ACHIEVEMENTS REPORT

2018

United Nations Development Programme in Kosovo
Zagrebi St. No. 58, 10000 Pristina, Kosovo
Phone: +383 (0) 38 249066
Fax: +383 (0) 38 249065
E-mail: registry.ks@undp.org
www.undp.org

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References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999)
As we are coming up to a major milestone, 20 years of UNDP in Kosovo, we are showcasing the achievements of the past year. We have seen positive developments, and achievements that we should all feel proud of. Together we have provided better access to justice for the vulnerable communities, supported the justice sector in battling corruption, improved disaster resilience and response, as well as improving safety and security by working on reducing the number of illicit firearms. We have also provided opportunities for improved livelihoods, contributed to social cohesion and trust building between communities through cultural heritage protection, and worked to raise awareness on environmental issues. Social inclusion and gender consideration always play a part in our interventions. We have continued the dialogue with citizens to understand their concerns and expectations from institutions. This feedback contributes to policy development of all actors in Kosovo. Our work and achievements would not have been possible without a strong cooperation with partners and donors. As the new year begins, and so within new interventions and opportunities for improvement, I call upon each and everyone of us to be the positive change we wish to see in our world. UNDP Kosovo will always remain committed to working with you to make Kosovo a safer, healthier, and a better place for everyone. I extend my sincere thanks to you all.

Alessandra Roccasalvo, UNDP Resident Representative a.i.
KEEPING PEOPLE OUT OF POVERTY

895 youth, women and members of marginalized groups, as well as repatriated Kosovans gained access to the labour market, developed new skills and found employment opportunities through active labour market programmes in 2018.

38% OF THEM
WOMEN

559 REPATRIATED KOSOVANS

12% NON-MAJORITY COMMUNITIES

261 micro & small rural enterprises (42% women-led) in berry production, beekeeping, milk and dairy, vegetables, and tourism upgraded to improve productivity, create jobs, and generate additional income for families.

42% WOMEN-LED

360 SMALL BUSINESSES ESTABLISHED
40 new job opportunities for women through rural Social Entrepreneurship

Stronger private sector through collaboration with over 380 businesses through job and skills development placements, business-to-business matchmaking and export promotion, and value chains evidence collection and development

Labour Market Information System launched, aiming at better coordination between the labour market and the education system, offering evidence for policy making, and assessing labour market trends enabling better-informed career decisions

Sowing their future

Women entrepreneurs are having a tremendous impact on Kosovo’s apparel industry. Shemsije Mala participated in the Active Labour Market Programme, and is now running her own business designing and producing clothes. Read her success story by using the QR-code

“My husband compares me to a sculptor. He says that sculptors are very concentrated on their work, meticulously trying to improve their piece to the last detail. That’s what separates the impeccable artists from the average ones”
UNDP has contributed to improved Rule of Law in Kosovo by increasing the efficiency in courts, developing individual and institutional capacities and enhancing coordination.

22%
UNDP contributed in reducing the court backlog in the first and second instance court level from 286,464 in 2017, to 235,408 in 2018, a reduction of 22%.

36% increase of people receiving free legal assistance in 2018.

90
UNDP supported the drafting of the new Law on Mediation allowing for a more functional mediation procedure. 90 judges, prosecutors and professional staff were trained on the main amendments of the new Law on Mediation.

30
30 legal aid providers increased their capacities in communication, case management, administrative law and administrative conflict; civil procedure, archiving, information on the Judicial System etc.

30
UNDP supported the Agency for Free Legal Aid and CSOs providing legal aid to strengthen the services, benefitting 70 marginalized families to address their legal rights.

30 judges and prosecutors, including Kosovo Serbs, were trained on the European Convention Human Rights application, improving the quality of court judgements.
Dealing with conflict legacy

UNDP has actively engaged institutional and civil society actors, primarily family associations of missing persons, to contribute to improved addressing of the issue of Missing Persons. This resulted in the report “Challenges in Finding Missing Persons”, which was complemented by the “Assessment of the Implementation of the Law on the Missing Persons” providing policy level analysis and recommendations.

Confidence building through Cultural Protection in Kosovo

6 multi-ethnic CSOs engaged to promote intangible cultural heritage in 11 municipalities, focusing on youth and women engagement.

