, it appears that the overall situation in Shkodra is varied. *Lighting in the streets* appears to be the biggest issue in Mar Lula with 47 per cent combined rating it as “poor” or “no lighting at all”. In the Center and in Kiras about one third of respondents perceive it equally negative, too. The entrances of homes and buildings appear to be the biggest issue in the Center, with 82 per cent combined perceiving it as either “poor” or “entirely lacking”.

<table>
<thead>
<tr>
<th>Poor or No Lighting at All</th>
<th>In the streets</th>
<th>At the entrance of homes and buildings</th>
<th>At the entrance of stores</th>
<th>A the entrance of schools/ kindergarten</th>
<th>A the entrance of HC/ Hospitals/ Pharmacies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>39%</td>
<td>54%</td>
<td>21%</td>
<td>35%</td>
<td>29%</td>
</tr>
<tr>
<td>Center</td>
<td>35%</td>
<td>82%</td>
<td>8%</td>
<td>49%</td>
<td>48%</td>
</tr>
<tr>
<td>Mar Lula</td>
<td>47%</td>
<td>42%</td>
<td>40%</td>
<td>32%</td>
<td>33%</td>
</tr>
<tr>
<td>Kiras</td>
<td>33%</td>
<td>39%</td>
<td>15%</td>
<td>25%</td>
<td>9%</td>
</tr>
</tbody>
</table>
When looking closer at the topic of lighting, data reveals some additional issues. Asking whether the lighting system is distributed evenly and managed properly, around 3 in 4 respondents from the Center replied with “no”, over half replied with “no” in Mar Lula and around half provided the same answer for Kiras. Around half of Mar Lula respondents also replied with “no” when asked whether all lights are working in the evening and night, and the same answer was provided from over 40 per cent of respondents in Kiras and in the Center.

Regarding public transportation service, the great majority perceives it as “poor” or “no service at all”. Only at the Center some respondents would rate it as “satisfactory” or “good”. Further data shows that the overwhelming majority of all respondents do not use public transport services in Shkodra. These findings suggest that Shkodra has a serious lack of sufficient and frequent public transport services in several areas of the city.

Being a woman, walking alone in the area and clothing, are three main issues affecting the perceived safety according to the respondents. Being of a certain ethnicity or religion, being from out of town, or the sexual orientation of a person, are not perceived as influencing factors by the great majority of respondents.

**Affecting factors for personal safety**

When asked which factors contribute to feeling unsafe in the neighborhoods, nearly two thirds of all respondents mention poor lighting.

Garbage as a factor contributing to unsafe feeling in the neighborhood does not appear to be a big issue in the Center. In Mar Lula and Kiras, however, more than half of the respondents feel that poor maintenance affects their safety, too. A poor appearance of an area increases the general impression of an area being unsafe. Furthermore, garbage laying around may constitute obstacles which have to be walked around, it may attract street dogs and homeless people who search the garbage for edibles.

Despite perceiving Police patrolling as frequent, the lack of effective or visible police is seen as an issue contributing to feeling unsafe in the neighborhoods by the overwhelming majority of the Center respondents and by around half of the respondents from Mar Lula and Kiras.

Men dealing with drugs or taking drugs and alcohol, and groups of men hanging around are seen as other factors influencing the women’s and girls’ safety, identified by around 60 per cent of respondents in all three neighborhoods.
Common reactions toward incidents

The great majority of all respondents believe that “people would call for help” e.g. call the police when witnessing an incident that may happen to a women or girl in their neighborhoods. It should be however noted that 1 in 3 respondents of the Center as well as 14 per cent from Kiras rather think that people will notice, but “will not react”.

Sexual Harassment and Violence

It becomes apparent that verbal harassment is more prevalent than any type of physical harassment in Shkodra. Around 2 out of 3 of the respondents in the Center and Mar Lula, perceive whistling after a women or girl as “likely” or “very likely” to happen. Comments on appearance are perceived similarly as whistling, by around 40 per cent of Center and Mar Lula respondents. Around one third of Kiras respondents share the same opinion regarding these factors.

Figure 1: Likelihood of Incident (only “likely” and “very likely” combined shown)
When looking at the more physical types of harassment, it stands out that 22 per cent of the respondents of Mar Lula rate the likelihood of deliberately blocking a woman’s path with 4-5 out of 5 points; in the Center and Kiras this number revolves only around five per cent. Mar Lula also stands out in regard to physical attacks and threats to harm a woman with 11 and 12 per cent respectively rating the likelihood with 3 out of 5 points. In the Center and Kiras physical incidents are “not likely at all” or “very unlikely” to happen according to nearly all the respondents from these two areas.

Respondents were presented with a list of statements toward which they were asked to express their agreement or disagreement. When asked whether a woman should put up with violence in order to keep her family together, around 1 in 4 respondents from the Mar Lula neighborhood “partly agreed” (24 per cent), while in Kiras and the Center this number only revolves around and five per cent.

Alarming results can be found in regard to the statement “Girls/women who are sexually harassed or sexually abused provoke it themselves.” While only 23 per cent of the respondents from the Center “partly agree”, the situation in other neighborhoods is worse. 57 per cent of Kiras and 70 per cent of the Mar Lula respondents “partly agree”, while seven per cent of respondents in Mar Lula even “strongly agree”. These data draw our attention on the fact that the phenomenon of victim blaming is an important issue for Shkodra, which is in need to be addressed immediately.

Nearly 1 in 3 Mar Lula respondents also “partly agree” that “Violent episodes are to be kept private. What happens at home, stays at home” (32 per cent). In Kiras this number amounts only to five percent and in the Center two per cent.

**Information about violence against women and girls**

Interestingly, respondents seem to have received information about violence against women through various channels (TV, Web, social media, family and friends etc.). However, data suggest that this information may lack details on how, or where to seek help in such cases in the Albanian context.

Over 90 per cent of respondents from all three neighborhoods in Shkodra are not aware that a national helpline under 116 117 exists, where victims of sexual harassment or violence can call.

Furthermore, when asked whether the respondents are aware of any institution which may help in their area, over 90 percent of all respondents replied with “no”.
Personal Experience with Sexual Harassment or Violence

Respondents were asked whether they personally experienced sexual harassment before the age of 15 and after the age of 15. Data show that sexual harassment is more common after the age of 15, with 13 per cent of women and girls who have experienced it. Women and girls from the Center seem more exposed to this kind of incident (29 per cent). Harassment before the age of 15 was experienced by two per cent of the respondents. The number of respondents who experienced sexual violence before 15 and after the age of 15, is overall low in all areas (0-2 per cent). 16 per cent of women and girls from the Center, seven per cent from Mar Lula and five per cent from Kiras have a family member or friend that has been subject to sexual harassment. In Mar Lula and Kiras, four per cent know a family member or friend who has been subject to sexual violence.

Reporting sexual harassment and violence

Many of the victims of sexual harassment or violence did not report the incident neither to police nor to another institution or NGO. The most common reasons for not asking for help are the lack of trust in getting the appropriate help, not knowing where to ask for help, or being afraid of being labeled. What stands out is that around 3 out of 4 respondents think that victims are too ashamed or afraid that people will judge them or their families and over 40 per cent believe that women and girls are afraid to approach the Police. Results like these draw our attention on the low level of trust in the Police and other institutions in Shkodra. Victim shaming or blaming appear to be prevalent issues preventing women and girls to seek help when they are subject to violence.

Figure 2: Reasons not to report an incident
4.1.2 Center, Mar lula and Kiras

General Information

A total of 250 street interviews were conducted in the city of Shkodra and were equally distributed into Kiras, Center and Mar Lula areas. Respondents who took part in the study were women and girls of different ages (16-50+ years old).

Qualitative information was gathered by using different methods. One focus group discussion was conducted with female participants of different ages and backgrounds. Six structured observations were conducted, twice a day, one in the morning and the other during the night hours in the three areas. Further, a safety walk comprised of six participants was conducted, with a random selection of the areas in each neighborhood. Three semi-structured interviews were conducted, one of which with representatives of Local Government and two with representatives of a local NGO.

A brief demographic description of the sampling in Shkodra is as following: Women and girls’ respondents were mostly between the age of 16-29 (51 per cent) and 30-49 (28 per cent). More than one third of them were married (38 per cent), but the majority were single (52 per cent). The percentage of married respondents was higher in Kiras and Mar Lula (43 per cent in each), compared with the Center. Most of the respondents lived with their parents (48 per cent) or with their siblings (44 per cent). The vast majority frequented the respective neighborhoods on daily bases; around 2 out of 3 respondents did so because they were inhabitants of these areas (64 per cent); 29 percent of respondents visited the Center for entertainment purposes. The overall education level of respondents was most commonly of graduate level (40 per cent) and high school level (35 per cent). Nearly 3 out of 4 women and girls in the Center were university graduates (70 per cent), while only 35 per cent in Kiras and 18 per cent in Mar Lula have obtained a university degree. Overall unemployment stands at 27 per cent, while 22 per cent were students. The highest unemployment rates can be observed in Kiras (35 per cent) and Mar Lula (29 per cent).
Safety of Neighborhoods

The Center of Shkodra, according to the respondents consists of residential houses, clubs, restaurants and streets with busy traffic. Offices are mentioned as well by many respondents, while fewer have mentioned green spaces and parks. Nearly all Center respondents perceived free spaces between buildings and streets in this neighborhood as either “limited” or “almost no free spaces left”.

Mar Lula also includes residential houses, clubs and restaurants, as well as other types of buildings such as factories/enterprises and storage units. Existing empty spaces are perceived as “sufficient” by a quarter of the respondents, while others feel that they are rather “limited” or “almost not existent”. Streets with busy traffic are not commonly mentioned as an issue.

Kiras is perceived as mostly comprising of residential houses, storage buildings, factories/enterprises, clubs and restaurants. Empty spaces are perceived as “sufficient” by a third of the respondents, while streets with busy traffic are not perceived as common, similarly to the Mar Lula’ area.

When starting to explore the perceived safety of neighborhoods, data reveals several types of “places where someone could hide without being seen”. Respondents most commonly mentioned alleys or lanes, recessed doorways and places between trash containers. When taking a closer look at the separate neighborhoods it stands out that places between trash containers pose a higher risk in Mar Lula and Kiras (26 per cent each), than in the center (10 per cent). Recessed doorways and alleys or lanes appear to be a bigger issue in the Center and in Kiras, when compared to Mar Lula. Construction sides and underground tunnels are mentioned by only few respondents of all areas.
**Are there places where someone could hide without being seen, such as?**

<table>
<thead>
<tr>
<th></th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alleys or lanes</td>
<td>94%</td>
<td>46%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td>6%</td>
<td>50%</td>
<td>30%</td>
</tr>
<tr>
<td>Recessed doorways or entrances</td>
<td>56%</td>
<td>25%</td>
<td>32%</td>
</tr>
<tr>
<td></td>
<td>44%</td>
<td>71%</td>
<td>67%</td>
</tr>
<tr>
<td>Between trash containers</td>
<td>10%</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td></td>
<td>90%</td>
<td>73%</td>
<td>74%</td>
</tr>
<tr>
<td>Abandoned machinery or utility sheds</td>
<td>4%</td>
<td>11%</td>
<td>18%</td>
</tr>
<tr>
<td></td>
<td>96%</td>
<td>85%</td>
<td>82%</td>
</tr>
<tr>
<td>Construction sites</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>98%</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>Undergrounds/tunnels</td>
<td>1%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>99%</td>
<td>92%</td>
<td>99%</td>
</tr>
</tbody>
</table>

*Figure 5: Are there places where someone could hide without being seen, such as...?*

**When moving in and around this neighborhood, how easy would it be?**

<table>
<thead>
<tr>
<th></th>
<th>Very easy</th>
<th>Easy</th>
<th>Hard</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>For someone to predict the route you will take?</td>
<td>14%</td>
<td>67%</td>
<td>16%</td>
<td>2%</td>
</tr>
<tr>
<td>To escape to a safe place if you needed to?</td>
<td>2%</td>
<td>56%</td>
<td>38%</td>
<td>4%</td>
</tr>
<tr>
<td>To take alternative routes that are well lit?</td>
<td>3%</td>
<td>56%</td>
<td>38%</td>
<td>2%</td>
</tr>
<tr>
<td>To take alternative routes that are well travelled?</td>
<td>3%</td>
<td>63%</td>
<td>33%</td>
<td></td>
</tr>
</tbody>
</table>

Looking at the data obtained from all three neighborhoods in Shkodra, it can be noted that the great majority of respondents perceive it as either “easy” or “very easy”, for someone “to predict the route a women or girl might take”. On the other hand, 59 per cent also believe that it would be “easy” or “very easy” to “take an alternative route that is well lit”. It should be however noted that over a third perceived it as hard to find alternative routes or safe places when moving around in the respective areas.

*Figure 6: When moving in and around this neighborhood, how easy would it be...?*
When asking the respondents about the quality of lighting in several different places in their neighborhoods, it appears that the overall situation in Shkodra is varied. Lighting in the streets appears to be the biggest issue in Mar Lula with 47 per cent combined rating it as “poor” or “no lighting at all”. In the Center and in Kiras, about one third of respondents perceived it equally negative, too. The lighting of entrances of homes and buildings appear to be the biggest issue in the Center with 82 per cent combined perceiving it as either “poor” or “entirely lacking”. 42 per cent of respondents in Mar Lula and 39 per cent of respondents in Kiras have the same perception.

The entrances of stores are perceived as well lit by many of respondents. Only Mar Lula stands out with 40 per cent rating it as “poor” or “inexistent”. Nearly half of the Center respondents see lighting at the entrance of schools or kindergartens as a problem whereas only around a third in Mar Lula and 25 per cent in Kiras do. The lighting in entrances of health facilites appeared to be an issue for about half of the Center respondents and for a third of Mar Lula respondents. In Kiras it does not appear to be a prevalent issue. Lighting at bus station is also perceived negatively. In the Center 81 per cent would either rate it as “poor” or “nonexistent”. Two in three respondents from Kiras would rate it equally negative as the Center respondents, while about half of respondents would do so in Mar Lula. What should be noted is that a third of Kiras and Mar Lula respondents replied with “not applicable” to this question, suggesting that sufficient public transport facilities may be lacking in these areas.

**Figure 7: How is the lighting in this neighborhood?**
When looking closer at the topic of lighting, data reveals some more issues. Asking whether the lighting system is distributed evenly and managed properly, around 3 in 4 respondents from the Center replied with “no” (77 per cent); over half replied with “no” in Mar Lula (56 per cent) and around half in Kiras (48 per cent). Around half of Mar Lula respondents also replied with “no” when asked whether all lights are working in the evening and night (55 per cent), compared to 44 per cent in Kiras and 43 per cent in the Center. Police patrolling seems to be frequent in all three neighborhoods.

<table>
<thead>
<tr>
<th></th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the area patrolled often by police?</td>
<td>63%</td>
<td>82%</td>
<td>86%</td>
</tr>
<tr>
<td>Are all the lights working every evening and during the night?</td>
<td>55%</td>
<td>40%</td>
<td>54%</td>
</tr>
<tr>
<td>Do you have friends or neighbors in the area you could count on in an emergency?</td>
<td>45%</td>
<td>83%</td>
<td>95%</td>
</tr>
<tr>
<td>If you weren’t familiar with this place, would it be easy to find your way around?</td>
<td>22%</td>
<td>50%</td>
<td>60%</td>
</tr>
<tr>
<td>Is the lighting system distributed evenly and managed properly?</td>
<td>21%</td>
<td>40%</td>
<td>49%</td>
</tr>
</tbody>
</table>

**Figure 8: Regarding this neighborhood, would you say...**

Public transportation service, is perceived from the great majority of respondents as “poor” or “no service at all”. Only at the Center some respondents would rate it as satisfactory (23 per cent) or good (2 per cent). Further data show that the overwhelming majority of all respondents do not use public transport services in Shkodra. These findings suggest that Shkodra has a serious lack of sufficient and frequent public transport services in several areas of the city.
Moving on to the factors which affect the personal safety of women and girls in the respective neighborhoods, being a woman, walking alone in the area and clothing, are three main issues affecting the perceived safety. Being of a certain ethnicity or religion, being from out of town, or the sexual orientation of a person, are not perceived as influencing factors by the great majority of respondents.

Looking closer at the different study areas, a few deviations from the overall results can be observed. Overall the situation appears to be more problematic in Mar Lula and Kiras, compared to the Center. What stands out are the high numbers of respondents who feel that “being a woman” (gender) affects their safety in the areas of Mar Lula (65 per cent) and Kiras (61 per cent); being of a certain age is another factor affecting women’s safety in the same areas (respectively in Mar Lula with 67 per cent and Kiras with 57 per cent); being alone or walking unaccompanied in the respective areas (of Mar Lula 75 per cent and Kiras 65 per cent), is considered another risk factor, too. Clothing is more commonly seen as an issue in the Center (51 per cent) but also pointed out by respondents from Mar Lula (42 per cent) and Kiras (40 per cent).
Do any of these factors affect your personal safety in this area?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a woman</td>
<td>52%</td>
<td>65%</td>
<td>61%</td>
</tr>
<tr>
<td>Being of a certain religion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Being of a certain ethnicity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Being from out of town</td>
<td>6%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Being of a certain age (young or old)</td>
<td>26%</td>
<td>67%</td>
<td>57%</td>
</tr>
<tr>
<td>Being alone (unaccompanied)</td>
<td>37%</td>
<td>75%</td>
<td>65%</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>1%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Clothing</td>
<td>51%</td>
<td>42%</td>
<td>40%</td>
</tr>
</tbody>
</table>

Figure 10: Factors affecting personal safety in this area?

Respondents were presented with a list of different types of harassment which may happen to them in their neighborhoods and asked to rate the respective likelihood of occurrence (on a scale from 1 = not likely at all to 5 = very likely). It becomes apparent that verbal harassment is more prevalent than any type of physical harassment. Around 2 out of 3 of the respondents in the Center and Mar Lula, perceive “whistling after a women or girl” as “likely” or “very likely” to happen. Comments on appearance are perceived similarly as whistling, by around 40 per cent of Center and Mar Lula respondents. Around on third of Kiras respondents share the same opinion regarding these factors. Watching and staring are types of harassment “likely” or “very likely” to happen according to more than 60 per cent of all three neighborhoods (combined data revolves around 4.1 out of 5). The only verbal harassment which does not seem likely to happen in the three neighborhoods is “nationally, ethnically, racially or religiously offensive comments”.

While “following a women or girl” is not perceived as “very likely to happen” in the Center or Kiras by around half of the respondents, it is alarming that 40 per cent of respondents in Mar Lula perceived this issue as “likely” or “very likely” to happen to them.

Looking closer at physical types of harassment, it stands out that 22 per cent of the respondents of Mar Lula rate “deliberately blocking women’s path” with 4 or 5 out of 5 points, while in the Center and Kiras this number revolves around 5 per cent. Mar Lula also stands out in regard to physical attacks and threats to harm a woman with 11 and 12 per cent respectively rating the likelihood with 3 out of 5 points. In the Center and Kiras physical incidents are “not likely at all” or “very unlikely to happen” according to nearly all the respondents from these two areas.
Reiterating the findings above, when asked which factors contribute to feeling unsafe in the neighborhoods, nearly two thirds of all respondents mention *poor lighting*.

