



*Empowered lives.
Resilient nations.*

ACHIEVEMENTS REPORT 2016



Our Sustainable Development programmes work with Kosovans to stimulate lasting improvement of their livelihoods, bolster social inclusion, and protect the environment. Working with institutions at all levels, the private sector, and with civil society, UNDP targets its assistance towards those women and men who are often excluded from such opportunities. We offer marketable skills, connections to decent employment, and we work directly with them to increase productivity and produce additional income for their families. UNDP also works with entrepreneurs, including those in the diaspora, to stimulate business growth.

sustainable development

1 NO
POVERTY



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS





Better livelihood opportunities

1,097

new work
opportunities created

7,000

people have better livelihoods through skills
development and self-employment opportunities



Social inclusion for sustainable development

**UNDP's
support targets
disadvantaged
groups such as:**

Low skilled long-term unemployed citizens

Non-majority communities

Repatriated returnees

45%

of beneficiaries were women

30%

were youth

Entrepreneurships development and diaspora engagement

721 micro and small enterprises expanded and increased productivity through grants and active labour market measures

2 additional diaspora networks developed, contributing to diaspora business networking and investment promotion with stronger links between diaspora and local communities and institutions



Support for victims of gender-based violence

80 additional representatives of the police, health care providers, social workers, employment counsellors have strengthened capacities to address the issue of gender-based violence

Economic and livelihood opportunities provided for reintegration into society



Evidence-based policy making and effective service delivery

8 new analyses and sector profiles developed

Employment Management Information System upgraded in line with the new service delivery model for all public employment systems





Effective and equitable governance is an essential ingredient in Kosovo's path to EU integration. We contribute by improving the efficiency of public services and by working with local and international partners to eliminate corruption.



democratic governance and peacebuilding

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Improved access to justice and public services

35% increase in cases referred to mediation and 8.3% increase in cases resolved through mediation

550 civil servants improved skills in the area of human resource management, justice and security sector

Access to information on NGOs improved through digitization of 6,000 folders of NGO documents

The Citizens' Information Satisfaction System (CSIS) available in 68 public institutions measures citizens' satisfaction with 600 services



Enhanced citizens' safety and community confidence building

7 municipalities have Safer Community Plans which are synchronized with local Operational Policing Plans

Restoration of 7 cultural heritage sites in 4 multi-ethnic municipalities (Lipjan/Lipljan, Kamenicë/Kamenica, Gjilan/Gnjilane, and Ferizaj/Uroševac)

Over 200 people enjoy greater awareness about promotion and protection of cultural heritage



Small arms control

7,055 weapons and 28,000 round of ammunition confiscated and destroyed

40,000 weapons are registered in the database and the software is linked to 36 police stations

Prevention of violent extremism and strengthened security

1 pilot referral mechanism established in Gjilan/Gnjilane

Support to the development of an assessment of the prison management and rehabilitation/reintegration of returned foreign fighters and their families

Awareness raising about prevention of violent extremism through the organization of 15 municipal town hall meetings



Support to the Stabilisation and Association Agreement (SAA) process

50 different public policies, strategies, action plans and laws designed and approved in areas of public administration, justice and security sector

Joint UNDP and Ministry of European Integration communication campaign on the requirements and obligation from the SAA initiated

Businesses from the textile industry, wood-processing, construction, ICT, and metal processing, improved their knowledge of SAA requirements



Support to anti-corruption efforts

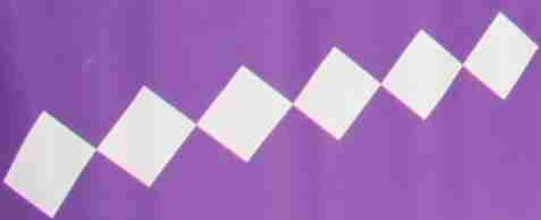
Global Organization of Parliamentarians Against Corruption (GOPAC)
Chapter established by the Assembly of Kosovo

Integrity plans developed and implemented in 17 municipalities,
3 Ministries, and 2 independent institutions

From 2012-2016 7,268 corruption cases were reported through Kallxo.com, of which 5,375 were processed and 726 referred to rule of law institutions



THE CORRUPTION MUSEUM



Corruption,
as it once was.

05/12 - 09/12
12:00 - 20:00

Curated by:

Assisted by: **DANIDA**

Kosovo's goal of integration in Europe will require a well-functioning legal and regulatory framework for environmental management that protects both the environment and the health of its citizens.

environment, climate and disaster resilience

3 GOOD HEALTH
AND WELL-BEING



10 REDUCED
INEQUALITIES



11 SUSTAINABLE CITIES
AND COMMUNITIES



13 CLIMATE
ACTION





Resilience against climate change

174,000 people improved their awareness on climate change, the protection of agricultural land, forestation and reforestation, forest protection and landscape protection, water savings and water conservation

173 farmers, students and municipal officials empowered with knowledge on the impact of climate change in the water, forestry and agricultural sectors

8,000 seedlings planted in the Sharr/Šar Mountain as a mitigation measure of the Greenhouse Gas emissions

Legislative framework in the climate sector enhanced with legal analysis for harmonization of legislation with the aquis and action plan and monitoring plan for Climate Change Strategy



