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Resilient nations.*



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DEVELOPMENT STORIES

UNDP's activities in the country are within the framework of the UN Development Assistance Framework 2010-2015, agreed between the Government and the UN Agencies in 2009.

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Dear Readers,



Welcome to the second issue of Development Stories, our new magazine highlighting the work of UNDP and our partners in promoting sustainable development.

A big thanks to the many readers who have provided valuable feedback on Development Stories since its launch in Autumn 2012. The first issue was distributed to all the major stakeholders involved in the country's development—including the mayors of every municipality, Government ministers, NGOs, international organizations and other partners.

The e-edition of Development Stories alone has already received five thousand views and the magazine has been warmly welcomed as a fresh look at the tangible ways our development work is helping improve people's lives.

Each edition of Development Stories focuses on a selection of activities from the many areas in which UNDP is involved. In this issue, for example, we present some groundbreaking ways that technology is being applied to help reduce the risk of disasters and increase accountability in local government, an update on our latest efforts to support the country's accession to the EU, data from a recent survey on the status of Roma, a photo-story on the latest work of UNDP and its partners in the Prespa Lake region and recent innovations in the fight against corruption. This edition also contains our first 'Language of Development' page—a regular word-game feature to test your knowledge of the language we use everyday to describe the complex world of development.

I very much hope you will enjoy catching up on our latest news and all of us at UNDP wish our readers a Happy New Year!

Deirdre Boyd

A handwritten signature in black ink, appearing to read 'D. Boyd'.

UNDP Resident Representative

A FIRM FUTURE FOR FARMERS

FORMALIZING BUSINESS IN RURAL AREAS

“We can plan ahead now,” says Hysni Demiri, “The farm has a future. And so does my family.”

Hysni and his family have been running a small dairy farm near Tetovo in the northwest of the country for generations. Like many other farmers in the country, the Demiri family used to run their business informally and struggled to make a steady income.

“The way we worked before, it was hard to get regular orders,” explains Hysni, “We couldn’t sell to the bigger milk producers because for that you need to be a company with standard equipment and procedures. Everything was short-term—we couldn’t think about investing and growing the business.”

Such lack of long-term security and low potential for growth is typical of most of the country’s large number of informal businesses. For the people who run these businesses, and even more so for their employees, absence of official regulation does not mean freedom but financial instability, exclusion from employment benefits and social protection—and a highly uncertain future.

Local farmer Hysni Demiri and his family now have a secure future thanks to the Self-Employment Programme

© UNDP/Ljubomir Stefanov



These problems of the informal sector are especially acute in rural areas where employment opportunities are limited and where many people involved in agriculture have traditionally left school at an early age without gaining higher qualifications or competitive labour skills.

“Farming is what my family has always done,” says Hysni, “So I started working after elementary school. I like this work. The farm is my life. But I have three children now and I need to know they have a future. That’s why we had to turn the farm into a company and start running it as a proper business with a strategy.”

For many small-scale farmers, however, the prospect of formalizing their existing business can seem intimidating.

“My parents and their generation thought owning a company was just for business people in the city,” says Hysni, “I was put off at first as well by the idea of paperwork and regulations.”

That’s why I applied when some friends told me about the advertisement for the Self-Employment Programme.”

The Programme provides business training to help people start up their own companies. The Programme was originally designed and piloted by UNDP and became a key measure in the Government’s National Employment Strategy in 2007.

As well as helping unemployed people to make use of their skills by creating their own companies and becoming self-employed, the Programme is also designed to encourage and help people like Hysni to formalise their existing business.

Reducing the size of the informal economy is a major priority for the Government and UNDP and an important objective of the Self-Employment Programme.

By encouraging the formalization of businesses, the Programme will not only help individuals to run their companies more effectively and in turn create more opportunities for decent and regular employment, it will also advance the country’s overall social and economic development by generating greater revenue to fund more effective governance at national and at local level.

“I was put off at first as well by the idea of paperwork and regulations. But my friends convinced me to apply.”



focus of the Self-Employment Programme because of higher levels of unemployment in these regions, lower educational and labour qualifications, and the prevalence of non-formal farming businesses. Recent research, moreover, indicates that some 47% of total agricultural labour is unpaid work.

