

# ACHIEVEMENTS REPORT



Empowered lives.  
Resilient nations.





# Achievements Report 2018





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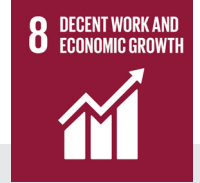
# FOREWORD

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

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

**12%**  
NON-MAJORITY  
COMMUNITIES

**559**  
REPATRIATED  
KOSOVANS

**360** SMALL  
BUSINESSES  
ESTABLISHED

## 261

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**



# 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

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*"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"*



# STRENGTHENING EFFECTIVE, INCLUSIVE AND ACCOUNTABLE GOVERNANCE



## Rule of Law and Access to Justice

### UNDP

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

**70**

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**

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**

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 Dokic by using the QR-code

# Local-level service delivery

## CSO

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

## 7

7 CSOs in Kamenicë/Kamenica and Zvečan/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

## 3

Through municipal Territorial Employment Pacts in Dragash/š, Shtërpçë/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

## EMPLOYMENT

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

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**134 CSO  
REPRESENTATIVES  
FROM 89 CSOS HAVE  
STRONGER KNOWHOW  
TO DESIGN, MANAGE,  
AND MONITOR PROJECTS**

# 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



# ENHANCE NATIONAL PREVENTION AND RECOVERY CAPACITIES FOR RESILIENT NATIONS

11 SUSTAINABLE CITIES AND COMMUNITIES



## 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

**50% WOMEN**  
**50% MEN**

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



# STRENGTHEN GENDER EQUALITY AND THE EMPOWERMENT OF WOMEN AND GIRLS



## 16 days of Activism

☎ 0800 11 112

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%

**41% OF  
ECONOMICALLY  
EMPOWERED  
BENEFICIARIES  
ARE WOMEN**

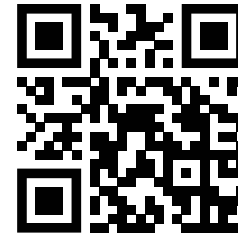
Participation of women in active labour market measures of the Employment Agency across Kosovo continues to rise due to systems and tools put in place

Gender conflict sensitivity and disaster risk reduction baseline

**PARTICIPATION OF  
WOMEN IN ACTIVE  
LABOUR MARKET  
MEASURES  
CONTITUNES TO RISE**

survey conducted informing the direction of action

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



## 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

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

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

"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 kallxo.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



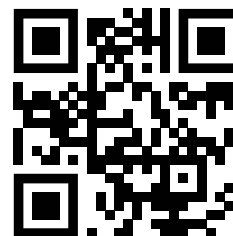
# PUBLICATIONS

## 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

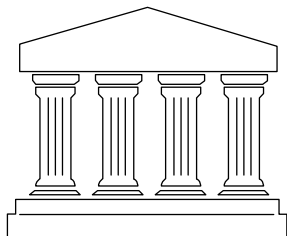
Public Pulse XIV asked about the most pressing issues Kosovo is currently facing. Citizens continue to report unemployment (29%), corruption (14%), and poverty (8%) as the three paramount issues that impact their social well-being. The data provides a trend of socio-economic development in Kosovo and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

You can read the full report by using the QR-code



### 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



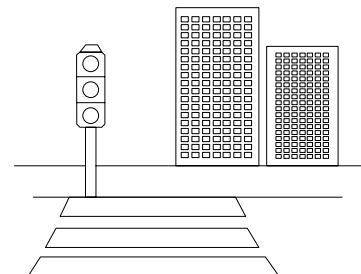
### 78% OF

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 the street, with no significant differences in the opinions of men and women regarding safety and security



**Public Pulse on Youth  
unveiled the perceptions  
of young people on  
employment, poverty  
and corruption**

**You can read the  
full report by using  
the QR-code**



## **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**





# DONORS / GIVING THANKS TO PARTNERS

Austrian Development Cooperation	The Government of the Grand Duchy of Luxembourg	Kosovo Employment Agency	Municipality of Dragash/ Dragaš
Danish International Development Assistance	The Government of Italy	Ministry of Environment and Spatial Planning	Municipality of Fushë Kosovë/Kosovo Polje
European Union	The Government of Japan	Ministry of Internal Affairs	Municipality of Istog/ Istok
Swedish International Development Cooperation Agency	The Government of Norway	Ministry of Labour and Social Welfare	Municipality of Kamenicë/Kamenica
Swiss Development Cooperation	The Government of the Czech Republic	Ministry of Trade and Industry & Kosovo Investment and Enterprise Support Agency	Municipality of Lipjan/ Lipljan
U.S Agency for International Development	The Government of the Federal Republic of Germany		Municipality of Obiliq/ Obilic
	The Government of the Republic of Korea		Municipality of Prizren
	The Government of the United Kingdom		Municipality of Shërpcë/ Štrpce
			Municipality of Viti/Vitina
			Municipality of Zveçan/ Zvečan



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