Disaster risk reduction

110 participants including 30 women increased their awareness on disaster reduction on 13 October through the commemoration of International Day for Disaster Reduction

Over 500 people, including 200 students, learned about the no-cost 112 number for emergencies through events organized on European Emergency Number 112 Day and promotion of online quizzes for children on EMA website

3 additional local risk assessment documents for municipalities of Ranillugë / Ranilug; Partesh / Parteš and Kllokot / Klokot, and 1 additional municipal disaster response plan developed for Pejë/Peë

Kosovo Disaster Risk Reduction Strategy approved, and a manual / toolkit for community-based drills was developed

Emergency response to flooding

Strengthened coordination between the Municipalities of Malishevë/Mališevo and Glogoc/Glogovac and the Emergency Management Agency (EMA)

Provided tools for search and rescue for flooding such as pumps, fisherman's boots and mobile light among other things.

2 infrastructural works completed to strengthen resilience against future flooding



Environment and Health

#ecokosovo advocacy campaign conducted jointly with UN Volunteers, World Health Organization

Online advocacy and crowdsourcing activity to raise awareness on environment and health, taking advantage of social media to distribute information and to crowdsource citizens' voices through photos

More than 540,000 viewers all over Kosovo reached, over 260,000 pieces of social media engagement created, and 600+ photos submissions received



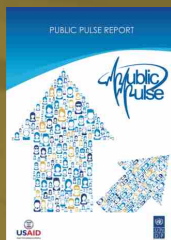
Transboundary Drini River basin management

A series of Transboundary Diagnostic analyses were completed to identify the main issues of transboundary concern and root causes, and stakeholder needs.

Transboundary Expert Working Groups established on
1) Water Framework Directives, 2) Biodiversity and Ecosystems, and 3) Monitoring and Information Exchange.







Public Pulse

2,612 citizens' perceptions demonstrate their views on issues related to:

- Socio-economic conditions
- Political situation
- Inter-ethnic relations
- Democratization index
- Public safety and security
- Corruption levels

One Action Paper prepared and launched in cooperation with Kosovo Customs, treating the topic; "The influence of complex procedures on corruption stimulation in Kosovo Customs".

Perceptions of citizens of Kosovo on the prevalence of corruption, with particular emphasis on Kosovo public institutions on both central and local level presented through a special edition of Public Pulse.



Kosovo Mosaic

Stronger understanding about the perceptions on the quality of public services and performance of local authorities gathered by reaching out to 6,700 citizens

38 municipalities benefited from an analysis of trends in terms of the overall satisfaction of Kosovans with public services and local government institutions

The online visualization platform introduced in 2016 facilitates the usage of data from the survey, increases citizens' engagement in policymaking at the local level, and enhances accountability and transparency

knowledge products



Sub Regional Human Development Report 2016

“Risk-Proofing the Western Balkans: Empowering People to Prevent Disasters”



The Western Balkans region is prone to the following natural hazards: earthquakes, floods, droughts, heatwaves, wildfires, and extreme weather events and climate change



7 population groups most vulnerable to disasters are: 1) poor people, 2) women, 3) children and the elderly, 4) persons with disability, 5) minorities, 6) migrants, returnees and internally displaced persons, and 7) farmers.



Proactive/Innovative, Development focused Approaches to prevent and mitigate risks: Risk and a) Vulnerability Assessment, b) Risk-Informed Planning, c) Risk Insurance, d) Social Protection and adapted Social Services and e) Early Warning Systems

Kosovo Human Development Report 2016

“Making the labour market work for women and youth”



More than 65% of unemployed women stated that they would not be able to start working in the next two weeks even if they got a job because of personal or family responsibilities



More women (89.8%) than men (73.5%) who are currently unemployed have never been in regular employment



WOMEN: 11.3 years

MEN: 10.1 years

A third of young women and men are not in employment education or training (NEET)

WOMEN: 27%

MEN: 34%



Youth with vocational education and training have the highest labour force participation rate in Kosovo (42%) compared to general secondary education (28%) and tertiary education (9%)

VET

42%

GSE

28%

TE 9%





innovation for development

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Big Data Analysis | 112 Emergency Service

Big data analysis of 22 months' worth of emergency calls to the 112 service center conducted for data-based policy making



Human-Centered Approach to Waste Management | Keep it Tidy

Human-centered design piloted to address the recurring issues of informal dumping in Municipality of Gjakovë/Djakovica



Gamification | Game Over Corruption

"Game Over, Corruption" competition tap into current social trends, widespread use of mobile phones, and gaming to convey anti-corruption messages in an easy to understand way, targeting youth as the largest population segment in Kosovo.



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Slovakia
Sweden
Switzerland
United Kingdom
United States of America

Ministry of Agriculture, Forestry and Rural Development
Ministry of Culture, Youth and Sports
Ministry of Diaspora
Ministry of Economic Development
Ministry of Education, Science and Technology
Ministry of Environment and Spatial Planning
Ministry of European Integration
Ministry of Finance
Ministry of Health
Ministry of Internal Affairs
Ministry of Justice
Ministry of Labour and Social Welfare
Ministry of Local Government Administration
Ministry of Public Administration
Ministry of Trade and Industry
Office of Community Affairs / OPM
All Kosovo Municipalities

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