Garbage as a factor contributing to unsafe feeling in the neighborhood does not appear to be a big issue in the Center. In Mar Lula and Kiras, however, more than half of the respondents feel that garbage affects their safety, too (63 per cent and 49 per cent respectively). Poor appearance of an area increases the general impression of an area being unsafe. Furthermore, garbage laying around may constitute obstacles which have to be walked around, it may attract street dogs and homeless people who search the garbage for edibles. Interestingly, lack of vendors or lack of people in the streets are mentioned by a large amount of Center respondents (73 per cent) as factors contributing to feeling unsafe. (The respondents might refer to secondary roads as the very core road of the Center is rather lively.) Crowded public transportation is mentioned by few respondents only- this may be due to the general lack of sufficient public transport service in Shkodra.

Despite perceiving Police patrolling as frequent, the lack of effective or visible police is seen as an issue contributing to feeling unsafe in the neighborhoods by the overwhelming majority of the Center respondents (93 per cent) and by around half of the respondents from Mar Lula and Kiras (45 per cent and 52 per cent respectively). Men dealing with drugs or taking drugs and alcohol, as well as groups of men hanging around are seen as unsafe factors that women and girls are likely to encounter in all three neighborhoods, by around 60 per cent of all respondents. In the Center these factors seemed to be more pressing than in Mar Lula and Kiras.
Figure 12: How likely are the following things to happen to a woman in this neighborhood?

Respondents were asked about their opinion on the common reaction of people witnessing incidents that may happen to a woman in their respective neighborhoods.

Overall, the great majority of all respondents believe that people would call for help e.g. call the police (80 per cent). It should be however noted that 32 per cent of Center respondents, as well as 14 per cent of Kiras’ respondents rather think that people will notice, but will not react.

Figure 13: Common reaction of people witnessing incidents that may happen to a woman in this area
After exploring the perceived safety in the respective neighborhoods, the interviews continued to take a closer look at topics and incidents related to sexual harassment and violence in general and in the context of the three selected areas. The 250 respondents were presented with a list of statements toward which they were asked to express their agreement or disagreement. Most of the statements asked could either indicate positive results or negative results when agreed with by the participants.

### Sexual Harassment and Sexual Violence

Which is your opinion about the following statements on violence?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons who use violence against women should be punished by the law</td>
<td>98%</td>
<td>87%</td>
<td>96%</td>
</tr>
<tr>
<td>Violence is never justified.</td>
<td>91%</td>
<td>93%</td>
<td>99%</td>
</tr>
<tr>
<td>Nobody deserves to be beaten.</td>
<td>88%</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>Violence against women exists in every society in the world</td>
<td>34%</td>
<td>68%</td>
<td>88%</td>
</tr>
<tr>
<td>Violence is caused by poverty</td>
<td>24%</td>
<td>26%</td>
<td>14%</td>
</tr>
<tr>
<td>Violence is usually due to alcohol.</td>
<td>23%</td>
<td>25%</td>
<td>29%</td>
</tr>
<tr>
<td>Boys who witness their fathers violence towards their mothers are more likely to be violent when they grow up.</td>
<td>18%</td>
<td>31%</td>
<td>21%</td>
</tr>
<tr>
<td>Men are violent by nature</td>
<td>10%</td>
<td>42%</td>
<td>19%</td>
</tr>
</tbody>
</table>

*Figure 14: Which is your opinion about the following statements (1/2)?*
Overall, when looking at the statements where agreement indicates positive results, three stand out with the highest levels of strong agreement in all areas. Namely: “violence is never justified”, “nobody deserves to be beaten” and “persons who use violence against women should be punished by the law”. A high level of agreement can be also observed in regard to the statement “violence against women exists in every society in the world”.

The great majority of respondents from Mar Lula and Kiras “partly agree” or “strongly agree” with the statement “men are violent by nature,”; in the Center, however, 48 per cent “strongly disagree” with this statement. Nearly all respondents “partly” or “strongly agree” that “violence is usually due to alcohol” and that “boys who witness their fathers’ violence towards their mothers, are more likely to be violent when they grow up.”

Around 60 per cent of all respondents either “partly” or “strongly agree” with the statement “girls who are sexually abused in childhood are more likely to drink and use drugs when they are older”. In this regard, more women and girls from Mar Lula and Kiras appear to “strongly agree” (20 per cent and 26 per cent respectively) than the ones compared to the Center (6 per cent).

Six statements indicate negative results when agreed with by the respondents.

Strong disagreement with the statement “sometimes violence is a way of showing affection,” and “some women like to be beaten can be observed for all areas (>95 per cent), as well as with the statement “it is normal that a girl or woman is teased/harassed/followed by men in public spaces, streets if she is beautiful (>92 per cent).

When asked whether “a woman should put up with violence in order to keep her family together”, around 1 in 4 respondents from the Mar Lula neighborhood partly agreed (24 per cent), while in Kiras and the Center this number only revolves around six and five per cent respectively.

Alarming results can be found in regard to the statement “Girls/women who are sexually harassed or sexually abused provoke it themselves.” While only 23 per cent of the respondents from the Center “partly agree” with it, this number goes up to 57 per cent in Kiras and 70 per cent in Mar Lula, where seven per cent of respondents even “strongly agree” with it. These data draw our attention on the fact that the phenomenon of victim blaming in Shkodra is an important issue which needs to be addressed immediately.

Nearly 1 in 3 Mar Lula respondents also “partly agree” that “violent episodes are to be kept private; what happens at home, stays at home; they are family matters” (32 per cent). In Kiras this number amounts only to five per cent and in the Center two per cent.
Which is your opinion about the following statements on violence?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Girls who are sexually abused in childhood are more likely to drink and use drugs when they are older.</td>
<td>6%</td>
<td>20%</td>
<td>26%</td>
</tr>
<tr>
<td>It is normal that a girl or woman is teased/harassed/followed by men in public spaces, streets if she is beautiful</td>
<td>2%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Some women like to be beaten.</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Sometimes violence is a way of showing affection.</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>A woman should put up with violence in order to keep her family together.</td>
<td>5%</td>
<td>1%</td>
<td>6%</td>
</tr>
<tr>
<td>Girls/women who are sexually harassed or sexually abused provoke it themselves</td>
<td>23%</td>
<td>7%</td>
<td>57%</td>
</tr>
<tr>
<td>Violent episodes are to be kept private. What happens at home, stays at home. They are family matters.</td>
<td>2%</td>
<td>1%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Figure 15: Which is your opinion about the following statements (2/2)?

The study also aimed to measure the knowledge and information of women and girls about violence against women and their awareness on the existence of the national help line in Albania.

Interestingly, respondents seem to have received information about violence against women through various channels. Women and girls from Shkodra are most likely to have received information from the TV/Radio, Web, Social Media, parents, relatives and friends. Around two third of the respondents has received information through printed media/leaflets.
School is another source of information about the topic of violence against women, mentioned mainly from Mar Lula’ respondents (56 per cent), compared to respondents in the Center and Kiras (40 and 37 per cent respectively). Nearly half of all respondents have received the needed information at work.

Compared to the other channels of information, NGOs are not as commonly mentioned. Whilst in Mar Lula 33 per cent of respondents declared to have received information from NGOs, this percentage decreases to 11 and seven per cent for Kiras and the Center respectively. These data draw our attention on the need to recommend to Shkodra’s NGOs focused on women’s rights and VAWG to enhance and intensify their informative and awareness activities all over the city, and especially in the areas where the information for their existence and types of services provided is “poor” or “missing”.

![Image of Table]

**Figure 16: Have you ever received information about any form of violence against women and girls through..**

Despite the high number of different channels that respondents have mentioned as sources of information about violence against women, data gathered draw our attention on the fact that information provided may lack details on how, or where, to seek help in such cases in the Albanian context.
Are you aware that there is a national helpline under, 116 117, which you can call in case you fall victim to sexual harassment or violence?

- Yes
- No
- No answer/Refuse

Kiras: 90%
Mar Lula: 94%
Center: 96%

Are there public institutions that you know which may help in the area?

- Yes
- No
- Don’t know/No answer

Kiras: 13%
Mar Lula: 4%
Center: 1%

---

**Figure 17: Awareness about National Helpline**

In Kiras, 96 per cent of respondents were not aware that a national helpline under 116 117\(^{45}\) exists, where victims of sexual harassment of violence can call. In Mar Lula, 94 per cent were not aware about this helpline, compared to 90 per cent of respondents in the Center.

Moreover, as further explored below, it stood out that when asked for reasons why some women do not report incidents related to sexual harassment and violence, 23 per cent respondents from the Center and 18 per cent from Kiras (but only 5 per cent in Mar Lula), claimed not to know where to go or where to report an incident.

When asked whether the respondents are aware of any institution which may help in their area, the majority of all respondents replied with no (93 per cent). This suggests that institutions and NGOs service providers within the field of sexual violence and harassment must increase their efforts and plan additional informative and awareness activities focused on their existence and services they do provide, by considering the intensification of these actions in specific areas of the city where such information is poor or completely missing.

In order to explore the knowledge of the respondents regarding what constitutes sexual harassment or violence, they were presented with a list of actions and asked to classify them as either sexual harassment, sexual violence or as neither of them.

There seems to be an overall agreement that attempted rape/rape, forced sexual initiation and trafficking for the purpose of sexual exploitation as well as forced prostitution, constitutes sexual violence (on average 98 per cent in all three areas).

Overall, grabbing, pinching or slapping is perceived as sexual violence by 58 per cent of all respondents, however, 40 per cent would label it only as sexual harassment. In the Center the great majority (80 per cent) perceive these kind of actions as sexual violence, however in Mar Lula and Kiras around half of respondents viewed them as sexual harassment (51 per cent and 50 per cent respectively).

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\(^{45}\) During research for this study, it was noted that the information about the helpline and the number itself was not easy to find (neither in Albanian nor English language, via Google Search Engine online).
Furthermore, following or stalking is perceived by the majority of all areas as sexual harassment (74 per cent). Most of respondents from the Center (82 per cent) viewed these types of offenses as sexual harassment and not violence. Rubbing against another person in a sexual way is also mostly perceived as sexual harassment (Center 82 per cent, Kiras 94 per cent and Mar Lula 83 per cent). Nearly the same results can also be observed in regard to purposely brushing up against someone else on street/public transportation.

Sexually suggestive staring is perceived as sexual harassment by the vast majority of Mar Lula respondents (93 per cent), a little more than two thirds in the Center and Kiras do so as well (67 per cent and 70 per cent respectively). What however stands out is that 30 per cent in Kiras and 28 per cent in the Center do not view this kind of action as sexual harassment or sexual violence.

Data reveals that the types of incidents which are of verbal nature are least likely to be classified as sexual violence or harassment in the Center and in Kiras. Whistling after a women or girl is neither perceived as sexual harassment nor as violence by 43 per cent of Center respondents and 35 per cent of Kiras respondents. Alarmingly, also sexual comments about a woman/girl’s body parts or appearance is perceived as neither sexual harassment nor as violence by 43 per cent of Center respondents and 45 per cent of Kiras respondents. Mar Lula stands out positively in this regard, with the overwhelming majority classifying these types of actions as sexual harassment.

These results suggest that many women and girls living in Shkodra, especially in the Center and Kiras, are not aware on different types of actions which constitute sexual harassment and sexual violence.

**Figure 19**: Please, classify the following actions at the appropriate term according to your understanding.

<table>
<thead>
<tr>
<th>Action</th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purposely brushing up against someone else on street/public transportation</td>
<td>85%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Rubbing against another person in a sexual way</td>
<td>82%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>Following/stalking</td>
<td>82%</td>
<td>15%</td>
<td>4%</td>
</tr>
<tr>
<td>Sexually suggestive staring</td>
<td>67%</td>
<td>28%</td>
<td>30%</td>
</tr>
<tr>
<td>Whistling while a woman or a girl is passing-by</td>
<td>56%</td>
<td>43%</td>
<td>35%</td>
</tr>
<tr>
<td>Sexual comments about a woman/girl’s body parts or appearance</td>
<td>54%</td>
<td>43%</td>
<td>45%</td>
</tr>
<tr>
<td>Grabbing, pinching, slapping</td>
<td>17%</td>
<td>80%</td>
<td>4%</td>
</tr>
<tr>
<td>Attempted rape/rape</td>
<td>96%</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td>Forced sexual initiation</td>
<td>98%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Trafficking for the purpose of sexual exploitation</td>
<td>98%</td>
<td>92%</td>
<td>99%</td>
</tr>
<tr>
<td>Forced prostitution</td>
<td>98%</td>
<td>98%</td>
<td>98%</td>
</tr>
</tbody>
</table>

*Sexual harassment □ Sexual Violence □ None of these □ Other □ Don’t know*
The violence episodes happening in this area are usually more... 

Verbal | Physical | Both | Don’t know

Kiras | Mar Lula | Center

23% | 28% | 30% | 6%

2% | 4% | 66% | 25%

38% | 25% | 23% | 76%

When asked whether violent episodes in the respective areas are more prone to be verbal, physical or both, the majority of all respondents replied with verbal (57 per cent). However, nearly a third of all respondents replied with both. Looking closer at the different areas, data reveals that 38 per cent in Mar Lula think that violent episodes are usually verbal and physical and another 25 per cent perceive them as usually being physical. In the Center and Kiras around a quarter of the respondents also believe that violent episodes are verbal and physical (28 and 23 per cent respectively).

According to the respondents, girls are the group of individuals who are more in danger in their neighborhoods (78 per cent). Another 19 per cent also mentioned women and only one per cent mentioned Roma and Egyptians as groups of individuals more in danger.

In addition, respondents were handed the tablet to fill out themselves a number of question of more sensitive nature. They were asked whether they personally experienced sexual harassment before the age of 15 and after the age of 15. Data show that sexual harassment is more common after the age of 15, with 13 per cent of women and girls who have experienced it- women and girls from the Center seem more exposed to this kind of incident (29 per cent) or to speak about it. The number of respondents who experienced sexual violence before the age of 15 and after the age of 15, is overall low.

16 per cent of women and girls from the Center, seven per cent from Mar Lula and five per cent from Kiras have a family member or friend that has been subject to sexual harassment. In Mar Lula and Kiras four per cent know a family member or friend who has been subject to sexual violence.
Have you ever been in risk or exposed to:

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Center</th>
<th>Mar Lula</th>
<th>Kiras</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any sexual harassment, before the age of 15</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Sexual violence, before the age of 15</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Any sexual harassment, after the age of 15</td>
<td>13%</td>
<td>29%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>Sexual violence, after the age of 15</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Do you have any family member or friends that has been subject to sexual violence?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Refuse/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any family member or friends that has been subject to sexual harassment?</td>
<td>3%</td>
<td>16%</td>
<td>7%</td>
</tr>
</tbody>
</table>

The respondents who replied with “yes” to having experienced sexual harassment and/or violence (N=37 cases), answered also the follow up questions about these incidences, as presented below.

Trying to identify who exerted the sexual harassment or violence, data shows that it is most commonly “a stranger”.

When asked whether they have tried to receive help when these incidents occurred, overall 89 per cent of the 35 victims in total replied with “no”. The most common reasons for not asking for help were the lack of trust in getting the appropriate help, not knowing where to ask for help, or being afraid of being labeled.
The two respondents who have asked for help have done so by approaching someone in their family or any bypassers. In both cases they declared that they received assistance.

All respondents where next asked what they would do if they experience verbal street harassment or a direct physical or sexual attack.

Around half of the respondents of the Center and Kiras and 26 per cent of respondents of Mar Lula would not react (would do nothing) in case of a verbal street harassment. Respondents from Mar Lula are more likely to confront the perpetrator (45 per cent) than respondents from Kiras (32 per cent) or ones from the Center (11 per cent). Respondents from the Center are, on the other hand, more likely to ask help from their families, than the ones in other two areas. Only in Mar Lula a worth mentionable number of respondents would report the incident to the Police or a Security Officer (24 per cent).
How would you react in case of verbal street harassment?

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Kiras</th>
<th>Mar Lula</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>43%</td>
<td>51%</td>
<td>26%</td>
<td>51%</td>
</tr>
<tr>
<td>Confront the perpetrator</td>
<td>30%</td>
<td>32%</td>
<td>45%</td>
<td>11%</td>
</tr>
<tr>
<td>Tell/ask for help from family</td>
<td>17%</td>
<td>11%</td>
<td>7%</td>
<td>33%</td>
</tr>
<tr>
<td>Report it to the police/security officer</td>
<td>10%</td>
<td>4%</td>
<td>24%</td>
<td>2%</td>
</tr>
<tr>
<td>Ask bystanders for help</td>
<td>4%</td>
<td>4%</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>Report it to a helpline/to another service</td>
<td>2%</td>
<td>1%</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>Tell/ask for help from a friend</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Multiple response

**Figure 25: Reaction toward verbal street harassment**

In the case of direct physical or sexual attack the majority of respondents would report it to the police (58 per cent of all respondents).

Respondents from the Center are more likely to ask help from their families (88 per cent) than reporting the incident to the Police (54 per cent). In Kiras and Mar Lula a significant number of respondents would confront the perpetrator (36 per cent and 44 per cent) while nearly no one would do the same in the Center.

How would you react in case of direct physical or sexual attack?

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Kiras</th>
<th>Mar Lula</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report it to the police/security officer</td>
<td>58%</td>
<td>65%</td>
<td>56%</td>
<td>54%</td>
</tr>
<tr>
<td>Tell/ask for help from family</td>
<td>57%</td>
<td>58%</td>
<td>25%</td>
<td>88%</td>
</tr>
<tr>
<td>Confront the perpetrator</td>
<td>27%</td>
<td>36%</td>
<td>44%</td>
<td>1%</td>
</tr>
<tr>
<td>Ask bystanders for help</td>
<td>27%</td>
<td>44%</td>
<td>29%</td>
<td>7%</td>
</tr>
<tr>
<td>Report it to a helpline/to another service</td>
<td>15%</td>
<td>11%</td>
<td>1%</td>
<td>33%</td>
</tr>
<tr>
<td>Tell/ask for help from a friend</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
<td>0%</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>Nothing</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Multiple response

**Figure 26: Reaction toward direct physical or sexual attack**
When asked if the respondents know a woman who was harassed on the street and reported the incident to the Police, nearly all responded with “no” (99 per cent). Only in three cases the respondents replied with “yes”. Those three cases related to verbal harassment (2 cases) and physical harassment (1 case). When asked about the police response, in one case they recorded the incident and in two cases they didn’t.

Many women and girls do not report cases of violence to the police. Respondents were asked which in their opinion are the top three reasons for that.

What stands out is that around 3 out of 4 respondents think that victims are too ashamed or afraid that people will judge them or their families (73 per cent) and 43 per cent of respondents think that women and girls are afraid to approach the Police. Respondents from the Center are more likely to feel ashamed (98 per cent) than in Kiras (64 per cent) or in Mar Lula (58 per cent). The fear to approach the Police appears to be most prevalent in Mar Lula (67 per cent). In the Center, over one third of the respondents also think that the police will not react (38 per cent) or would not believe the victim/would blame the victim (39 per cent). Similarly, 30 per cent of Kiras respondents also believe this outcome could take place when reporting an incident to the Police.

These data draw our attention on the potential low level of trust in the Police in Shkodra. Victim shaming or blaming, too appear to be prevalent issues preventing women and girls to seek help if they are subject to violence.