Rehabilitation of the interior of the “Our Lady of Perpetual Succor” Catholic Cathedral in Prizren and the preservation of archaeological findings;

In cooperation with the KP, enhanced the security of six Serb cultural and religious sites;

The multi-ethnic “Letnice/Letnica Heritage Lab” brought together 30 students, professors, restorers, carpenters and other tradespeople to restore a centuries-old building to its former glory;

Mapping a multi-lingual narrative of Pristina’s last 100 years, through people’s stories, easily accessible to all through an interactive app.

1. 11 MUNICIPALITIES
2. OUR LADY OF PERPETUAL SUCCOR
3. SIX CULTURAL AND RELIGIOUS SITES
4. LETNICE/LETNICA
5. PRISTINA’S LAST 100 YEARS
Breathing new life

Students are taking an active role in protecting Kosovo’s rich cultural heritage. Read about the renovation of the mill of Frok Dökic by using the QR-code.
Local-level service delivery

**CSO**
Transparent and competitive public financing of civil society organizations (CSOs) stimulated in municipalities of Istog/Istok, Kamenicë/Kamenica, Lipjan/Lipljan, Viti/Vitina and Zveçan/Zvečan, improving collaboration between public institutions and civil society, and offering local services for citizens

7
7 CSOs in Kamenicë/Kamenica and Zveçan/Zvečan awarded with grants to deliver services to local citizens around environmental issues, youth and women empowerment, improving local economies, and promoting civic activism and participation in decision-making

**20**
134 CSO representatives from 89 CSOs have stronger knowhow to design, manage, and monitor projects. 20 public officials have better skills to evaluate, manage, and monitor projects in their municipalities

**EMLOYMENT**
Employment Agency and its employment offices around Kosovo use the new service delivery model, including tools and approaches to provide more responsive, gender-sensitive and tailored services to jobseekers, incl. repatriated Kosovans

**3**
Through municipal Territorial Employment Pacts in Dragash/š, Shtërpcë/Štrpce and Viti/Vitina, local institutions continue to improve the quality of their local economic service delivery and create job & income opportunities for local residents
Kosovo Safety and Security

2017–2021
UNDP used a comprehensive approach to reduce the risks of weapons and explosives threatening public safety, in line with the Explosives Control Strategy 2017–2021 and Action Plan

EU
By supporting efforts to significantly reduce illicit arms flows, UNDP assisted Kosovo in meeting some of the key security conditions for EU membership

MOIA
In cooperation with the Ministry of Internal Affairs, UNDP contributed to a reduced demand for weapons by strengthening safety mechanisms

FFP
The Firearms Focal Point (FFP) developed the ability to implement subject profiles, problem profiles, operational assessments and strategic assessments, which assisted the Kosovo police in developing the Kosovo Police’s new five-year strategic plan

KOSOVO POLICE
UNDP supported capacity development in the Kosovo Police

6 MONTHS
A 6-month campaign aimed at legalizing illicit firearms in civilian possession was launched
Disaster Risk Reduction

Review of ‘Understanding the Linkages between DRR and CP/ Social Cohesion in Kosovo’ conducted

600 people from 100 families exposed to educational information on disaster risk reduction during a community drill in Pejë/Pec. The training consisted of 50% women and 50% men

5 clips on flooding broadcasted on TV to a multiethnic audience to raise awareness of disaster risk reduction

659 primary school students in Zubin Potok benefitted from 2 disaster risk reduction prevention projects

Development of a new web application, AMEGISPORTAL, will improve coordination and allow for better emergency response planning

ONLY 15% OF KOSOVANS HAVE CLEARLY DEFINED FAMILY ROLES DURING A DISASTER

50% WOMEN
50% MEN
STRENGTHEN GENDER EQUALITY AND THE EMPOWERMENT OF WOMEN AND GIRLS

16 days of Activism

In the high visibility UEFA Nations League match between Kosovo and Azerbaijan, 32,000 people were made aware of the domestic violence hotline - the president of the football federation delivered a personal message calling upon everyone to work towards an end to gender-based violence.

Over 100 parents, teachers and students learned about the importance of cyber safety, with a focus on protection of young girls.