**Why many women do not report cases of violence to the police?**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Total</th>
<th>Kiras</th>
<th>Mar Lula</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too ashamed or afraid that people will judge her or her family</td>
<td>73%</td>
<td>64%</td>
<td>58%</td>
<td>98%</td>
</tr>
<tr>
<td>Afraid to approach the police</td>
<td>43%</td>
<td>37%</td>
<td>67%</td>
<td>23%</td>
</tr>
<tr>
<td>Do not think the police could do anything</td>
<td>26%</td>
<td>26%</td>
<td>13%</td>
<td>38%</td>
</tr>
<tr>
<td>Would not be believed/They would blame the victim</td>
<td>25%</td>
<td>30%</td>
<td>6%</td>
<td>39%</td>
</tr>
<tr>
<td>Do not know where to go for help/where to report</td>
<td>15%</td>
<td>18%</td>
<td>5%</td>
<td>23%</td>
</tr>
<tr>
<td>Not serious enough to report</td>
<td>2%</td>
<td>1%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>The process is too tedious</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Do not want the offender to be arrested / in trouble with police</td>
<td>0.4%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.4%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>
4.1.3 Qualitative Findings

4.1.3.1 Focus Groups

According to the female participants of the focus group discussion in Shkodra, sexual harassment in the public spaces of the city is very present and concerning. Sexual harassment in their opinion is likely to happen to any girl and woman at any time of the day, especially in the verbal form. The overwhelming part of the verbal sexual harassment may come from men standing by the street or sitting in cafés and bars next to the streets.

Interestingly, participants of the focus group discussion share a common perception that the harassment especially comes from men and boys who have moved to Shkodra from rural areas, where outdated mentality is still present. Unfortunately, they have brought this mentality with them, according to focus group participants.

“I was born and raised in Shkodra and most of the people who share the same background with me recognize me or my family members. This fact prevents boys and men to verbally harass me on the street. Any harassment I have experienced on the street has come from newcomers.”

Female focus group participant, Shkodra

Reiterating the findings from the quantitative part of the study, large groups of men standing by the street at night, as well as lack of lighting infrastructure and low presence of police patrolling were stated as the main issues that make women and girls feel unsafe while walking in the street, especially at night. Participants further explained that these issues are also the main reasons why fathers, husbands or brothers, behave strictly with women and girls of their families and do not allow them to walk alone or come home late at night. They firmly state that these issues which have been existing for a while in Shkodra and have not improved at all, have reinforced the patriarchal structure of families in the city.

“I was angry at my father for being too strict with my curfew and not allowing me to go out alone at night as a teenager, but now I understand why he did it. I even feel thankful that he did it. The situation has gotten worse now.”

Female group participant, Shkodra

Focus groups participants moreover expressed that they have heard of many cases of gender based violence in the city and most of them have been reported to the police. However, the police have often not proven to be helpful, supportive or professional due to nepotism, corruption, unprofessionalism and personal connections in many of these cases. This has only underlined the lack of trust women have in this institution. As quantitative results above also revealed, many women and girls are afraid to approach the Police.
“My female friend reported her case to the police station and the policeman who assisted her knew her husband. He tried to convince her not to testify in order to avoid problems for him, and did not care that she had been beaten.”

Female group participant, Shkodra

Recommendations put forward by the Focus Group Participants:

- Immediate intervention in lighting infrastructure
- Measures need to be taken by law enforcement authorities for policemen that do not follow procedures and abuse with their duty
- More police patrolling in areas other than the city center, especially at night
- Awareness raising of the population and institutions about all forms of VAWG.

4.1.3.2 Safety Audit Walks

Kiras was the neighborhood selected for safety audit walks. Based on data from the Safety Audit Walk in Kiras area of Shkodra, the participants at first perceived the area as completely abandoned and unsafe. They reported to have noticed bad infrastructure, no lighting and no citizens passing by. Further, they have noticed that the area included a lot of tiny alleys which offer many hiding spots and no way of escaping in case of a sexual assault. The houses in these alleys also are spotted to have high walls with no clear sight of the street.

Participants stated that there were also a few abandoned houses in the area surrounded by trash bins. The area had only three working businesses, one of which was a bar frequented by men only, which creates a feeling of insecurity. There were no playgrounds, institutions or parks spotted in Kiras area. Participants claim to not have noticed any police patrolling either.

The majority of participants felt entirely unsafe while walking in Kiras area. Due to these finding and also the historical background of this area (families that share blood feud) their perception of the safety and security in the area is alarming.

4.1.3.3 Semi-structured Interviews

Three semi-structured interviews were conducted with one municipal stakeholder (Head of Strategic Planning Sector of the Directory of Social Services in Shkodra Municipality) and two NGO stakeholders (“Gruaja tek Gruaja” and “The Door”). Whilst the main object of these interviews was to foster an informed decision regarding the zone selection, other topics were explored as well.
General assessment of the municipality/neighborhoods & exploration of prevalent safety and security issues

Since the territorial reform the municipality of Shkoder has become significantly larger and includes different areas with various differing issues. Especially rural areas lack financial and human resources. However, the general living standards in urban Shkodra are assessed as good, as well as the public spaces and transportation. The number of people asking for social support is relatively low according to the municipal stakeholder.

Areas perceived as problematic are: Mehalla e Cakajve, Kiras, Mar’ Lula and Skënderbeg area. As Kiras and Mar’ Lula were mentioned several times, they were selected as two out of three study zones. The Center was chosen to allow a comparison with a more developed area (a suggestion also made by stakeholders). Most commonly areas perceived as problematic have characteristics such as lack of sufficient street lighting, poor maintenance or groups of men standing by the street, especially at night.

However, overall, it was pointed out that infrastructure and street lighting has improved in the recent years in Shkodra. This can be mostly recognized in central areas whereas suburban areas are still in need of more development. One of the NGO stakeholders criticized that the public transportation does not cover all areas and often does not work during the winter times (and even in late hours at night).

Exploration of prevalent issues in regard to GBV and GBD

According to the municipal stakeholder, and conversely to the other data analyzed in this report, GBV is not a prevalent issue in Shkodra. In general women and girls feel safe to walk around in urban areas. The number of cases of GBV and DV may be higher than in the past but this is not necessarily due to an increase in cases’ number but rather that women and girls are more confident or brave nowadays to tell somebody and report the incidents to the police.

Five Social Centers are easily accessible in Shkodra by girls and women who seek immediate help. Police presence has increased significantly in the last 5 years as well, according to the municipal stakeholder. Furthermore, it was pointed out that Shkodra does not experience much street crime or harassment in public spaces or public transportation. Women and girls in general know where they can report cases of GBV including responsible NGOs and the Police.

NGO stakeholders feel that issues related to GBV are nowadays taken more seriously by the municipal structures and agreed that the number of reporting cases is higher than before, due to increased confidence of women and girls to report such cases. Women’s trust to the Police is also increased.

Existing plans, initiatives, policies in municipality/neighborhoods

NGOs and the social department within the Municipality have done awareness raising, lobbying, organized meetings, seminars for women to learn about GBV. According to the municipal stakeholder, investments are planned to further improve the infrastructure in urban and rural Shkodra. The Local Gender Action Plan (GAP) was approved from Municipal Council during late 2018 and will start to be implemented throughout the course of 2019.
Recommendations for possible improvements

The following recommendations for improvements were given by municipal and NGO stakeholders:

- Improve the street infrastructure, ensuring that all areas are well lit at night
- Building of Help Centers for women and girls in the whole territory of the Shkodër Municipality
- Identify problematic areas and interfere with counter measures
- Increase frequencies of police’ patrolling, especially at night
4.1.3.4 Structured Observations

Mar’ Lula

Six structured observations took place in Shkodra, two in each selected neighborhood, in the morning hours and once during night time.

The above structured observation took place on the 19th and 20th of February 2019. It started at the intersection of “Besnik Ceka” street and “Revolucioni Antikomunist Hungarez” street and the route was completed ending in “Ded GjonLuli” street. The first walk took place during the evening at 9:30pm and the second one during the day at 10am. Based on the observations in general, this area can be described as partially safe. It is a quiet neighborhood with very
few people circulating during the evening and more during the day. Potential risk factors in this area are abandoned buildings and bushes where someone could hide without being seen and also dark streets where it is difficult to have a clear overview of the vicinity (red on the above map).

The above photos are taken in “Qafa e Bishkazit” street. The contrast is noticeable between different parts of the street, where in one part very good lighting can be observed and in the other complete lack thereof. Another identified issue was the lack of maintenance of some areas. Large amount of trash outside the trashbins can be seen, as illustrated in the photo below, taken in “Gjon Buzuku” street, near “Mark Lula” square. This observation was made both during day and night time.

“Qafa e Bishkazit” street
Meanwhile, in “Revolucioni Antikomunist Hungarez” street the lack of maintenance appeared to create not only an unclean area but also potential danger. As captured in the photo below, the bushes and the darkness in this “green area” create a risky place where someone could hide easily, especially during the night.
The overall impression of the signage is satisfactory, generally all the streets have naming signs which help with orientation. On the other hand, there are no sign indicating where to seek assistance in the case of an emergency. During the observation a bus was passing in “Kolë Prela” street, however, the observers couldn’t identify a bust stop along the defined itinerary.
The structured observation in the Center took place on the 19th and 20th of February. It started at the intersection of “Kongresi i Manastirit” street and “Bujar Bishanaku” avenue and the route was completed ending in “Dugajet e Reja” square. The first walk took place during the evening at 8:20pm and the second one during the morning at 11:00am. Based on all the observations done in the Center of Shkodra, it can be said that this one is the safest area. Many people were circulating the area during both the morning and evening walk. In this zone there are two public parks and playgrounds. As captured in the photos below, they are frequented by a lot of people, especially during the day. The lighting at night appears to be good as well.
The Park in “Hasan Riza Pasha” street
The Park in “13 Dhjetori” street

When it comes to maintenance of the center, the general impression is very good; only few specific areas are in need of more care, as the examples below show.
Another issue noticed was the absence of traffic lights. There is only one situated in “Jeronim De Rada” street, which was not functional during the time of this observation.

Non-functional traffic light in “Jeronim De Rada” street

The overall impression of the signage in the Center is good. There are street signs and also maps identifying cultural monuments’ positions, helping with orientation. However, there is no signage indicating where to seek assistance in the case of emergency.

Street signs and maps
The area seems to be well covered with public transportation. On the defined route where the observation took place one bus and taxi station in “Skënderbeu” avenue was observed. Even though there is no bus station structure, but just a sign, it appears to be a safe place where people are circulating.
The above structured observation took place on the 19th and 20th of February 2019. It started at “Kiras” square and ended at the intersection of “Lamijej” street and “Isuf Kraja” street. The first walk took place during the evening at 7:40pm and the second one during the afternoon at 12:00pm. The overall impression of the safety in this area is very poor. Compared to the other two neighborhoods studied in Shkodra, this was the worst one in terms of lighting, maintenance and problematic individuals.
The first problem was encountered in “Karvanej” street, where a group of young men kept driving in a threatening way around the observation team with motorcycles, during the entire evening route. Walking in the dark and empty streets of “Sukave”, “Lufta e Miletit” “Sali Hylja” and “Lamijej” felt very unsafe. It was very difficult to find a route to escape to a safe place and the fact that there were also abandoned buildings, made the walk feel even more risky.
Conversely, during the morning walk the place felt safer. There were numerous people circulating, especially children coming out of school.
The overall impression about maintenance is however poor which is captured in the photos below.

“Karvanej” street end point

“Ibrahim Rugova” street
4.1.4 Recommendations specific for Shkodra

The Municipality of Shkodra must consider the results of this study in all actions that will undertake to improve the infrastructure or maintenance of these public spaces.

A specific roundtable or event should be organized with the presence of different stakeholders to make visible the findings from this survey, as well as to request their support for improvement of women’s and girls’ safety in Shkodra urban spaces, particularly in Kiras and Mar’ Lula neighborhoods.

Urgent intervention is needed to improve lighting system at Kiras neighborhood as well as to ensure that the lighting system is managed properly during the entire year. Interventions in some streets such as in: “Lufta e Miletit” street, “Sali Hylja” street and “Sukave” street should be prioritized.

Since the municipality of Shkodra is the main responsible institution at local level to coordinate the Coordinated Referral Mechanism against DV, it should require from police to increase the level of controls and patrolling in all neighborhoods of the city, especially in Kiras and Mar’ Lula neighborhoods. These patrolling must be with high frequencies especially during evening and late hours in night. In addition, registering of all reported cases and protection of the personal data when reporting cases of sexual harassment or violence can be required from police, as well as from other members of the referral mechanism.

Existing NGOs in Shkodra specifically focused on VAWG must increase their efforts and must conduct many informative and awareness activities regarding their existence, mission and services provided. In collaboration with the Municipality of Shkodra and CRM’ members, NGOs may initiate an awareness programme to be broadcasted in local TV and Radio station. Despite this step, some of the specialized NGOs focused on VAWG and DV which exist in Shkodra may collaborate with the Municipality to initiate a self-defense training program for women and girl, especially for situations of sexual harassment and sexual violence that may occur in public spaces.

Awareness raising and capacity building activities regarding all forms of VAWG and especially regarding the sexual harassment and violence in public spaces are needed to be organized with professionals, schools and community at large.

Data and statistics on cases of sexual harassment and violence must be recorded as part of data and statistics of other forms of VAWG.

The Municipality of Shkodra, must take all needed measures to allocate and/or ensure the budget for capacity building activities focused especially on local administrators of all administrative units (as planed in the Gender Action Plan 2018-2020). These capacity building activities must have a very strong focus on sexual harassment and sexual violence as well as on identification, referral and recording of such cases from them. Particular attention should be paid on avoiding gender stereotypes and victims’ prejudices/blaming/labeling.

In addition, the Municipality of Shkodra must undertake specific measures to start the implementation of new responsibilities as mentioned in the changes of DV Law (with Law no.47/2018) in terms of the role of social administrators, the role of social workers, the service provisions, etc.
4.2 KORÇA

4.2.1 Key Findings for Korça

This sub‐chapter is dedicated to the key findings for the three neighborhoods selected in Korça’ Municipality. Detailed findings and additional information can be found in the next sub‐chapter of this report.

Safety of Neighborhoods

Infrastructure, lighting and public services

When starting to explore the perceived safety of neighborhoods, data reveals several types of places where someone could hide without being seen. Respondents most commonly mention alleys or lanes, between trash containers and recessed doorways. When taking a closer look at the separate neighborhoods it stands out that spaces between trash containers pose a higher risk in Zone 17 (98 per cent) and Zone 4 (51 per cent), than in the center (43 per cent). Looking at the data obtained from all three Korça’s neighborhoods, it can be noted that nearly all respondents perceive it as either “easy” or “very easy”, for someone “to predict the route a women or girl might take”.

When asking the respondents about the quality of lighting in several different places in their neighborhoods, it appears that the overall situation in Korça is good. When looking however closer at the topic of lighting, data do reveal additional issues. Asking whether the lighting system is distributed evenly and managed properly, nearly 1 in 3 inhabitants, or frequent users of Zone 4 responded with “no”. While the majority of respondents believe that lighting system is distributed and managed properly in Zone 17, 14 per cent did not know how to answer to this question. This suggests that the lighting might be good in some areas of the selected neighborhoods, but not in all of them.

Regarding public transportation service, most of the respondents perceived it as good, however a high frequency of “I don’t know” replies can be noted when asking about it. This may be due to over 80 per cent of respondents from the Center and from Zone 4 who stated that they either rarely or never used the public transportation. Even in Zone 17, data reveals that over 70 per cent of respondents rarely or never used it.

Moving on to the factors which affect the personal safety of women and girls using the respective neighborhoods, being a women and walking alone in the area, are the two main issues affecting their perceived safety. Being of a certain ethnicity or religion, being from out of town, or the sexual orientation of a person, are not perceived as influencing factors by the great majority of respondents.

Affecting factors for personal safety

Despite the overall view that lighting in Korça is generally good, when asked which factors contribute to feeling unsafe in the neighborhoods, over half of all respondents mentioned “poor lighting”. In Zone 4, nearly 2 in 3 respondents mentioned lighting as a factor which contributes to feeling unsafe. It might be that even though the overall lighting situation is “good”, it is not perceived as “good enough”, in some areas of the neighborhoods, to create a safe feeling for women and girls in Korça.
The lack of effective or visible police is seen as an issue contributing to feeling unsafe in the neighborhoods by more than half of all respondents.

Nearly 2 out of 3 respondents of all three neighborhoods view men dealing with or taking drugs/alcohol as a factor which makes women feel unsafe (63 per cent). Zone 4 stands out where this issue appears to be severe (72 per cent). Moreover, groups of men hanging out on the streets in Zone 4 seem to also contribute significantly to feeling unsafe in this neighborhood (79 per cent). In the Center and Zone 17 this is also seen as a problematic factor, however, by fewer respondents compared to Zone 4 (57 per cent and 48 per cent respectively).

**Common reactions toward incidents**

Next respondents were asked, according to their opinion, what is the common reaction of people witnessing incidents that may happen to a woman in the respective neighborhoods. Overall, nearly two thirds of all respondents believe that people would call for help e.g. call the police. Around 20 per cent believe people would help and 15 per cent believe that people would notice, but not react.

**Sexual Harassment and Violence**

It becomes apparent that verbal harassment is more prevalent than any type of physical harassment. Nearly half of the respondents perceive whistling after a women or girl, comments on appearance and staring, as something that is “likely” or “very likely” to happen (combined data revolve around 3 out of 5). The only verbal harassment which does not seem likely to happen in any of the three neighborhoods is nationally, ethnically, racially or religiously offensive comments.
While general impression on “following a women or girl” is not perceived as “very likely to happen”, it is alarming that nearly 1 in 5 rate this with 3 out of 5 points (especially respondents of Zone 4 with 20 per cent), indicating that this may be a problem which occurs frequently.

When looking at the more physical types of harassment it stands out that 19 per cent of the respondents of Zone 17 rate “deliberately block woman’s path” with 3 out of 5 points; in the Center this number revolves around 11 per cent and in Zone 4 only around per cent. Zone 17 also stands out with 17 per cent perceiving it as “somewhat likely” that someone could attack a women or girl physically (3 out of 5). In the other two areas those numbers are significantly lower.

Respondents were presented with a list of statements toward which they were asked to express their agreement or disagreement. When asked whether “a woman should put up with violence in order to keep her family together”, the respondents of Center again stand out negative, with only four per cent “strongly agreeing” and 16 per cent “partly agreeing”. Very few respondents from Zone 4 or Zone 17 show agreement in this regard.

Nearly no one from Zone 17 agrees with the statement “some women like to be beaten”, while in Zone 4, five per cent of respondents “strongly agree” compared to 15 per cent of respondents in the Center who “strongly agree” and six per cent of them who “partly agree”.

Figure 29: Likelihood of Incident (only “likely” and “very likely “ combined shown)
Victim shaming appears to be an issue in Korça, with around 1 in 4 respondents “partly agreeing” to the statement “Girls/women who are sexually harassed or sexually abused provoke it themselves” (26 per cent). Nearly half of the respondents from Zone 17 “partly agrees” with this statement (48 per cent), while numbers for the Center and Zone 4 are lower in this regard (part agreement of 17 and 12 per cent respectively). Around one in four respondents from the Center “partly agree” with the statement that “Violent episodes are to be kept private. What happens at home, stays at home. They are family matters” (26 per cent). While also 10 per cent of the respondents from Zone 4 “partly agree” with this statement, no one from Zone 17 does so.

**Information about violence against women and girls**

Interestingly, respondents seem to have received information about violence against women through various channels (TV, Web, social media, family and friends etc.). However, data suggest that this information may lack details on how, or where to seek help in such cases in the Albanian context.

Over 90 per cent of respondents from all three neighborhoods in Korça are not aware that a national helpline under 116 117 exists, where victims of sexual harassment or violence can call. Furthermore, when asked whether the respondents are aware of any institution which may help in their area, over 90 per cent of all respondents replied with “no”.

**Personal Experience with Sexual Harassment or Violence**

Respondents were asked whether they personally experienced sexual harassment before the age of 15 and after the age of 15. Data shows that sexual harassment is more common after the age of 15, with around 1 in 6 women and girls who have experienced it (16 per cent). Women and girls from the Center seem more exposed to this kind of incident (24 per cent). The number of respondents who experienced sexual violence before age of 15 is low (1 per cent). Zone 4 stands out with five per cent of women and girls who have experienced sexual violence after the age of 15.

Six percent of women and girls from the Center and four per cent from Zone 4, have a family member or friend that has been subject to sexual violence. In all areas studied, respondents have family members or friends who have been subject to sexual harassment (Center 12 per cent, Zone 4 and 17 with 6 per cent each).

The number of respondents who experienced sexual violence before the age of 15 and after the age of 15, is overall low in all areas (0-2 per cent), however, five per cent of respondents from Zone 4 stated to have experienced sexual
violence after the age of 15. Furthermore, when asked if the respondents know a woman who was harassed on the street and reported the incident to police, nearly all responded with “no”.

Too ashamed or afraid that people will judge her or her family

Afraid to approach the police

**Reporting sexual harassment and violence**

Despite the previous mentioned reasons such as having a lack of trust in getting the appropriate help, or being afraid of being labeled, the majority replied with other reasons when asked why they did not ask for help.

Among these other reasons were most commonly: it was nothing serious, it was not necessary to ask for help, it was not important, it was not dangerous, or I solved it myself.

These kinds of findings support the assumption that some women and girls may not take these type of incidents seriously and may perceive them as “normal behavior” in society. In addition, this kind of reaction shows that (unfortunately) women and girls are in some way “familiarized” to live with certain types of harassment, as long as they are not threaten from a direct physical and/or sexual attack. They don’t like harassment, but maybe are not aware on its different forms or simply ignore it, being conditioned from abovementioned reasons for not asking for help, or because of the mentality and general attitude of victim’s blaming.

Respondents were asked which, in their opinion, are the top reasons in general for women not reporting an incident of violence (infographic above). What stands out is that, overall, around 3 out of 4 respondents think that women and girls are afraid to approach the Police, and over half per cent of respondents believed that victims are too ashamed or afraid that people will judge them or their families. Especially in Zone 17 and in the Center, being afraid to approach the Police, appears to be a pressing issue (mentioned by 88 and 84 per cent of respondents respectively).
4.2.2 Center, Zone 17 and Zone 4

General Information

A total of 250 street interviews were conducted in the city of Korça and were equally distributed into Zone 17, Center and Zone 4. Respondents who took part in the study were women and girls of different ages (16-50+ years old). Qualitative information was gathered by using different methods. One focus group discussion was conducted with female participants of different ages and backgrounds. Six structured observations were conducted, twice a day, one in the morning and the other during the night hours in the three areas. Further, a safety walk comprised of six participants was conducted, with a random selection of the area. Three semi-structured interviews were conducted, one of which was with a representative of the Local Government and two with representatives of an NGO.

Women and girls participating in the quantitative survey in Korça were mostly between the age of 16-29 (39 per cent) and 30-49 (38 per cent). Over half of them were married (56 per cent), the highest frequency of married respondents were observed in Zone 4 (68 per cent). The majority of respondents live with their husband and children, while 35 per cent of them, live with their parents.

The vast majority frequents the respective neighborhoods on daily bases; around 3 out of 5 respondents do so because they are inhabitants of these areas (61 per cent). Nearly half of respondents also visits the areas for entertainment purposes, most commonly so in the Center (98 per cent) and least commonly so in Zone 17 (9 per cent).

The overall education level of respondents was most commonly high school level (46 per cent). Around one in three women and girls in the Center and Zone 17 were university graduates (30 and 31 per cent respectively), compared to only 18 per cent of respondents in Zone 4, who have obtained a university degree. Unemployment stands at 35 per cent, while 13 per cent are students. The highest unemployment rates can be observed in Zone 17 (43 per cent) and in Zone 4 (39 per cent).
Safety of Neighborhoods

The Center of Korça, according to the respondents, mainly consist of offices, residential houses, clubs and restaurants, green spaces and playgrounds. Streets with busy traffic do exist and free spaces between the buildings and streets are largely perceived as “sufficient” by the respondents of all areas. While Zone 4 also includes residential houses, offices, clubs and restaurants, green spaces and playgrounds, as well as other types of buildings such as factories/enterprises and storage units. Empty spaces exist and traffic is not perceived as very busy, unlike in the Center. Zone 17 is perceived as mostly comprising of residential houses, storage buildings, clubs and restaurants and green spaces. Empty spaces do exist according to 60 per cent of the respondents, whereas streets with busy traffic are not common.

Are there places where someone could hide without being seen, such as?

<table>
<thead>
<tr>
<th>Area</th>
<th>Between trash containers</th>
<th>Alleys or lanes</th>
<th>Abandoned machinery or utility sheds</th>
<th>Recessed doorways or entrances</th>
<th>Undergrounds/tunnels</th>
<th>Construction sites</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center</td>
<td></td>
<td></td>
<td>43%</td>
<td>27%</td>
<td>9%</td>
<td>1%</td>
<td>94%</td>
</tr>
<tr>
<td>Zone 4</td>
<td></td>
<td></td>
<td>51%</td>
<td>83%</td>
<td>98%</td>
<td>8%</td>
<td>95%</td>
</tr>
<tr>
<td>Zone 17</td>
<td></td>
<td></td>
<td>98%</td>
<td>100%</td>
<td>98%</td>
<td>14%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Figure 32: Are there places where someone could hide without being seen, such as...?**
When starting to explore the perceived safety of neighborhoods, data reveals several types of places where “someone could hide without being seen”. Respondents most commonly mention alleys or lanes (91 per cent), spaces between trash containers (64 per cent) and recessed doorways (20 per cent). When taking a closer look at the separate neighborhoods it stands out that spaces between trash containers pose a higher risk in Zone 17 (98 per cent) and Zone 4 (51 per cent), than in the Center (43 per cent). Construction sides, underground tunnels or abandoned machinery are mentioned by only few respondents of all areas.

Looking at the data obtained from all three neighborhoods of Korça, it can be noted that nearly all respondents perceive it as either “easy” or “very easy”, for someone “to predict the route a women or girl might take”. On the other hand, nearly as many also believe that it would be “easy” to “take an alternative route that is well lit”.

When asking the respondents about the quality of lighting in several different places in their neighborhoods, it appears that the overall situation in Korça is good. Lighting in streets, home entrances, entrances of stores, schools and health facilities are mostly perceived as “good” or “very good”. The best results regarding lighting can be observed in Zone 17, where over half of the respondents would rate it as “very good” regardless in which location; only lighting of home entrances pose a small deviation with 35 per cent perceiving them as “very good”. Few respondents perceive the lighting situation as “poor”. Those few can be most commonly observed in Zone 4.
When looking closer at the topic of lighting, data reveals additional issues. Asking whether the lighting system is distributed evenly and managed properly, nearly 1 in 3 inhabitants or frequent users of Zone 4, responded with “no”. While the majority of respondents of Zone 17 (85 per cent) believe that it is distributed and managed properly, 14 per cent “did not know” how to answer to this question. This suggests that the lighting might be good in some areas of the selected neighborhoods, but not in all of them.

The majority of respondents believe that a person who is not familiar with the areas, can find his/her way around easily. Only in Zone 4 combined 25 percent did not think so, or did not know an answer to this question. Most of the 250 women and girls believe that all lights work during the night time. What should be however noted is that, around 1 in 4 respondents of Zone 17 replied with “I don’t know”. This may suggest that some women and girls do not pay detailed attention to these issues while frequenting the respective areas.

Police patrolling in the three selected areas is perceived as often (82 per cent overall). While more respondents believe that the police patrols often in the Center (98 per cent), only 74 per cent of respondents of Zone 4 believe the same. The overall maintenance is perceived as very good by over half of the inhabitants or frequent users of the Center and Zone 17 (55 per cent each), compared to only 21 per cent of respondents of Zone 4 who perceive it as very good, and of over two thirds of respondents who perceive it as good (74 per cent).

<table>
<thead>
<tr>
<th>Question</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the lighting system distributed evenly and managed properly?</td>
<td>85%</td>
<td>71%</td>
<td>85%</td>
</tr>
<tr>
<td>Are all the lights working every evening and during the night?</td>
<td>93%</td>
<td>79%</td>
<td>72%</td>
</tr>
<tr>
<td>If you weren’t familiar with this place, would it be easy to find your way around?</td>
<td>90%</td>
<td>74%</td>
<td>97%</td>
</tr>
<tr>
<td>Is the area patrolled often by police?</td>
<td>98%</td>
<td>71%</td>
<td>77%</td>
</tr>
<tr>
<td>Do you have friends or neighbors in the area you could count on in an emergency?</td>
<td>95%</td>
<td>96%</td>
<td>99%</td>
</tr>
</tbody>
</table>
Regarding public transportation service, most of the respondents perceive it as good (45 per cent) or very good (33 per cent). However, a high frequency of “I don’t know” replies can be noted for this question by Center respondents (15 per cent) and Zone 4 respondents (30 per cent). This may be as the result of the fact that not all of the frequent users of these two areas use the public transportation services.

The next question confirmed this assumption, as combined 87 per cent of respondents from the center and 83 per cent from Zone 4 report that they either “rarely” or “never” use the public transportation. Even in Zone 17, data reveals that 72 per cent “rarely” or “never” use it.

![Figure 35: Public Transport Usage and Public Transportation Service Evaluation](image)

Moving on to the factors which affect the personal safety of women and girls frequenting the respective neighborhoods, being a woman and walking alone in the area, are the two main issues affecting the perceived safety. Being of a certain ethnicity or religion, being from out of town, or the sexual orientation of a person, are not perceived as influencing factors by the great majority of respondents. Looking closer at the different study areas, a few deviations from the overall results can be observed. Respondents from Zone 4 are more likely to feel that being a woman affects their safety (34 per cent) than in the other two areas. Walking alone is also perceived as a more prevalent issue in Zone 4 (27 per cent), when compared to the Center (22 per cent) or in Zone 17 (6 per cent). Being of a certain age, or clothing, are considered as influencing factors more commonly in the Center (16 per cent each), than in the other two neighborhoods.
Do any of these factors affect your personal safety in this area?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a woman</td>
<td>32%</td>
<td>65%</td>
<td>7%</td>
</tr>
<tr>
<td>Being of a certain religion</td>
<td>4%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Being of a certain ethnicity</td>
<td>2%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Being from out of town</td>
<td>2%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Being of a certain age (young or old)</td>
<td>16%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>Being alone (unaccompanied)</td>
<td>22%</td>
<td>27%</td>
<td>6%</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Clothing</td>
<td>16%</td>
<td>5%</td>
<td>2%</td>
</tr>
</tbody>
</table>

![Figure 36: Factors affecting personal safety in this area?](image)

Next respondents were presented with a list of different types of harassment which may happen to them in their neighborhoods and asked to rate the respective likelihood of occurrence (on a scale from 1 = not likely at all to 5 = very likely).

It becomes apparent that verbal harassment is more prevalent than any type of physical harassment. Nearly half of the respondents perceive whistling after a women or girl and comments on appearance and staring, as something what is “likely” or “very likely” to happen (combined data revolve around 3 out of 5). The only verbal harassment which does not seem likely to happen in any of the three neighborhoods is nationally, ethnically, racially or religiously offensive comments.

While overall “following a women or girl” is not perceived as “very likely”, it is alarming that nearly 1 in 5 rate this with 3 out of 5 points (especially Zone 4 with 20 per cent stands out), indicating that this may be a problem which occurs frequently.

When looking at the more physical types of harassment it stands out that 19 per cent of the respondents of Zone 17 rate “deliberately block woman’s path” with 3 out of 5 points; in the Center this number revolves around 11 per cent and in Zone 4 only around four per cent. Zone 17 also stands out with 17 per cent perceiving it as “somewhat likely” that someone could attack a women or girl physically (3 out of 5). In the other two areas those numbers are significantly lower.
Attacking a woman or girl sexually is perceived as not very likely by most of the respondents. However, whilst 94 per cent of Center respondents perceive this as not likely at all, only 83 and 58 per cent do so in Zone 4 and Zone 17, respectively. Threats to harm a women or girl are overall perceived as not likely at all by 76 per cent of the respondents. However, again in Zone 17, 27 per cent rate this kind of incidents likelihood with 3 out of 5.

![Figure 37: How likely are the following things to happen to a woman in this neighborhood?](image)

Despite the overall view that lighting in Korca is generally good, when asked which factors contribute to feeling unsafe in the neighborhoods, over half of all respondents mentioned “poor lighting”. In Zone 4, nearly 2 in 3 respondents mentioned lighting as a factor which contributes to feeling unsafe. It might be that even though the overall lighting situation is “good”, it is not perceived as “good enough” in some areas of the neighborhoods to create a safe feeling for women and girls in Korça.

Garbage as a factor contributing to unsafe feeling in the neighborhood does not appear to be an issue in the Center or in Zone 4. In Zone 17, however, around half of the respondents feel that garbage affects their safety in this neighborhood (49 per cent). Few feel that lack of vendors or people in the streets are a problem, only in Zone 17, 16 per cent think so.

The lack of effective or visible police is seen as an issue contributing to feeling unsafe in the neighborhoods by more than half of all the respondents (58 per cent). When looking at the different areas, in Zone 4 this issue appears to be most pressing (65 per cent), in Zone 17 slightly fewer believe this to be an issue (58 per cent). It is also seen as a problem for around half of the respondents in the Center (51 per cent).
Nearly 2 out of 3 respondents of all three neighborhoods view men dealing with or taking drugs/alcohol as a factor which makes them feel unsafe (63 per cent). Zone 4 stands out where this issue appears to be severe (72 per cent). Moreover, groups of men hanging out on the streets in Zone 4 seems to also contribute significantly to feeling unsafe in this neighborhood (79 per cent). In the Center and Zone 17 this is also seen as a problematic factor, however, by fewer when compared to Zone 4 (57 per cent and 48 per cent respectively). Street dogs also contribute to feeling unsafe in all three areas of the city (88 per cent), whereas existence of night or strip clubs is only seen as an issue by 43 per cent of all respondents. Poor maintenance of public spaces, crowded public transport and obstacles in the roads, do not appear to be prevalent problems in all three neighborhoods.

How likely are the following things to happen to a woman in this neighborhood?

<table>
<thead>
<tr>
<th>Existence of night clubs or strip clubs</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>48%</td>
<td>37%</td>
<td>44%</td>
</tr>
<tr>
<td>No</td>
<td>51%</td>
<td>63%</td>
<td>55%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street dogs</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>88%</td>
<td>80%</td>
<td>95%</td>
</tr>
<tr>
<td>No</td>
<td>12%</td>
<td>20%</td>
<td>5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Groups of young men hanging around</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>57%</td>
<td>48%</td>
<td>79%</td>
</tr>
<tr>
<td>No</td>
<td>43%</td>
<td>52%</td>
<td>21%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Men dealing with or taking alcohol/drugs</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>63%</td>
<td>55%</td>
<td>72%</td>
</tr>
<tr>
<td>No</td>
<td>37%</td>
<td>45%</td>
<td>28%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lack of effective/visible police</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>51%</td>
<td>58%</td>
<td>65%</td>
</tr>
<tr>
<td>No</td>
<td>48%</td>
<td>42%</td>
<td>35%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lack of vendors or people in the area</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12%</td>
<td>16%</td>
<td>5%</td>
</tr>
<tr>
<td>No</td>
<td>88%</td>
<td>84%</td>
<td>95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Obstacles on the road</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>10%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>No</td>
<td>90%</td>
<td>90%</td>
<td>98%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Garbage</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2%</td>
<td>49%</td>
<td>1%</td>
</tr>
<tr>
<td>No</td>
<td>98%</td>
<td>51%</td>
<td>99%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crowded public transport/ bus stops/stations</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>7%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>No</td>
<td>93%</td>
<td>94%</td>
<td>96%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Poor maintenance of open public spaces</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>16%</td>
<td>3%</td>
<td>9%</td>
</tr>
<tr>
<td>No</td>
<td>84%</td>
<td>97%</td>
<td>91%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Poor lighting</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>50%</td>
<td>55%</td>
<td>65%</td>
</tr>
<tr>
<td>No</td>
<td>49%</td>
<td>45%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Next respondents were asked, according to their opinion, what is the common reaction of people witnessing incidents that may happen to a woman in their respective neighborhoods. Overall, nearly two thirds of all respondents believe that people would call for help e.g. call the police (60 per cent). Around 20 per cent believe people would help (21 per cent) and only 15 per cent believe that people would notice, but not react. Looking closer at the different study areas, Zone 17 stands out positively where 95 per cent claim that people would call for help. In Zone 4, combined 75 per cent believe that people would either call for help or help themselves. In the Center this number adds up to 70 per cent. It should be however noted that over 20 per cent of respondents from the Center and Zone 4 believe that people would notice, but not react (23 and 21 per cent respectively). Hence it appears that overall civic courage is existent in Korça, especially in Zone 17, but in Zone 4 and the Center, inhabitants of Korça could show more compassion towards one another.
According to your opinion, what is the common reaction of people witnessing incidents that may happen to a woman in this area?

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>People will not notice</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>People will notice, but will not react</td>
<td>15%</td>
<td>23%</td>
<td>21%</td>
<td>2%</td>
</tr>
<tr>
<td>They would help</td>
<td>21%</td>
<td>27%</td>
<td>35%</td>
<td>2%</td>
</tr>
<tr>
<td>They will call for help</td>
<td>60%</td>
<td>43%</td>
<td>40%</td>
<td>95%</td>
</tr>
<tr>
<td>Don’t know/ No Response</td>
<td>4%</td>
<td>7%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Figure 39: Common reaction of people witnessing incidents that may happen to a woman in this area?**

**Sexual Harassment and Violence**

After exploring the perceived safety in the respective neighborhoods, the interviews continued to take a closer look at topics and incidents related to sexual harassment and violence in general and in the context of the three selected areas.

The 250 respondents were presented with a list of statements toward which they were asked to express their agreement or disagreement. Most of the statements asked could either indicate positive results or negative result when agreed with by the participants.

Overall, when looking at the statements where agreement indicates positive results, three stand out with the highest levels of “strong agreement”. Namely: “violence is never justified” (98 per cent), “nobody deserves to be beaten” (98 per cent) and “persons who use violence against women should be punished by the law” (99 per cent). Strong agreement can be also observed in regard to the statement “violence against women exists in every society in the world” (60 per cent).

Respondents from all three areas “partly agree” with the statement “men are violent by nature,” with 57 per cent in the Center, 54 per cent in Zone 4 and significantly fewer in Zone 17 (26 per cent). Around two out of three respondents overall “strongly agree” that “violence is usually due to alcohol” (63 per cent), respondents from Zone 17 show the highest agreement in this regard (84 per cent strongly agree).

Around half of the respondents “strongly agree” with the statement that “boys who witness their fathers’ violence towards their mothers are more likely to be violent when they grow up” (51 per cent). Data reveals that more respondents from Zone 17 (69 per cent) strongly agree with this than respondents from Zone 4 (35 per cent) or the Center (49 per cent).