Awareness about the importance of the role of women in the society was stimulated through academia, students and civil society.

Messages to end gender-based violence were conveyed by high-ranking members of KFOR and UNDP.

32,000 PEOPLE WERE MADE AWARE OF THE DOMESTIC VIOLENCE
Women Empowerment

Excluding repatriated persons, 57% of economic empowerment beneficiaries were women. Out of the repatriated beneficiaries, 23% were women. Added together, the number of economically empowered beneficiaries that are women was 41%.

Participation of women in active labour market measures of the Employment Agency across Kosovo continues to rise due to systems and tools put in place.

Gender conflict sensitivity and disaster risk reduction baseline survey conducted informing the direction of action.

35 female judges, prosecutors and professional staff learned about the implementation of the new Law on Mediation.

41% of economically empowered beneficiaries are women.

Participation of women in active labour market measures continues to rise.

Breaking gender stereotype

In Kosovo, all chess clubs - apart from one - are led by men. Chess is still considered a sport more suitable for boys and men. Shehrije Gerbeshi is changing that, one move at a time.

Read story here by using the QR-code.
PROMOTE NATURE-BASED SOLUTIONS FOR A SUSTAINABLE PLANET

#EcoKosovo2 campaign raised awareness of environmental issues within Kosovo with over 500 photos and 30 videos of unique and creative submissions.
Developing sustainable agriculture

While environmental awareness still remains a challenge in Kosovo, positive changes are being made. UNDP also supported the implementation of the Memorandum of Understanding on the integrated Drin Basin Management plan. Transboundary Diagnostic Analysis (TDA) Synthesis Report was also initiated. The ‘Strategic Action Plan’ is expected in 2020.

Read our story about permaculture in Kosovo by using the QR-code.

“Permaculture is taking responsibility for our actions and for our planet, and turning around our behaviors of consumption and exploitation so that we can recreate a world without destruction and pollution.”
Anti-Corruption

DIGITAL PLATFORM

The Digital Platform for Public Officials’ Assets and Income Disclosures and case management system is developed

FRAUD EXAMINATION

41 law enforcement agents have completed the Fraud Examination/Forensic Accounting SCAAK accredited course to enhance the analytical and specialized investigative capacities to detect, investigate and prosecute corruption cases

KALLXO.COM

2,373 cases reported by citizens through kallxox.com have been reviewed, out of which 395 have been processed by relevant institutions

POLITICALLY EXPOSED PERSONS

This is the first assessment in Kosovo on money laundering in the context of politically exposed persons. The report lists a range of cases for how politically exposed persons may misuse the financial system for their own gain

Read the full report by using the QR-code
Public Pulse XIV

The Public Pulse, an opinion poll of over 1,300 citizens, disaggregated by age, gender, and ethnicity, provides an overview of key indicators on economic, political, security, and development, as perceived by citizens of Kosovo. As such, it contributes to policy-making and improved accountability.

Public Pulse XIV asked about the most pressing issues Kosovo is currently facing. Citizens continue to report unemployment (29%), corruption (14%), and poverty (8%) as the three paramount issues that impact their social well-being. The data provides a trend of socio-economic development in Kosovo and notes citizen’s concerns.

ONLY 15% report that they are satisfied or very satisfied with the current political direction of Kosovo, whereas 50% say they are dissatisfied or very dissatisfied.

78% OF the surveyed claims that non-merit based factors, such as family connections, bribes and party alliances are the most helpful feature in gaining employment in the public sector.

67% OF Kosovans feel safe when out in the street, with no significant differences in the opinions of men and women regarding safety and security.

You can read the full report by using the QR-code.
Public Pulse on Youth unveiled the perceptions of young people on employment, poverty and corruption

MUNICIPAL CAPACITY SELF-ASSESSMENT

The Municipal Capacity Self-Assessment report, based on responses from 1,307 municipal civil servants from all 38 municipalities provides insights on the quality of service delivery, municipal capacities both financial and human, the application and compliance with the policy framework, amongst others.

The data provides information which the Ministry of Local Government Administration and other stakeholders will use for two purposes: a) to develop informed interventions which focus on self-identified needs; b) to conduct comparative analysis to identify root causes of capacity gaps.

1,307 municipal civil servants from all 38 municipalities
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