Respondents either “partly” or “strongly agree” with the statement “girls who are sexually abused in childhood are
more likely to drink and use drugs when they are older” (52 per cent strongly, 37 per cent partly). More women and girls from Zone 17 appear to “strongly agree” (78 per cent), compared to the ones from Center (44 per cent) and Zone 4 (32 per cent). Similar results can be observed regarding the statement “violence is caused by poverty.”

Which is your opinion about the following statements on violence?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nobody deserves to be beaten.</td>
<td>100%</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>Violence is never justified.</td>
<td>99%</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Persons who use violence against women should be punished by the law</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Violence against women exists in every society in the world</td>
<td>59%</td>
<td>66%</td>
<td>55%</td>
</tr>
<tr>
<td>Violence is usually due to alcohol.</td>
<td>54%</td>
<td>51%</td>
<td>84%</td>
</tr>
<tr>
<td>Violence is caused by poverty</td>
<td>54%</td>
<td>54%</td>
<td>15%</td>
</tr>
<tr>
<td>Boys who witness their fathers violence towards their mothers are more</td>
<td>49%</td>
<td>35%</td>
<td>69%</td>
</tr>
<tr>
<td>likely to be violent when they grow up.</td>
<td></td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Girls who are sexually abused in childhood are more likely to drink and</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>use drugs when they are older.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 40: Which is your opinion about the following statements (1/2)?**

Six statements indicate negative results when agreed with by the respondents. Positively, overall the agreement rates are fairly low.

Strong disagreement with the statement “sometimes violence is a way of showing affection,” can be observed for all areas. Only the Center stands out with nine per cent strongly agreeing with this statement.

When asked whether a woman should put up with violence in order to keep her family together, the Center again stands out negative with four per cent “strongly agreeing” and 16 per cent “partly agreeing”. Very few from Zone 4 or Zone 17 show agreement in this regard.
Nearly no one from Zone 17 agrees with the statement “some women like to be beaten”, while in Zone 4, five per cent “strongly agree”, compared to 15 per cent of respondents from Center and six per cent of the ones who “partly agree”.

Victim blaming appears to be an issue in Korça, with around 1 in 4 respondents partly agreeing to the statement “Girls/women who are sexually harassed or sexually abused provoke it themselves” (26 per cent). Furthermore, nearly half of the respondents from Zone 17 partly agree with this statement (48 per cent), while numbers for the Center and Zone 4 are lower in this regard (part agreement 17 and 12 per cent). Around one in four respondents from the Center partly agree with the statement that “Violent episodes are to be kept private. What happens at home, stays at home. They are family matters” (26 per cent). While also 10 per cent of the respondents from Zone 4 partly agree with this statement, no one from Zone 17 does so.

Which is your opinion about the following statements on violence?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men are violent by nature</td>
<td>30%</td>
<td>37%</td>
<td>41%</td>
</tr>
<tr>
<td>Some women like to be beaten.</td>
<td>15%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Sometimes violence is a way of showing affection.</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>A woman should put up with violence in order to keep her family together.</td>
<td>4%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Girls/women who are sexually harassed or sexually abused provoke it itself</td>
<td>2%</td>
<td>12%</td>
<td>48%</td>
</tr>
<tr>
<td>It is normal that a girl or woman is teased/harassed/followed by men in public spaces, streets if she is beautiful</td>
<td>6%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>Violent episodes are to be kept private. What happens at home, stays at home. They are family matters.</td>
<td>26%</td>
<td>10%</td>
<td>26%</td>
</tr>
</tbody>
</table>

*Figure 41: Which is your opinion about the following statements (2/2)?
Lastly respondents were asked whether they agree with the statement “it is normal that a girl or woman is teased/harassed/followed by men in public spaces, streets if she is beautiful,” and the great majority from all areas disagree. Overall it can be said that victim blaming appears to be an issue in all three areas, other problematic ways of thinking seem to be more prevalent in the Center than in Zone 4 or Zone 17.

The study also aimed to measure the knowledge of women and girls about the information they have received regarding violence against women and their awareness of the existence of the national help line in Albania.

Interestingly, respondents seem to have received information about violence against women through various channels. Women and girls from the Center and Zone 4 are most likely to have received information from the TV/Radio (99 per cent and 100 per cent respectively). Only 12 per cent of Zone 17 on the other hand have. Web, printed media/information, Social Media, parents, relatives and friends seem to be the source of information for many respondents of all three areas.

School is mentioned as another channel of information about the topic of violence against women, from the majority of respondents of the Center (79 per cent). In Zone 4 and Zone 17 fewer than half mention school as a source of information for this topic (46 and 48 per cent respectively). Similar results can be observed in regard to the workplace.

Compared to the other channels of information, NGOs are not as commonly mentioned. Whilst in the Center 40 per cent report to have received information from NGOs, in Zone 4 only 21 per cent have and no one has in Zone 17. These data draw our attention on the need to recommend to Korça’s NGOs focused on women’s rights and VAWG to enhance and intensify their informative and awareness activities all over the city, and especially in the areas where the information for their existence and types of services provided is “poor” or “missing”.

**Figure 42: Have you ever received information about any form of violence against women and girls through..**

<table>
<thead>
<tr>
<th>Channel</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends</td>
<td>100%</td>
<td>98%</td>
<td>93%</td>
</tr>
<tr>
<td>TV/radio</td>
<td>99%</td>
<td>100%</td>
<td>12%</td>
</tr>
<tr>
<td>Parents/relatives</td>
<td>99%</td>
<td>94%</td>
<td>67%</td>
</tr>
<tr>
<td>Web</td>
<td>88%</td>
<td>60%</td>
<td>83%</td>
</tr>
<tr>
<td>Social media</td>
<td>87%</td>
<td>56%</td>
<td>81%</td>
</tr>
<tr>
<td>Printed media /information</td>
<td>83%</td>
<td>78%</td>
<td>29%</td>
</tr>
<tr>
<td>School</td>
<td>79%</td>
<td>46%</td>
<td>48%</td>
</tr>
<tr>
<td>Workplace</td>
<td>76%</td>
<td>54%</td>
<td>21%</td>
</tr>
<tr>
<td>From an NPO</td>
<td>40%</td>
<td>21%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Yes | No | No answer
Considering through how many different channels women and girls receive information about violence against women, data suggest that this information may lack details on how, or where to seek help in such cases in the Albanian context. In Zone 17 no one was aware that a national helpline under 116 117 exists, where victims of sexual harassment of violence can call. In the Center 91 per cent were not aware about this helpline and 88 per cent in Zone 4.

Moreover, as further explored below, it stood out that when asked for reasons why some women do not report incidents related to sexual harassment and violence, 22 per cent each in the Center and in Zone 17 and nine per cent in Zone 4, claimed not to know where to go or where to report an incident.

When asked whether the respondents are aware of any institution which may help in their area, the overwhelming majority of all respondents replied with “no” (93 per cent). Zone 4 stands out with 12 per cent replying with “yes”. This suggests that institutions, NGOs and others working within the field of sexual violence and harassment must increase their efforts and plan additional informative and awareness activities focused on their existence and services they do provide, by considering the intensification of these actions in specific areas of the city where such information is poor or completely missing.

In order to explore the knowledge of the respondents regarding what constitutes sexual harassment or violence, they were presented with a list of actions and asked to classify them as either sexual harassment, sexual violence or as neither of them.
There seems to be an overall agreement that attempted rape/rape, forced sexual initiation and trafficking for the purpose of sexual exploitation constitutes sexual violence (100 per cent in all three areas). Forced prostitution is also seen by 91 per cent of all respondents as sexual violence, however, 10 percent of respondents in the Center and 11 per cent in Zone 4 do not think that it is harassment or violence. An explanation for that might be related with the high level of prejudices that some communities have towards women, as well as with the fact that prostitution (even forced one) has been considered for years as woman’s choice, related with her immorality; victims of forced prostitutions have not been seen as victims, but as guilty of their choice and were considered as “black spots of the society”.

Overall, grabbing, pinching or slapping is mostly perceived as sexual violence (88 per cent), however, some opinions appear to vary. In Zone 17 nearly all (99 per cent) perceive these kind of actions as sexual violence, in the Center 87 per cent view it as sexual violence and 12 per cent as sexual harassment. In Zone 4, 22 per cent view these kind of incidents as sexual harassment. Furthermore, following or stalking is perceived by the great majority of the Center and Zone 4 as sexual harassment (96 per cent and 93 per cent respectively). Interestingly, in Zone 17 the respondents appear to be split in their opinions with half perceiving it as sexual harassment and the other half as sexual violence.

In the Center, rubbing against another person in a sexual way is mostly perceived as sexual harassment (80 per cent) and only as sexual violence by 17 per cent. Also 90 per cent of the respondents from Zone 4 view this kind of incident as only sexual harassment. Zone 17 stands out in comparison with 59 per cent viewing rubbing against another person in a sexual way as sexual violence. Purposely brushing up against someone else on street/public transportation appears to be only perceived as sexual violence by 55 per cent of respondents from Zone 17, the other 45 per cent of that zone view it as harassment. The great majority of Zone 4 views this kind of action as sexual harassment and 12 per cent view it as neither harassment nor violence. Ninety-one percent from the Center view it as harassment and few as violence or neither (4 and 5 per cent respectively).

Sexually suggestive staring is perceived as sexual harassment by the vast majority of Zone 17 (91 per cent), around two thirds in the Center and Zone 4 do so as well (62 per cent and 59 per cent respectively). What however stands out is that 41 per cent in Zone 4 and 38 per cent in the Center do not view this kind of action as sexual harassment or sexual violence.

Data reveals that the types of incidents which are of verbal nature are least likely to be classified as sexual violence or harassment in the Center and Zone 4. Whistling after a women or girl is neither perceived as sexual harassment nor as violence by 54 per cent of Center respondents and 73 per cent of Zone 4 respondents. Alarmingly, also sexual comments about a woman/girl’s body parts or appearance is perceived as neither sexual harassment nor as violence by 74 per cent of Center respondents and 94 per cent of Zone 4 respondents. Zone 17 stands out positively in this regard, with nearly all of them classifying these two types of actions as sexual harassment.

These results suggest that many women and girls living in Korça, especially in the Center and Zone 4, are not aware what type of actions constitute sexual harassment and sexual violence.
Please, classify the following actions at the appropriate term according to your understanding.

<table>
<thead>
<tr>
<th>Action</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Following/stalking</td>
<td>96%</td>
<td>93%</td>
<td>50%</td>
</tr>
<tr>
<td>Purposely brushing up against someone else on street/public transportation</td>
<td>91%</td>
<td>87%</td>
<td>45%</td>
</tr>
<tr>
<td>Rubbing against another person in a sexual way</td>
<td>80%</td>
<td>90%</td>
<td>40%</td>
</tr>
<tr>
<td>Sexually suggestive staring</td>
<td>62%</td>
<td>59%</td>
<td>91%</td>
</tr>
<tr>
<td>Whistling while a woman or a girl is passing-by</td>
<td>45%</td>
<td>27%</td>
<td>99%</td>
</tr>
<tr>
<td>Sexual comments about a woman/girl’s body parts or appearance</td>
<td>23%</td>
<td>4%</td>
<td>93%</td>
</tr>
<tr>
<td>Grabbing, pinching, slapping</td>
<td>12%</td>
<td>22%</td>
<td>1%</td>
</tr>
<tr>
<td>Attempted rape/rape</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Forced sexual initiation</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Trafficking for the purpose of sexual exploitation</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Forced prostitution</td>
<td>89%</td>
<td>87%</td>
<td>87%</td>
</tr>
</tbody>
</table>

Figure 45: Please, classify the following actions at the appropriate term according to your understanding.
When asked whether violent episodes in the respective areas are more prone to be verbal or physical or both, the majority of all respondents replied with verbal (94 per cent). No one replied with physical.

According to the respondents, girls are the group of individuals who are more in danger in their neighborhoods (93 per cent). Only in Zone 4 and in the Center, Roma and Egyptians are perceived as being more in danger than other individuals (12 and four per cent respectively), which marks an overall total of five per cent.

Next respondents were handed the tablet to fill out themselves a number of questions of more sensitive nature. Respondents were asked whether they personally experienced sexual harassment before the age of 15 and after the age of 15. Data shows that sexual harassment is more common after the age of 15, with around 1 in 6 women and girls who have experienced it (16 per cent). Women and girls from the Center seem more exposed to this kind of incident (24 per cent). The number of respondents who experienced sexual violence before the age of 15 is low (1 per cent). Zone 4 stands out with five per cent of women and girls who have experienced sexual violence after the age of 15.

Six per cent of women and girls from the Center and four per cent from Zone 4 have a family member or friend that has been subject to sexual violence. In all areas studied respondents have family members or friends who have been subject to sexual harassment (Center 12 per cent, Zone 4 and 17 with 6 per cent each). It should be noted here that the numbers in relation to this topic might be lower than the actual reality, considering how many respondents (above) do not experience certain types of harassment or violence as such.
Any sexual harassment, before the age of 15
Sexual violence, before the age of 15
Any sexual harassment, after the age of 15
Sexual violence, after the age of 15
Do you have any family member or friends that has been subject to sexual violence?
Do you have any family member or friends that has been subject to sexual harassment?

Figure 48: Exposure to Sexual Harassment or Violence: Have you ever been at risk or exposed to:

The respondents who replied with “yes” to having experienced sexual harassment and/or violence (N=47 cases), answered follow up question about these incidences.

Who did this to you?

Zone 17 (N=10)
Zone 4 (N=14)
Center (N=23)

Trying to identify who exerted the sexual harassment or violence, data shows that it is most commonly a stranger. In Zone 17 and Zone 4 it stands out that many respondents also mentioned that the perpetrator was someone at school. In Zone 4 data reveals that it is also more common that the offender was a neighbor.

When asked whether they asked for help when these incidents occurred, overall around 3 in 4 of the victims replied with “no”. While some mentioned reasons such as having a lack of trust in getting the appropriate help, or being afraid of being labeled, the majority replied with other reasons. Among these other reasons were most commonly: “it was nothing serious”, “it was not necessary to ask for help”, “it was not important”, “it was not dangerous” or “I solved it myself”.

Figure 49: Who was the perpetrator?
Considering that many respondents do not label some (especially verbal) harassment as sexual harassment (as data above has shown), these other reasons mentioned here further support the assumption that (unfortunately) women and girls are in some way “familiarized” to live with certain types of harassment, as long as they are not threaten from a direct physical and/or sexual attack. They don’t like harassment but maybe are not aware on its different forms or simply ignore it, being conditioned from above reasons for not asking for help, or because of the mentality and general attitude of victim’s blaming.

**Have you ever asked for help related to that? (N=47)**

- Yes: 77%
- No: 19%
- No answer: 4%

**If No, why? (N=36)**

- Lack of trust in getting the appropriate help: 14%
- Didn’t know where to ask for help: 8%
- I was afraid of being labelled: 16%
- Other: 62%

*Figure 50: Asking for help*

The few respondents who have asked for help (9 cases) have mostly done so with approaching someone in their family (6 cases) and three have reported it to the Police. In eight cases they received assistance and in one case the victim was treated in a judgmental manner.

All respondent where also asked about their reaction if they would experience verbal street harassment or a direct physical or sexual attack. Around half of the respondents of the Center and Zone 4 would report verbal street harassment to the police/security officer (49 per cent each) and 99 per cent of Zone 17 respondents would do so. Around one in three of Center and Zone 4 respondents would also confront the perpetrator (34 and 35 per cent respectively), while respondents from Zone 17 would not do so. Respondents from Zone 17 are more likely to also ask bystanders for help (64 per cent). While no one in Zone 17 would do nothing, 27 and 28 per cent of Center and Zone 4 respondents claim not to do anything in case of verbal street harassment.
In the case of direct physical or sexual attack the great majority of respondents would report it to the police (93 per cent of all respondents). Around half would also ask bystanders for help (48 per cent). In the Center and Zone 4, respondents would also confront the perpetrator (46 per cent and 49 per cent respectively), while again in Zone 17 the respondents would not do so.

**Figure 52: Reaction toward direct physical or sexual attack**

<table>
<thead>
<tr>
<th>How would you react in case of direct physical or sexual attack?</th>
<th>Total</th>
<th>Center</th>
<th>Zone 4</th>
<th>Zone 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report it to the police/security officer</td>
<td>93%</td>
<td>84%</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>Ask bystanders for help</td>
<td>48%</td>
<td>50%</td>
<td>32%</td>
<td>63%</td>
</tr>
<tr>
<td>Confront the perpetrator</td>
<td>31%</td>
<td>46%</td>
<td>49%</td>
<td>0%</td>
</tr>
<tr>
<td>Tell/ask for help from family</td>
<td>26%</td>
<td>24%</td>
<td>52%</td>
<td>2%</td>
</tr>
<tr>
<td>Report it to a helpline/to another service</td>
<td>22%</td>
<td>12%</td>
<td>7%</td>
<td>44%</td>
</tr>
<tr>
<td>Tell/ask for help from a friend</td>
<td>22%</td>
<td>11%</td>
<td>26%</td>
<td>28%</td>
</tr>
<tr>
<td>Tell/ask for help from family</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Nothing</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Multiple response*
When asked if the respondents know a woman who was harassed on the street and reported the incident to the police, nearly all responded with “no” (97 per cent). Only in eight cases the respondents replied with “yes”. Those eight cases related to verbal harassment (2 cases), physical harassment and violent physical attack (3 cases each). When asked about the police response, in three cases they recorded the incident, in one case they investigated the incident and in three cases they caught the offender (in one more case the respondent did not know the outcome).

Many women and girls do not report cases of violence to the police. Respondents were asked which, in their opinion, are the top three reasons for that. What stands out is that around 3 out of 4 respondents think that women and girls are afraid to approach the Police (79 per cent) and 55 per cent who believe that victims are too ashamed or afraid that people will judge them or their families. Especially in Zone 17 and in the Center being afraid to approach the Police appears to be a pressing issue (88 and 84 per cent respectively). Respondents from Zone 17 also seem to believe that the police could not do anything (69 per cent) or that they would not be believed/blame the victim (65 per cent). Results like this draw our attention on the low level of trust of respondents to Police in Korça. Victim shaming or blaming appear to be prevalent issues preventing women and girls to seek help when they are subject to violence.

**Figure 53: Reasons for not reporting to the Police**
4.2.3 Qualitative Findings

4.2.3.1 Focus Groups

The findings of the focus groups conducted in the city of Korça supports some of the findings of the quantitative part of this study in several regards. Participants of the focus group highlighted the lack of lighting infrastructure and public transportation at night as the main issues which affect their feeling of security.

Female participants of the focus group discussion expressed that they are afraid to frequent certain neighborhoods at night, especially in areas which are not covered by public transportation after 7:00 PM. They feel unsafe due to the lack of lighting in these areas, but also due to groups of young men hanging out in the secondary streets after midnight, as also highlighted by the quantitative data. Interestingly, they highlight the fact that a woman who does not live in these areas has a higher chance of experiencing verbal sexual harassment from these groups of young men during the night.

“I live in the area of “Demokracia” neighborhood and I have always felt safe walking home at night because the groups of young men who hang out there recognize me. But when I suggested my friends to spend the night at my house, they claimed that they are scared to come to my neighborhood at night.”

Focus Group Participant, Korça

All focus group participants agreed on the fact that only few citizens would be willing to offer their help in case of witnessing a scene of violence. They share a common belief that most people would act indifferent in such cases.

Reporting to the nearest police station is the only solution for victims of gender based violence, according to the focus group participants. However, they further expressed a serious lack of trust in the police due to their ineffective interventions in the cases they have heard of in the past.

“I had a female coworker who experienced violence from her ex-husband repeatedly and she had to get a restraining order from the police. Even after receiving the order, he was able to go to her house and threaten her or follow her everywhere and the police failed to stop that.”

Focus Group Participant, Korça

Reiterating the findings from the quantitative part of the study, focus group participants expressed that the most widespread form of sexual harassment in the public spaces of Korça are sexual comments or whistles. Being followed or approached physically is less common and it is not very likely to happen in the central areas. It further stands out that, as in the quantitative survey, all these participants agree with the statement that women who are sexually harassed provoke it themselves.
Women who participated in the group discussion agree with the idea that girls should ignore the verbal harassment happening to them on the street, in order to avoid further complications.

**Participants of the focus groups propose the following recommendations for improvements:**

- Improve lighting infrastructure in all neighborhoods of Korça
- Improve public transportation coverage as well as extend the schedules of existing public transportation by adding night hours
- Clean the snow in secondary streets at winter in order for it not to be an obstacle of walking or either trying to escape in case of sexual harassment/violence.

**4.2.3.2 Safety Audit Walks**

The participants had the chance to explore Zone 4 in Korca. At first they experienced the area as calm and with decent lighting in most streets. They reported to have seen many people walk by, which made them feel safe. The area further contained a small park (without a playground), two public institutions, a school and a hospital. There are only three working businesses in the area. However, they report to have noticed some abandoned houses, which created a feeling of insecurity since the area around them is not frequented and has no street lights. Only a few street dogs were spotted around the abandoned houses. Also, participants noticed that the secondary streets were not wide enough to feel safe or be able to escape in an emergency situation.

The majority of participants feel safe when walking in neighborhood no. 4 in Korça. Even though they did not notice any presence of police patrolling, they claim that there exists a police station within fifteen minutes of walking distance from the area. These findings suggest that unlike other findings of this report that the perceived safety and security situation is overall good.

**4.2.3.3 Semi-Structured Interviews with Stakeholders**

Three semi-structured interviews were conducted with one municipal stakeholder (Director of Social Care Directorate) and two NGO stakeholder (Executive Director of “Balkan Youth Activism” and Project Coordinator and Gender Expert at “Past for Present” NGO).

The main aim of these interviews where the identification of the zone selection, however, other relevant topics where discussed as well.

**General Assessment of the Municipality/neighborhoods & Exploration of prevalent safety and security issues**

According to the municipal stakeholder one of the main concerns are the high number of Roma and Egyptian communities, which comprise around 20-25 per cent of the population. The Municipality has made a lot of attempts to improve their integration in the society. The main problem is the housing, as they have less income and are less often employed. As Korça has had no illegal buildings, the lack of housing for poor families is much more evident. NGO stakeholders concur when it comes to this issue. The around 20.000 Roma inhabitants, especially women, in Korça are prone to be a vulnerable group. A lot of incidents involve Roma women, according to one of the NGO stakeholders.
The most problematic neighborhoods pointed out by municipal and NGO stakeholders were zones with the numbers 4, 6, 7, and 17. The zones 17 and 4 were most frequently mentioned and were selected for the data collection in conjunction with the Center to allow a meaningful comparison (as in Shkodra). Issues which seem to emerge in these neighborhoods revolve largely around gender based harassment, lack of good infrastructure, lack of maintenance and cases of thefts.

Overall the general living standard in urban Korça is seen as good, lack of lighting in the streets and infrastructure in some area are pointed out as important issues.

NGO stakeholders highlighted that some streets are not well maintained and poorly lit which make them dangerous to pass through especially during winter times. It is criticized that not all areas are covered by public transport and it does not operate night times during the winter.

Another issue which was highlighted is the uncontrolled movement of rural inhabitant into the urban city area.

**Exploration of prevalent issues in regard to GBV and GBD**

According to the Municipality GBV and GBD are not prevalent issues in Korça in general. The municipality organizes a bi-monthly multi-sectorial table with all the authorities whose work connects to social care. All the cases that comprise a Protection Order from the Court are discussed in this meeting.

It was highlighted that there is a Center for the treatment of the Woman who suffer from domestic violence. This Center is located in a rented apartment from the Housing Authority. The expenses for the living of the women in this Center are covered by an NGO (Jesus Christ for the Balkans).

Moreover, there is another Multifunctional Center, which offers services for families. This center uses three spaces from the Housing Authority. There are also three Daily Centers for Roma and Egyptian children and four Daily Centers for elders. According to the municipality, in 2018 there were 7 cases of women treated in the Center, while in 2017 there were 6 cases.

NGO stakeholders were not as positive. Even though women are in general increasingly brave and report incidents to NGOs or the police, especially young girls experience street harassment often and do not report these cases. It was pointed out that the trust in the state police and other institutions are still fairly low.

**Existing plans, initiatives, policies in municipality/neighborhoods**

The Municipality of Korça has been the second Municipality in Albania to sign the European Charter for Equality of Women and Men in their local lives. Moreover, the Municipality has prepared the Plan for Social Protection 2019 – 2022 (finalized in December 2018). One chapter of this Plan is related to the Gender Equality. Meanwhile, the Local Gender Action Plan (GAP) has been finalized in September 2018.
Recommendations for Possible Improvements

Municipal stakeholders see a high priority in raising awareness of the phenomena of GBV and GBD in public but also for state institutions. More options to receive help in case of incidents should be made possible as well.

The two NGOs gave the following recommendations;

- Improve the street infrastructure further, especially lighting in the fore mentioned areas.
- Quick interference in terms of cleaning of the streets when it snows
- Raising awareness for help and access of shelters when being violated in these areas (minorities included)
- Increased police patrolling at night
4.2.3.4 Structured Observations

Six structured observations took place in Korça, two in each zone, repeated once in the morning hours and once during night time.

Zone 17

This structured observation took place on the 21st of February 2019. It started at the intersection of “Midhi Kostani” street and “Marigo Pozio” street and the route was completed ending in “Xhafer Cenko Lubonja” street. The first walk took place during the afternoon at 3:00pm and the second one during the evening at 6:30pm. During both of the
times people walking around could be observed. The overall impression of the lighting in this area is good, there are just a few areas which show the need of additional lighting.

*Lighting in “Marigo Pozio” street*

*Lighting in “Ajet Xhindolli” street*

*Unlit alleys*
The area that was perceived as less safe is the former industrial zone, however the main street that passes along it ("Marigo Pozio" street) is very well lit. Moreover, during the observation period three police patrols could be observed.

*Former industrial zone during the day and night*

Compared to the other areas studied, both in Shkodra and Korça, this is the one that has the highest number of green spaces between residential buildings. Concretely, eight were observed along the route.

The overall impression of the signage in this place is somewhat satisfactory. There are street signs however no traffic lights or any sign indicating the nearest police station or where to seek assistance in case of emergency.
This structured observation took place on the 21st of February 2019. It started at “Vangjush Mio” park and the itinerary was completed ending in “Fan Noli” avenue. The first walk took place during the afternoon at 3:30pm and the second one during the evening at 7:15pm. Compared to all the six observation zones, this one appears to be the most satisfactory one in terms of safety and maintenance. A high number of people could be seen in the main streets and some in secondary ones. The general impression of the overall landscape situation is very good. Along the defined itinerary there were five green areas. The one which felt somewhat unsafe during the night, was the “Vangjush Mio” park, which has poor lighting, which is not distributed evenly.
Unlike in some other areas, in the center both main and secondary streets are well lit, making it easier and safer to walk during the day and night time.
A potential risk factor are the two abandoned buildings in “Fan Noli” avenue, in which someone could hide without being seen, however, as we mentioned before, the general area is well lit and doesn’t create an unsafe feeling. Two police patrols were noted during the observation period.

Generally, the center of Korça appears as well maintained. An exception is the space in front of “Vangjush Mio” park as the below pictures presents.

*Abandoned building in “Fan Noli” avenue*

Generally, the center of Korça appears as well maintained. An exception is the space in front of “Vangjush Mio” park as the below pictures presents.
Neighborhood no.4

The structured observation in Zone 4 took place on the 21\textsuperscript{st} of February. It started at the intersection of “Fan Noli” avenue and “10 Korriku” street and the itinerary was completed ending at the entrance of “Shen Triadha” cemetery. The first walk took place during the afternoon at 4:30pm and the second one during the evening at 8:00pm.

In short this zone could be defined as a quiet area with some people walking around during the observation period. The lighting is generally good, except for the areas captured below (also highlighted in red on the map above).
Green residential area in front of the hospital Dark area in “Fan Noli” avenue, near Korça brewery

Abandoned building in “Aspasi Gjino” street

Similar to the other zones, also in this one street signs can be observed, but no traffic lights or any sign indicating the nearest police station or where to seek assistance in case of emergency. The general impression of the overall landscape situation is good and the place looks well maintained, except the cases captured below.
During the observation period, no problematic individuals or group of people walking around were observed. Unlike in the other two zones of Korça, no police patrol was noted during the observation period.
4.2.4 Recommendations specific for Korça

Municipality of Korça must consider the results of this study in all actions that will undertake to improve the infrastructure or maintenance of these public spaces, as well as of Korça in general.

A specific roundtable can be organized with the presence of different stakeholders to make visible the findings from this survey, as well as to request their support for improvement women’s and girls’ safety in Korça.

Urgent intervention is needed to improve lighting system as well as to ensure that the lighting system is managed properly during the entire year. Intervention is some streets such as in: The Former Industrial Zone, “Vangjush Miho” park, “Fan Noli” avenue, as well as “Aspasi Gjino” street, are in need to be prioritized.

Since the municipality of Korça is the main responsible institution at local level to coordinate the Coordinated Referral Mechanism against DV, it should require from police to increase the level of controls and patrolling in all neighborhoods of the city and not simply in main ones. These patrolling must be with high frequencies especially during evening and late hours in night.

In addition, recording and protection of the personal data when reporting cases of sexual harassment or violence can be required from police, as well as from other members of the coordinated referral mechanism.

Data and statistics on cases of sexual harassment and violence must be recorded as part of data and statistics of other forms of VAWG.

Municipality of Korça, must take all needed measures to allocate and/or ensure the budget for capacity building activities focused especially on local administrators of all administrative units (as planed in the Gender Action Plan 2018-2020). These capacity building activities must have a very strong focus on sexual harassment and sexual violence as well as on identification, referral and recording of such cases from them. Particular attention should be paid on avoiding gender stereotypes and victims’ prejudices.

All state institutions, especially the ones of education, health and social services must be equipped with camera which can monitor the incidence of public spaces happening inside (especially in case of schools) as well as around them.

Information on existing services as well as their contact numbers must be spread all over the city, especially in bus stations, health clinics and schools. Specialized NGOs (although in small number) must collaborate with state institutions for such purpose. In the meantime, they must improve their public relations and must ensure that their services will be available and accessible for all groups of victims, despite their personal characteristics such as age, disability, dependency, sexual orientation, etc.

Municipality must take all needed measures also to ensure the specialist services for the treatment of cases of VAWG and DV, including cases of sexual harassment and violence. Additional measures are needed to start the implementations of changing in DV Law (Law 47/2018).
5. CONCLUSIONS & RECOMMENDATIONS

Sexual harassment and sexual violence against women and girls in public spaces is a widespread phenomenon which is manifested in different levels, from sexual remarks and unappreciated physical contact (touching) to more life threatening or serious manifestations, such as rape and femicide. Findings of this study reveal that it takes place in streets, in and around public transportation, schools and workplaces, public toilets, parks, etc. Findings from this study in two municipalities of Albania (respectively in municipalities of Shkodra and Korça) reinforce and highlight almost the same findings from two previous similar studies conducted in 2018 in three municipalities (Tirana, Durrës and Fier), as well as of the one conducted in 2016 in one municipality (three neighborhoods of Tirana’ Municipality). These key common findings are:

☑ Albanian women and girls who took part in this study, often do not feel safe in public spaces (as many women and girls in other countries of the world). They can be victims of different forms of sexual harassment and sexual violence happening almost everywhere in public spaces. Although with different frequencies, the main causes that creates conditions for such types of VAWG vary mainly from poor infrastructure and maintenance conditions of these public spaces, but also from other personal factors, mainly of them rooted in old traditional and patriarchal mentality and on gender harmful stereotypes and practices, that position differently women and men in society and that justify violent behavior.

☑ Going deeper in the analysis of the main causes which lead to this perception of lack of safety in public spaces among women and girls, as listed in several parts of both municipalities (and as highlighted even in the previous studies), in terms of infrastructure there can be mentioned: insufficient lights in streets and/or in front of the houses especially during the evening and nights; poor public transport services; existence of unlighted and not monitored alleys; lack of safeguards from police patrolling; groups of men and boys using alcohol and drugs; limited spaces between buildings and streets; crowded traffic; poor general maintenance of different cities’ areas; the lack of proper signs and maps, etc.

☑ Some of the personal factors which lead to the perception of lack of safety in public spaces related with: gender (women and girls more in risk); age (girls and young women more in risk), ethnicity (Roma, Egyptian more in risk); clothing, walking alone especially during evening or late hours in night etc.

☑ While discussion on some forms of violence especially violence against women and girls in family relations (or domestic violence) is transformed in a public discussion, the situation is not the same for other forms of violence against women and girls, including particularly for sexual harassment and violence. Although considered as crime in Albanian legislation, these forms of violence seem to continue not to be discussed and considered mainly as “taboo” or “private matters”. In addition, when such discussions are opened, the general tendency is to blame the woman or the girl for “provoking” the situation, instead of considering her as victim who needs immediate protection. As such, the level of awareness on the protection and existing responsible institutions where these cases can be reported and addressed seems to be very low, or almost inexistent for a majority of respondents, who do not trust the police authorities or other institutions and who prefer to discuss and/or address such cases only with family, relatives or friends.
✓ On the other hand, women and girls are in some way “familiarized” to live with certain types of harassment, as long as they are not threatened from a direct physical and/or sexual attack. They don’t like harassment but maybe are not aware on its different forms or simply ignore it, being conditioned from many reasons for not asking for help, or because of the mentality and general attitude of victim’s blaming. This situation is favored also from the lack of information of different forms of sexual harassment and violence, as well as because of the lack of trust in police and other institutions (as mentioned above). In a way this situation is very similar with the situation faced around fifteen years ago regarding the perception of women about violence in family relations – which was not perceived from women as violence of their rights but more as the right of their husbands to exercise it, and where different forms of such violence (psychological, economical and even sexual) were considered almost as “normal”.

Lack of information about treatment of cases of sexual harassment and sexual violence have been identified. This is also confirmed by members of the Coordinated Referral Mechanisms dealing with cases of domestic violence, existing in both selected municipalities. Compared to some forms of domestic violence cases (especially of physical violence), reaction on addressing sexual harassment and sexual violence taking place in public spaces is slow.

✓ Poor information on the existing NGOs and responsible state institutions dealing with issues of VAWG and DV, the services they provide and their contacts, is identified in both municipalities and in a very considerable level. This finding shows that NGOs and responsible state institutions must increase their efforts and plan additional informative and awareness activities focused on their existence and services they do provide, by considering the intensification of these actions in specific areas of both municipalities where such information is poor or completely missing.

### 5.1 CONCLUDING REMARKS

Municipalities must plan and design for developing their cities, including safe, healthy and high-quality public spaces. They play an essential role in community safety through their responsibility for the design and management of the public realm (including waste management, provision of street lighting, public events management, local human services, etc.). Municipalities also play an important role in providing safety-related information and education, as well as on collaborating and facilitating partnerships to achieve effective outcomes on complex issues. As many societal issues cannot be addressed by local governments alone, it is important for them to continue maintain the relationships and strong partnerships with other institutions and organizations at local level focused on different issues.

All above findings, as well as the specific ones as detailed in above chapters of this study, combined also with findings from previous similar studies, lead to the highlight of same general recommendations:
**Increase public awareness and education.** There is an emergent need to undertake specific awareness activities focused on different forms of violence, especially on sexual harassment and sexual violence, and to increase public perception and attitude towards them. The cultural belief of victim’s responsibility or the attitude of blaming women for what happen to them, must be challenged with concrete educational programs and with specific actions of protection and support of sexual harassment and sexual violence cases, as well as of the gender based violence and discrimination cases in general. These awareness activities and campaigns must be organized from municipalities and other members of the Coordinated Referral Mechanisms (such as police, health, judiciary, employment, education, etc.), in close collaboration with specialized NGOs and other interested stakeholders such as international organizations interested in these issues. Information on sexual harassment and sexual violence of women and girls in public spaces must also be part of the additional information and extra-curricular hours planed in elementary and high schools, in order to allow girls and boys to be familiar with these concepts and the ways of protection. This information can be provided by combining efforts and collaboration of the Educational Department with Albanian State Police, specialized NGOs etc. Men and boys must be considered as partners and allies in these awareness activities (and not simply as perpetrators!).

**Improve the general conditions and cities’ infrastructure.** Both municipalities involved in this study must take immediate measures to improve the overall conditions and maintenance of their cities. Lighting system must be installed in all primary and secondary streets and in all neighborhoods (and not simply in city’ center or in the main streets). Particular attention must be paid to light alleys, houses’ entrances, bus stations, entrances of schools, kindergartens, hospitals, health centers, etc. Light must be working during the evening and entire night and must be managed properly. The installment of specific signs and maps that show key institutions or main directions in each neighborhood, the timetables of buses in each bus station, etc., are also very important. Public spaces must be kept clean. Dangerous corners, high bushes, stalled construction sites and abandoned houses must be removed (or very well-lit and cleaned).

**Plan and budget for safe and gender responsible public services.** Municipalities must commit to, plan and budget for accessible, affordable and gender-sensitive public services including access to street lighting, public transport, housing, etc. They must support also the existing services to prevent and redress violence against women in private and public spaces, and try to establish new ones. Public service providers must establish accessible and safe complaint and accountability mechanisms and means of redress for public services and service providers that violate rights of women and girls. They must involve women and girls in assessing how public services could be better delivered to vulnerable communities: how public transport, public sanitation and streets could be made safe for women, how police and court systems could be made sensitive and accessible to women, etc. This can be achieved by hearing women’s and community voices through participatory planning processes, as well as through correct implementation of the needed standards related to different services. Implementation of the existing legislation and of specific recommendations for its improvement also influences on increasing women’s safety and their protection from violence. Efforts should be focused also on budgeting for the implementation of all actions foreseen in Local Gender Action Plans in both municipalities, as presented specifically in objectives of these plans.
• **Assess, monitor, evaluate and plan concrete interventions to improve the safety of urban spaces.** All initiatives planned to intervene in a specific neighborhood for improving different conditions, must be based also on the perception and information provided from the women, girls, men and boys of different ages (and with different other characteristics) who may live or frequent this neighborhood for different reasons. The repetition of such study in all cities of Albania is needed in order to facilitate the municipalities’ future interventions. In addition, monitoring and evaluation of the interventions realized is also extremely important. Frequently meetings and observation missions to monitor and evaluate the investments made and the perception of the people for the safety of such spaces, must be undertaken on a regular basis. Results from these monitoring and evaluation missions as well as from specific perception studies must always guide additional interventions in these spaces to make them safer, new interventions in other spaces, as well as the process for making citizen’s services more effective and responsive.

• **Improve the capacity and skills of different professionals,** especially of the ones who are members of the Coordinated Referral Mechanisms at local level (specifically Local Coordinators appointed from the municipalities, police officers, representatives of the social services, education, health etc.). One of the responsibilities of the municipalities who lead the Coordinated Referral Mechanism at local level, is to identify and address the needs of CRM’ members for different trainings and capacity building activities. These identified needs are usually addressed to the Ministry of Health and Social Protection (MoHSP), Albanian School of Public Administration (ASPA) or to different donors who have supported (or are supporting) the establishment of CRMs or the improvement of their effectiveness.

So far, in both cities where this study was conducted (Shkodra and Korça) the members of the referral mechanisms have received different trainings based on their requests. Following this model, in the upcoming trainings, the municipalities may request to MoHSP and ASPA to include specific trainings focused on sexual harassment and sexual violence in general, including cases that might happen in streets and public areas. (So far, police officers in some cities have received trainings on sexual harassment and sexual violence, with support of UN Women and ICITAP – similar trainings must be provided for other members of the CRMs, without avoiding joined trainings of all members on how to proceed with cases of sexual harassment and sexual violence in a multi-disciplinary way.)

Overall, the improvement of the level of professionalism and skills of different professionals to deal with cases of sexual harassment and sexual violence through regular and unified capacity building activities is a necessity. This will lead to the increase of their effectiveness dealing with such cases in a multi-disciplinary way (i.e. as part of the CRMs) but will also influence on building public trust in such institutions and as a result in increasing the level of reporting of violent behaviors and incidents. These capacity building activities are also part of Gender Action Plan recently approved in the Municipality of Shkodra and Municipality of Korça. They can easily be introduced also as part of the training modules for different professionals which are planned to be prepared by MoHSP in close collaboration with ASPA, as part of the Action Plan of the National Strategy for Gender Equality 2016-2020 (in both strategic aims 3 and 4 focused on VAWG and DV as well as on gender machinery and empowerment of gender equality employees in the country).
When provided from different NGOs, courses must be accredited from respective state structures and in collaboration with Albanian School of Public Administration (ASPA). In addition, training on sexual harassment and sexual violence may be included as part of continuous training curricula in the Academy of Police and the responsible institution for continuous training of judges and prosecutors. Lastly, training and capacity building activities of different professional must be planned also as part of the new steps that the GoA has undertaken for addressing the needs of victims of sexual violence through the establishment of a specific center of services for them “Lilium Center” (as requested also from GREVIO). The provision of such training is a necessity for the better functioning of such center in addition to other the needed services.

- **Improve the expositing data – collection systems.** Municipalities and other local government institutions must systematically collect data on sexual harassment and sexual violence against women and girls in public spaces as well as in family relations or at work. The existing data-base systems (i.e. data-base system of police, the one of municipalities for registering the DV cases – REVALB, data-bases of NGOs etc.) must be updated and enriched with new options to collect such kind of information and to easily extract it when needed. Making evident only the number of cases is not enough – specific information on type of violence, kind of support and services provided, institutions and organizations involved in solving the case, victim’ needs and possible ways to support it, etc., must all be part of the same systems.

- **Build a vision of safe cities for women and girls.** Law enforcement agencies must implement existing laws on crimes such as sexual harassment and sexual violence and must allocate adequate resources to investigate and prosecute perpetrators. Educational programs and awareness campaigns must lead to increased level of professionals ready to support cases by challenging the gender harmful practices and old traditional mentality which blame women and justify men’s violent behavior. Municipalities must commit to and enter into constructive dialogue with women’s groups and advocates for safe cities for women to establish common visions of a city that is safe for women, by counting also on opinion and requests arriving from women and girls of different groups. Safety audits, safety walks and other participatory action research methods to generate data on specific areas of the city considered unsafe by women, must be taken prior to any intervention and their results must guide next steps towards building safe cities for women and girls. Design and implementation of advocacy strategies for this purpose is a necessity, too.
Questionnaire Serial number: __________________

C.1 Area/Zone: ____________________________
C.2 Municipality: __________________________
C.3 Region: _________________________________
C.4 Exact address of the site: ____________________________
C.5 Date of interview: ________________________

Interviewing starting time: ___:___   Ending time: ___:___   Interview lasted: _______ min.

Name of Interviewer: ____________________________      ID (interviewer): ____________________________

INTERVIEWER: READ THE FOLLOWING:

Good morning/afternoon/evening. My name is .......... and I work for IDRA a research company. We are conducting a survey with women and girls in this neighborhood to learn how safe do people feel in this area, and which are some key issues to be improved for living in a safe neighborhood, especially when we speak for sexual harassment and violence. We are gathering the opinion of women and girls of different ages, education, employment status, etc. who live or spend a part of their day here in this neighborhood (to work, to get needed services, etc.). You have been chosen by chance to participate in the study. We want to assure you that all of your answers will be kept strictly secret. There will not be keeping any record of your name or address. You have the right to stop the filling the questionnaire at any time, or to skip any questions that you don’t want to answer. There are no right or wrong answers. Your participation is completely voluntary but your experiences could be very helpful to other neighbors and particular to other girls and women living in your area. Findings from this survey will be taken into consideration while there will be concrete interventions to improve the conditions in this neighborhood. Filling of this questionnaire takes approximately 15 minutes to complete. Thank you for your time!
General Information

A1. Gender: ☐ Female ☐ Male → close the interview

A2. Age: ☐ <16 y.o. → close the interview ☐ 16-19 years old ☐ 20-29 years old
☐ 30-49 years old ☐ 50+ years

A3. Marital Status: ☐ Single ☐ Cohabitant ☐ Married ☐ Divorced ☐ Widow ☐ Refuse/No answer

A4. Who are you living with?
   a) Husband/partner  b) Children  c) Siblings
   d) Parents  e) Parents of partner/husband  f) Other
   1) Alone

A5. Education: ☐ Elementary ☐ 9 years middle school ☐ High school ☐ Graduate
☐ Post Graduate

A6. Employment: ☐ Unemployed ☐ Student ☐ Retired ☐ Disability Benefits
☐ Full-time employed ☐ Part-time employed ☐ Self-employed

A7. Ethnicity: Do you belong to a certain ethnic group (for example Roma, Egyptian etc):
   Yes ☐  No ☐  No answer
   If Yes, please specify ________________________________

A8. Neighborhood: ☐ XXXX (A)   ☐ YYYY (B)   ☐ ZZZZZZ (C)

A9. On average, how often do you visit this neighborhood:
   ☐ Every day ☐ At least three times a week ☐ At least once a week
   ☐ At least once a month ☐ Rarely (occasionally) → close the interview

A10. Reasons for frequenting this administrative unit/neighborhood:
   ☐ Living ☐ Education ☐ Work ☐ Entertainment ☐ Other________

A11. Since when / how many years?
   ☐ less than 1 year ☐ 1 – 5 years ☐ more than 5 years
### Module B Safety of Neighborhood

**B1. What do you think about free spaces between buildings and streets in this neighborhood? Are they:**
- □ sufficient
- □ limited
- □ almost no free space left
- □ don’t know
- □ no answer

**B2. Which of these buildings and areas exist in this neighborhood?**

<table>
<thead>
<tr>
<th>Building/Area</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factories/Enterprises</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Offices</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Storage</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Residential houses</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Clubs/Restaurants</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Children playgrounds</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Green spaces/Parks</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Empty spaces</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Streets with busy traffic</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Other (Explain): ___________________</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

**B3. Are there places where someone could hide without being seen, such as?**

<table>
<thead>
<tr>
<th>Place</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>between trash containers</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>alleys or lanes</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>abandoned machinery or utility sheds</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>recessed doorways or entrances</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>undergrunds/tunnels</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>construction sites</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>others ______________________________________________________________________</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td><strong>B4. When moving in and around this neighborhood, how easy would it be:</strong></td>
<td>very easy</td>
<td>easy</td>
<td>hard</td>
<td>don’t know</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>For someone to predict the route you will take?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>To escape to a safe place if you needed to?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>To take alternative routes that are well lit?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>To take alternative routes that are well travelled?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>B6. How is it the lighting in this neighborhood?</strong></th>
<th>very good</th>
<th>good</th>
<th>poor</th>
<th>no lightening at all</th>
<th>don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the streets</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>At the entrance of homes and buildings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>At the entrance of stores</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>At the entrance of schools/kindergarten/ crèches</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>At the entrance of Health Centres/ Hospital/pharmacies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>At bus stations</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>B7. Please, provide some information on the following questions regarding this neighborhood:</strong></th>
<th>yes</th>
<th>no</th>
<th>don’t know</th>
<th>no answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the lighting system distributed evenly and managed properly?</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Are all the lights working every evening and during the night?</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>If you weren’t familiar with this place, would it be easy to find your way around?</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Do you have friends or neighbors in the area you could count on in an emergency?</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Is the area patrolled often by police?</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
**B9. Please, estimate the following public services for this neighborhood?**

<table>
<thead>
<tr>
<th>Service</th>
<th>very good</th>
<th>good</th>
<th>satisfactory</th>
<th>poor</th>
<th>no service at all</th>
<th>don’t know</th>
<th>no answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall maintenance services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Public transport service</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

**B9_A. Do you use public transport service from this area to another part of the city?**

- Yes, often
- Rarely
- No, never
- No answer

**B10. Do (you think) any of these factors affect your personal safety in this area?**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Yes</th>
<th>No</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a woman</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Being of a certain religion</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Being of a certain ethnicity</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Being from out of town</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Being of a certain age (young or old)</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Being alone (unaccompanied)</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Clothing</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

**B11. How likely are the following things to happen to a woman in this neighborhood?**

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Not likely at all</th>
<th>Very likely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whistle after her (or honk from a car) or called her names</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Comment on her appearance or make sexual comments</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Watch or star eat her</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Address her with nationally, ethnically, racially or religiously offensive comments</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
B12. In this area, which factors contribute to your feeling unsafe in this neighborhood?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Yes</th>
<th>No</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor lighting</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Poor maintenance of open public spaces</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Crowded public transport/bus stops/stations</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Garbage</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Obstacles on the road (parked cars, various objects)</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Lack of vendors or people in the area</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Lack of effective/visible police</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Men dealing with or taking alcohol/drugs</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Groups of young men hanging around</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Street dogs</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Existence of night clubs or strip clubs</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

B13. According to your opinion, what is the common reaction of people witnessing incidents that may happen to a women in this area?

<table>
<thead>
<tr>
<th>Reaction</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>People will not notice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People will notice, but will not react</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>They would help (e.g., asking women if they need help, drive away the harasser)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>They will call for help (call the police etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t know/No Response</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Module G: General impression about sexual harassment and violence

<table>
<thead>
<tr>
<th>G1. Which is your opinion about the following statements on violence?</th>
<th>strongly agree</th>
<th>partly agree</th>
<th>strongly disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men are violent by nature</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Violence is usually due to alcohol.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Sometimes violence is a way of showing affection.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Boys who witness their father's violence towards their mothers are more likely to be violent when they grow up.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>A woman should put up with violence in order to keep her family together.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Violence is caused by poverty</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Some women like to be beaten.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Violence against women exists in every society in the world</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Violence is never justified.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Girls who are sexually abused in childhood are more likely to drink and use drugs when they are older.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Girls/women who are sexually harassed or sexually abused provoke it themselves</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Nobody deserves to be beaten.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Persons who use violence against women should be punished by the law</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>It is normal that a girl or woman is teased/harassed/followed by men in public spaces, streets if she is beautiful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Violent episodes are to be kept private. What happens at home, stays at home. They are family matters.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
### G2. Have you ever received information about any form of violence against women and girls through?

<table>
<thead>
<tr>
<th>Source</th>
<th>Yes</th>
<th>No</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV/radio</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>web</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Printed media/information (such as newspapers, magazines leaflets, posters, advertisements etc.)</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Social media</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Parents/relatives</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Friends</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>School</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Workplace</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>From an NPO</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Other: ______________________</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

### G3. Please, classify the following actions at the appropriate column according to your understanding:

<table>
<thead>
<tr>
<th>Action</th>
<th>Sexual harassment</th>
<th>Sexual Violence</th>
<th>None of these</th>
<th>Other</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual comments about a woman/girl’s body parts or appearance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Whistling while a woman or a girl is passing-by</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Sexually suggestive staring</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Purposely brushing up against someone else on street/public transportation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Rubbing against another person in a sexual way</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Following/stalking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Grabbing, pinching, slapping</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Attempted rape/rape</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Forced sexual initiation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Trafficking for the purpose of sexual exploitation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Forced prostitution</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
G4. The violence episodes happening in this area are usually more:

- verbal
- physical
- both
- don’t know
- no answer

G5. Which groups of individuals are more in danger here in this neighborhood?

1. Girls
2. Boys
3. Women
4. Men
5. Persons with special needs
6. Roma and Egyptians
7. Other: ___________

<table>
<thead>
<tr>
<th>G6. Have you ever been in risk or exposed to:</th>
<th>Yes</th>
<th>No</th>
<th>Refuse/ No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>any sexual harassment, before the age of 15</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Sexual violence, before the age of 15</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>any sexual harassment, after the age of 15</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Sexual violence, after the age of 15</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Do you have any family member or friends that has been subject to sexual violence?</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Do you have any family member or friends that has been subject to sexual harassment?</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

G7. (If G6_1 G6_2 G6_3 or G6_4), who did this to you:

- Someone at school
- Someone at work
- A neighbor
- A stranger
- Other (specify______)
- no answer

G11. Have you ever asked for help related to that?

- Yes
- No
- no answer

G11a. If yes, where exactly? ________________________________________________________________
G11b. How did they reacted?

- They provided assistance
- They did not provide me with any assistance
- They were judgmental
- Other ________________________________

G11c. If No, why?

- lack of trust in getting the appropriate help
- Didn’t know where to ask for help
- I was afraid of being labelled
- Other ________________

G12. What do you think, how would you react in case of.. [Tick all that apply].

<table>
<thead>
<tr>
<th></th>
<th>experiencing verbal street harassment?</th>
<th>direct physical or sexual attack?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Confront the perpetrator</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Report it to the police/ security officer</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Ask bystanders for help</td>
<td>D</td>
<td>D</td>
</tr>
<tr>
<td>Report it to a helpline/to another service</td>
<td>E</td>
<td>E</td>
</tr>
<tr>
<td>Tell/ask for help from family</td>
<td>F</td>
<td>F</td>
</tr>
<tr>
<td>Tell/ask for help from a friend</td>
<td>G</td>
<td>G</td>
</tr>
<tr>
<td>Other</td>
<td>H</td>
<td>H</td>
</tr>
<tr>
<td>Don’t know</td>
<td>Z</td>
<td>Z</td>
</tr>
</tbody>
</table>
G13. Do you know a woman who was harassed on the street and reported an incident (to the police, NGO etc)?

1) Yes
2) No

Table 14. What was the nature of the incident?

1. Verbal (comments, whistling, humiliate, etc)
2. Physical (touching, feeling up etc.)
3. Visual (staring, leering, flashing)
4. Stalking
5. Violent physical attack (push, shake, slap, drag you, or throw something at her)
6. Threat
7. Sexual harassment
8. Other (specify)
9. No answer

Table 15. What was the police response?

1. They blamed her for the incident
2. They minimalized it/trivialized it
3. They did not do anything
4. They recorded the incident
5. They investigated the incident
6. They caught the offender
7. Don’t know

Table 17. Many women do not report cases of violence to the police. What do you think, what are the main reasons? (up to 3 responses)

A. Too ashamed or afraid that people will judge her or her family
B. Not serious enough to report
C. Do not know where to go for help/where to report
D. Afraid to approach the police
E. Do not think the police could do anything
F. Would not be believed/They would blame the victim
G. The process is too tedious
H. Do not want the offender to be arrested / in trouble with police
I. Reported to someone else (specify)
J. Other (specify)
K. Not applicable – I think that all incidents are reported
L. Don’t know
M. Refused/No answer

G14. Are you aware that there is a national helpline under, 116 117, which you can call in case you fall victim to sexual harassment or violence?
☐ yes  ☐ no  ☐ no answer

General impression about safety improvement in area/neighborhood

E1. Are there public institutions that you know which may help in the area?
☐ yes  ☐ no  ☐ no answer

If yes, Which ones? ____________________________________________________________

How do you feel about these institutions?
Please explain: _______________________________________________________________

E2. What neighborhood situations /changes should happen to make you feel safer?
_________________________________________________________________________
_________________________________________________________________________

E3. How could women’s safety and feelings of safety in public spaces be improved?
_________________________________________________________________________
_________________________________________________________________________
FOCUS GROUP GUIDE

Sexual Harassment and other forms of Gender Based violence in Urban Spaces in Albania—Focus Group Discussion Guide

On arrival – ask for following details of each participant, to be filled into a list. During the introduction round participants can just state their first name and age.

- First and last names
- Age
- Educational status (no schooling, primary, secondary, university degree, postgraduate)
- Economic activity (unemployed, part-time employment, full-time employment, informal sector, retired)
- Household/family status (married, divorced, separated, widowed, single, cohabit)
- Each participant needs to agree that the discussion is recorded for transcript purposes.

Introduction

Good morning/afternoon everyone, thank you for joining us today. My name is XXX and I will be the moderator of this group today. The topic of today’s Group Discussion is about girls and women’s safety and GBV/GBD in public spaces in the municipality of XXX and specifically in the neighborhood/zone XXX. When we use the word safety, we mean in regard to being safe from being harassed, assaulted or attacked because you are a girl/woman in the neighborhood XXX. When we talk about GBV or GBD in public spaces we typically refer to concepts such as:

*Sexual comments about a woman/girl’s body parts or appearance; whistling while a woman or a girl is passing-by; purposely brushing up against a girl/woman on street/public transportation; Following/ stalking; attempted rape/ rape; trafficking for the purpose of sexual exploitation or even forced prostitution etc.*

The purpose of this FGD is to collect experiences, hear views and exchange ideas. The aim is to hear everyone’s opinion, not reach a consensus or conclusion. We would like everyone to contribute, there are no wrong or right answers, we should show respect for each participant, everyone will be given a chance to speak and should you ever feel uncomfortable with any of the question or themes you are not obliged to answer. Findings and recommendations from this discussion will be very helpful for completing the survey for the women’s and girls’ safety in the specific areas of xxx in the xxx municipality and will be further considered in case of any intervention for the improvement of the neighborhood/area conditions.
This discussion will take approximately 1.5hrs and I would like to kindly ask to turn your phones on silent during the entire discussion’ time. You know and have already agreed that the discussion will be recorded for the transcription purposes, but we would like to ensure you that all records from this discussion will be treated based on strict confidentiality’ rules (respecting each participants’ privacy).

**Opening Question**

- Can you all please briefly introduce yourself to the group?

**Introductory Question**

- In this neighborhood do you think GBV or GBD are in general an issue?
- What are the main types of violence and insecurity that are present in public spaces? (When I say public spaces that includes, streets, smaller pass ways, squares, bus stops, around your work place or school etc.)

**Key Questions**

- Do you think that public spaces in this neighborhood are safe for women and girls of all ages and of all different groups to move about freely? (When I say all groups I am also referring ethnicity, religion, disability, economical situation, sexual orientation, occupation (i.e. waitress, women working during night shifts etc...)
- Are there some specific places which you think are particularly unsafe? Why are these places unsafe?
- What has influenced your views – your own experiences, others’ experiences, media reports, stories, etc. Share some concrete experiences or stories of safety in this neighborhood/municipality.
- Do you take any precautions when you go out? For example, do you carry something for protection or avoid certain areas etc.
- Have you ever asked for help in an unsafe or dangerous situation? Did you go to the police? Did you approach anyone else for help? Did you feel the response met your needs? Why or why not? If you have not actually done this, who are you most likely to ask for help?
- What do you think are the three most important girl’s/women’s safety issues in the city/this area? Why?
- How could girl’s/women’s safety and feelings of safety in public spaces be improved? This could be by changes of policy, changes in design, changes in services, changes in (men’s) behavior, etc.
Ending Questions

- In your opinion, what is the most important thing that was said today?
- If you could talk to governmental officials, what would you recommend they change in order to make your area safer for women and girls?
- Is there anything you wanted to say and did not get a chance to say?

Thank you all for your contributions!46

**Structured Interview Guide**

*Sexual Harassment and other forms of Gender Based violence in Urban Spaces in Albania – Guide for Semi-Structured Interview with Stakeholders*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Estimate Time (in min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>2 min</td>
</tr>
<tr>
<td>PART I: General assessment of municipality/neighbourhoods &amp; Exploration of prevalent safety and security issues</td>
<td>10 min</td>
</tr>
<tr>
<td>PART III: Exploration of prevalent issues in regard to GBV and GBD</td>
<td>10 min</td>
</tr>
<tr>
<td>PART IV: Existing plans, initiatives, policies in municipality/neighbourhood</td>
<td>10 min</td>
</tr>
<tr>
<td></td>
<td>~30 min</td>
</tr>
</tbody>
</table>

**Introduction of Moderator and explanation of research background and objective.**

*This document contains proposed questions which aim to identify the most important information.*

*However, participants should be encouraged to add relevant information which they perceive as important even though they were not specifically asked for.*

*The interview (with previous retrieved agreement from the interviewee) will be recorded and complimented by key notes taken in written form by the interviewer.*

**Introduction**

- Thank you for agreeing to meeting today and to take part in this interview. My name is ______ and I am conducting this interview for IDRA Research and Consulting who has been engaged by UN Women for this project.

- In the framework of the UN Women’s Activity in Albania, we are cooperating with Fier/Tirana/Durres Municipality, regarding an initiative that UN Women proposes to undertake for growth of security for women and girls in public spaces in your municipality. This project is part of the UN Global initiative “Safe cities and safe public spaces”, with the financial support of the Swedish agency SIDA, and is aiming at highlighting issues related to the safety of women and girls in the public environment and proposing concrete measures to be taken by the municipalities to improve the situation.
UN Women in cooperation with the Municipality of Tirana and a non-governmental organization developed in 2016 a pilot study on sexual harassment and violence against women and girls in urban public spaces in three districts of Tirana. This survey highlighted through questionnaires and interviews the main concerns of women and girls about these forms of violence in the streets, public transport, squares and other environments and drafted a series of recommendations for infrastructure interventions and other protective measures, some of which were taken into consideration by the Municipality of Tirana.

Looking at the importance and results of this project, it was decided to extend the study in some other areas of Albania, including the Municipality of Fier/Durres.

Today we would like to ask you some questions in regard to Fier/Durres/Tirana (needs to be adapted for each municipality) municipality/neighborhoods and issues related to public safety, gender based violence and discrimination as well as already existing plans, initiatives, policies which you might know about.

**Introduction of participant (Name, Position, Organisation/sector they represent)**

<table>
<thead>
<tr>
<th>PART I: General assessment of municipality/neighborhoods, Exploration of prevalent safety and security issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let’s start, with some general information on the municipality:</td>
</tr>
<tr>
<td>1. Could you please briefly tell me about your work in relation to the municipality of ______</td>
</tr>
<tr>
<td>2. How would you describe the municipality/neighborhood you are engaged with a few words when it comes to general living standard?</td>
</tr>
<tr>
<td>3. How well developed is the infrastructure of public spaces and public transportation?</td>
</tr>
<tr>
<td>4. What do you think are in general the biggest issues or problems in this municipality/neighborhood?</td>
</tr>
<tr>
<td>5. What is positive about this municipality/neighborhood?</td>
</tr>
<tr>
<td>6. Would you consider this municipality/neighborhood as safe, do you believe women and girls in general feel safe?</td>
</tr>
<tr>
<td>7. Which neighborhoods and or/areas are in your opinion the most problematic ones in regard to safety especially for girls and women? Why is it problematic, can you give me some reasons?</td>
</tr>
<tr>
<td>8. Are there specific areas or public spaces within this area or neighborhood which you think are most problematic? (E.g. squares, public transport facilities, specific streets or corners etc.)</td>
</tr>
</tbody>
</table>
**PART II: Exploration of prevalent issues in regard to GBV and GBD**

Thank you very much, now we will move on to the topic of GBV and GBD

1. Do you personally think that gender based violence and gender based discrimination is a problem in this municipality?
2. Do you think gender based violence and discrimination has increased or decreased in the recent years?
3. In which neighbourhoods/areas, based on your knowledge and experience, do you think these phenomena are most prevalent?
4. What types of GBV and GBD have you heard about in these neighbourhoods or areas? (Give example if need be; sexual comments about a woman/girl’s body parts or appearance, whistling while a woman or a girl is passing-by, purposely brushing up against someone else on street/public transportation, Following/ stalking, attempted rape/rape, trafficking for the purpose of sexual exploitation, forced prostitution etc.)
5. Are there institutions such as health centers, police stations or social community center in this neighbourhood which are easy to find and reach?
6. Do you think improving community safety aspects such as more streetlights, increased police patrols etc. would help avoiding these phenomena?
7. What measures would help to improve safety and decrease GBV and GBD in public spaces in this neighbourhood?

**PART III: Existing plans, initiatives, policies in municipality/neighbourhood**

1. Are you aware of any existing policies or initiatives in place which aim at improving the safety and security in general in this municipality/neighbourhoods? Do you know how active and/or effective these initiatives are?
2. Are you aware of any existing policies or initiatives in place aiming at the reduction of occurrence of GBV and GBD?
3. What possibilities do victims of GBV and GBD have when searching for help/counselling?
4. Are there any municipal or social plans and/or initiatives planned for the future which aim at improving the neighbourhood(s) in regard to security and GBV and GBD?
**PART VI: Exploration of Improvement Options**

Now before we end, I would like to ask you about what kind of possible improvements should have the highest priority in the neighborhoods and/areas you pointed out as most problematic. Where 1 = low priority and 10 = high priority.

<table>
<thead>
<tr>
<th>Improvement Options</th>
<th>1= Low Priority</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10 = High Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving the infrastructure of public spaces, including lightening, street maps,</td>
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<tr>
<td>street signs pointing to the nearest police station etc.</td>
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<tr>
<td>Raise Awareness of the phenomena of GBV and GBD in public but also for institution</td>
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<td>such as social actors and police</td>
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<tr>
<td>Improve or create more possibilities for women and girls to receive help in cases</td>
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<td>6</td>
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<td>of GBV and GBD</td>
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<tr>
<td>Increased Police patrolling in problematic areas</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
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Before we conclude this interview I would like to ask you to share any thoughts or information you might think are relevant for the overall topic and questions of this interview.

**THANK YOU FOR YOUR PARTICIPATION**
STRUCTURED OBSERVATIONS GUIDE

Sexual Harassment and other forms of Gender Based violence in Urban Spaces in Albania – Structured Observation Guide

General data on the observation:

Month: □ May  □ June
Day: __________________________
Time: □ 07:00 – 09:00  □ 11:00 – 13:00 □ 15:00 – 17:00 □ 19:00- 21:00
Weather: □ Sunny  □ Cloudy  □ Rainy
Neighbourhood: □ XXX (A)  □ YYYY (B)  □ ZZZ (C)
Specify the address: ____________________________________________________________

For the observer, what five words best describe the place?
________________________________________

(Document with pictures if possible)

1. Do you feel that the number of lights sufficiently lights the streets/ home entrances?
   a) Yes     b) No

2. What is the lighting like?
   □ very good  □ good  □ satisfactory  □ poor

3. Is the lighting distributed evenly? □ yes  □ no

4. Are all the street lights working? □ yes  □ no (make a picture of the lights that do not work)

5. Are you able to identify the face of a person 25 meters away? □ yes  □ no

6. Is the lighting obscured by trees, bushes, structures, or a big poster? □ yes  □ no

Please explain/ make pictures:____________________________________________________
7. How is the lighting on pedestrian walkways and paths?
   - very good
   - good
   - satisfactory
   - poor
   - there is none

8. How is the lighting at the entrance of homes and buildings?
   - very good
   - good
   - satisfactory
   - poor
   - there is none

9. Are there cameras installed in business area?
   Yes? NO?

10. Are there cameras installed in the entrance of palaces?
    Yes? NO?

11. How many people can normally be seen circulating in this place?
    i. During the morning: None some various many
    ii. During the afternoon: None some various many
    iii. During the evening (until 11:00 PM hrs): None some various many
    iv. During the night (after 11:00 PM hrs): None some various many

12. Are you able to get a clear overview of the vicinity and surrounding areas, or would you say that the overall view is rather obstructed?
    Yes? No

   If not, why?
   - bushes
   - trees
   - walls
   - turning/dark corners
   - other

   (make pictures of them)

13. Are there places where someone could hide without being seen?
    - between trash containers
    - abandoned machinery/utility sheds
    - alleys or lanes
    - recessed doorways or entrances
    - construction sites
    - undergrounds/tunnels
    - No there aren’t any
    - others:

14. How easy would it be to find/escape to a safe place if you needed to?
    - very easy
    - easy
    - difficult
    - impossible
14. How far away are a) emergency services/hospital b) police station? (specify approximately by time) ________________________________

15. Are there signs or maps identifying where you are? □ yes □ no

16. Are there signs indicating where to seek assistance in the case of an emergency/need?
   □ yes □ no

   (If yes, are they clearly visible? During the day: □ yes □ no At night: □ yes □ no)

17. What is your overall impression of the signage in this place?
   □ Very good □ good □ satisfactory □ poor

18. Are there any signals/signs that help in orientation or identifying where you are or where you want to go that should be added or changed? Which ones?
   ____________________________________________

18. What is your general impression of the overall landscape situation / view of the area?
   □ Very good □ good □ satisfactory □ poor

19. How well is the place maintained?
   □ Very well □ well □ satisfactory □ poor

20. Does this area seem cared for? □ yes □ no Why? __________________________

21. Are there problematic and aggressive individuals walking around? Choose one or multiple of the following options:
   □ Yes, there are a few of drunk individuals walking around during the day
   □ Yes, there are a few of drunk individuals walking around during the evening
   □ Yes, there are a lot of drunk individuals walking around during the day
   □ Yes, there are a lot of drunk individuals walking around during the evening
   □ Yes, there are a few of homeless individuals walking around during the day
   □ Yes, there are a few of homeless individuals walking around during the evening
   □ Yes, there are a lot of homeless individuals walking around during the day
   □ Yes, there are a lot of homeless individuals walking around during the evening
   □ Yes, there are a lot of homeless individuals walking around during the evening
□ Yes, there are a few of drug addicts individuals walking around during the day
□ Yes, there are a few of drug addicts individuals walking around during the evening
□ Yes, there are a lot of drug addicts walking around during the day
□ Yes, there are a lot of drug addicts walking around during the evening
□ Yes, there are a few members of criminal gangs walking around during the day
□ Yes, there are a few members of criminal gangs walking around during the evening
□ Yes, there are a lot members of criminal gangs walking around during the day
□ Yes, there are a lot members of criminal gangs walking around during the evening
□ No, there aren’t any.
□ Other (specify)____________________________________

22. Are businesses like betting sites or nightclubs in this area?
1) None
2) 2-5 points
3) more than 5 points

22. Are there signs of intentional damage/intentional destruction in the area?
□ yes □ no (make pictures)

23. Is this area covered with public transport?
1) Yes -- go to next question 2) No

24. How often (in minutes) is a bus passing this street?
1) every 5 min
2) every 10 min
3) every 20 min
4) rarely
23. How can you describe the safety for women/girls in the bus stations?  

Make pictures (bus stations’ conditions and locations)

24. Do taxi services enter the neighbourhood frequently?  

During the day  □ yes  □ no  
At night  □ yes □ no  
If no, is there any reason why?__________________________________________

25. Are there in this neighbourhood/area spaces for entertainment activities?  

□ yes  □ no ________________________________  
If the answer is yes, choose one of the following options:  
□ night club  □ cinema  □ lounge bar  
□ casino  □ theatre  □ gym center  
□ strip club  □ museums  □ other

26. Are there people in with disabilities or special needs who have trouble getting around?  

□ elderly  □ persons pushing a baby stroller  
□ persons in wheelchairs  □ persons or using walkers?  
□ blind persons  □ other

28. Is there any municipal police patrol present in the area during the observation period?  

□ yes  □ no

27. Please count (and make pictures for some of them)  

□ traffic lights  □ small tunnels □ hidden corners  
□ cross-roads  □ bus stations  □ green spaces  
□ kinder playground  □ dangerous street/paths  
□ facilities for people with disabilities
night clubs
points / sports betting
street naming signs
signs indicating police station
anything else attract your attention related to safety

28. While observing the neighbourhood did you observe any kind of GBV or GBV discrimination like the examples points out below?

sexual comments about a woman/girl’s body parts or appearance
whistling while a woman or a girl is passing-by
purposely brushing up against someone else on street/public transportation
Following/ stalking
Attempted rape/rape
Trafficking for the purpose of sexual exploitation
Forced prostitution

Should you have observed any of the above determined behaviours please take notes in regard to how often and briefly describe the situation.

IMPORTANT: Should you have observed any of the above determined behaviours which endanger the women or girls physically or psychologically you are required to report to the Police.
SAFETY AUDIT WALK GUIDE AND CHECK LIST

Sexual Harassment and other forms of Gender Based violence in Urban Spaces in Albania - Safety Walk Guide and Checklist

Where a neighborhood or whole area is to be covered, a sheet should be prepared for each street or sub area visited. Make sure you remember to number each street/area on your map and the accompanying report below. And remember to give each street or sub area a red, orange/yellow or green sticker on your map.

| Name of Area and street names: |  |
| Date: |  |
| Specific Location: Time and Day of Walk: Weather: |  |
| Duration of Walk: |  |
| Names of people who participated: |  |

<table>
<thead>
<tr>
<th>Issue</th>
<th>Questions to Consider</th>
<th>Provide Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Impressions</strong></td>
<td>What is your first reaction to this place?</td>
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<tr>
<td></td>
<td>What three words best describe this area?</td>
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<tr>
<td><strong>Lighting</strong></td>
<td>How well lit is the area? (Mark on the map where there is lighting and where it is dark)</td>
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<tr>
<td></td>
<td>Are there spaces which are poorly lit?</td>
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<tr>
<td></td>
<td>Does this make you feel safe/ unsafe? Why?</td>
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<tr>
<td><strong>Maintenance</strong></td>
<td>How well maintained is the area?</td>
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<tr>
<td></td>
<td>Is there rubbish lying about?</td>
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<td></td>
<td>Does the general state of maintenance of the area make you feel safe/ unsafe? Why?</td>
<td></td>
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<tr>
<td><strong>Busy areas and isolated spaces</strong></td>
<td>Are there a lot of people using this area? What are they doing (e.g. walking, working, meeting)?</td>
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<td></td>
<td>Does this make you feel safe/unsafe? Why?</td>
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<td></td>
<td>Are there places that feel empty and unsafe? Why is this?</td>
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<td>Are there particular spaces where people could hide?</td>
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<td></td>
<td>Does this make you feel safe/unsafe? Why?</td>
<td></td>
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<tr>
<td></td>
<td>Are there any safe pedestrian crossings, Children’s playgrounds or green spaces?</td>
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<tr>
<td><strong>Signage</strong></td>
<td>Is it clear where buildings/ bus stops are?</td>
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<td></td>
<td>Are there signs to tell you how to get to places e.g. bus stops, university campus buildings? Are these signs clear enough/well lit during the night?</td>
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<tr>
<td></td>
<td>Does this make you feel safe/unsafe? Why?</td>
<td></td>
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<tr>
<td><strong>Intimidating groups of people</strong></td>
<td>Are there particular groups of people hanging around who make you feel unsafe? Who are they? What is their sex? (e.g. groups of young men, drug users, ‘outsiders’)?</td>
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<td></td>
<td>Why are they hanging around?</td>
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<td></td>
<td>Why do they make you feel unsafe?</td>
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<tr>
<td>Informal Surveillance</td>
<td>Can you see police officers patrolling the area? Are the police officers, male or female?</td>
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<td></td>
<td>Does this make you feel safe/unsafe? Why?</td>
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<td></td>
<td>Where (or how far) is the nearest police station?</td>
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<td></td>
<td>Are there any other community services institutions in this area? Are these services well marked (clear signs, maps showing their existence, lights at their entrances...etc.)</td>
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<tr>
<td></td>
<td>Does this make you feel safe/unsafe? Why?</td>
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<td></td>
<td>Would you know where to go for help?</td>
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<tr>
<td>Other</td>
<td>Are there any other things about this space that makes you feel unsafe?</td>
<td></td>
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</tbody>
</table>

(Adapted from Jagori 2010, Cowichan Women Against Violence Society, 1998)47

**Safety Walk Report Card**

The score card is used to gather views from participants at the end of the safety walk. Each participant should score their overall experience on the walk.

**Key:**

1 = Very unsafe

2 = Unsafe

3 = OK

4 = Quite safe

5 = Very safe

---

47 A Handbook on Women’s Safety Audits in Low-income Urban Neighborhoods: A Focus on Essential Services, Jagori 2010; Cowichan Valley, Safety Audit Guide
How does this area make you feel?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Rate from 1-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall sense of safety in the areas</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Lighting</td>
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<tr>
<td>Maintenance</td>
<td></td>
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<tr>
<td>Busy Areas</td>
<td></td>
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<tr>
<td>Isolated Spaces</td>
<td></td>
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<tr>
<td>Signage</td>
<td></td>
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<tr>
<td>Intimidating Groups of People</td>
<td></td>
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<tr>
<td>Informal/ Formal Surveillance</td>
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</tbody>
</table>

(Adapted from METRAC safety audit report card)

Safety Walk Tips

What to take with:
- A Flashlight (if walk conducted at night)
- Paper and pen/ pencil, particular for Team Leaders and those noting observations
- Checklists
- Maps
- Red, orange and green stickers to mark safe/ unsafe areas on map
- Appropriate clothes including walking shoes
- Camera/ video camera
- Reflective vests/ tape (if possible)
- Tape recorders in case note taking appears in some cases too difficult

Tips for Staff of organisation leading the Walk:
- Provide refreshments and a time for socializing to create a friendly atmosphere that promotes dialogue and makes the participants feel welcome and at ease with the facilitators and with one another.
- Ensure that each participant has safe transportation to and from the audit.

48 METRAC’s Safety Audit Kit, Metropolitan Action Committee on Violence Against Women and Children (METRAC, no date).
Tips for Team Members:

- Take notes or use your camera to document positive features as well as problem areas.
- If it is difficult for you to take notes, use a **tape-recorder**.
- It is important to **talk to other women you meet within the group during the walk**. Introduce yourself and talk a little about yourself apart.
- **Write down all questions** even if there isn’t time to find the answers immediately.

Tips for Team Leader

The team leader should encourage participants to:

- **Stay together** so that each person is listened to and heard.
- **Respect** what others have to say. Remember, each person’s experience of an area is different. The goal of the group is to note each person’s opinion about a particular area.
- **Be mindful of all people.** Speak loudly, simply and slowly.

(Adapted from WISE, 2005)

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49 WISE, 2005, Women’s Safety Audit Guide: Safety for Women, Safety for Everyone, Let’s Act on It! Women’s Initiatives for Safer Environments (WISE)