“Officially, almost one fifth of the working force is employed in agriculture. Agriculture has always served as a shock absorber for the socio-economic and structural changes in the economy,” says UNDP’s Vesna Dzuteska Bisheva.

The Programme invites applicants to submit business proposals for their own companies. Successful applicants attend a two-day workshop run by local experts. The workshop provides intensive training in the fundamental aspects of running a company and the experts work closely to help the participants develop and refine their business ideas into feasible plans.

On having their business ideas accepted at the end of the course, participants are assigned consultants to advise them on developing their business ideas into sustainable business plans and to help them with registering their companies and putting these plans into action. And to help with the costs of start-up equipment, each participant can apply for fund of up to 3,000 euros, also subject to expert approval.

Today the Demiri family farm is a regular company, set up and managed by Hysni with the business skills he acquired through taking part in the Self-Employment Programme. Hysni now makes a daily delivery of 130 litres of milk to a large local producer. With the help of the Programme and his new interest in business management, Hysni has already managed to expand his business and buy new equipment, and he soon intends to invest in more land.

Almost one fifth of the working force is employed in agriculture

© UNDP/Ljubomir Stefanov

SOME FACTS ABOUT THE PROGRAMME:

Since the Programme began in 2007,

more than
5,000
people

have found secure employment by creating their own companies or formalizing their existing business.

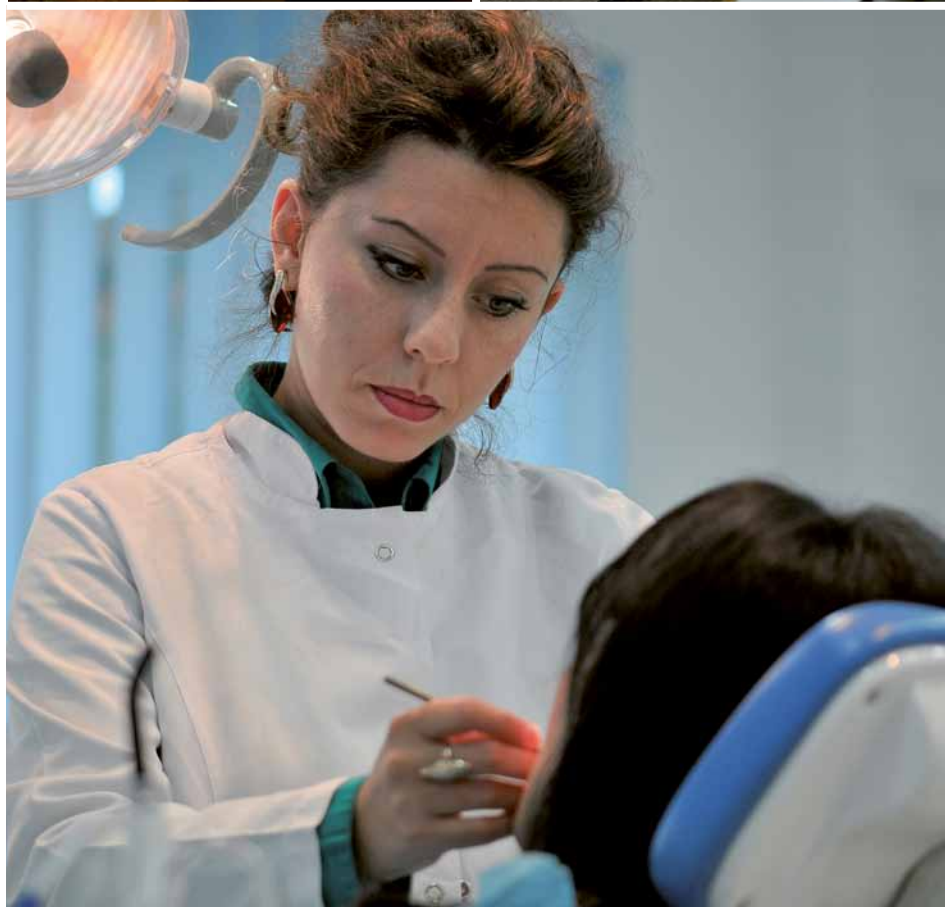
A remarkable

70% of the entrepreneurs

who have received training and start-up equipment through the Programme over the past five years have remained in business—well above the average global success rates for new companies.

More than
\$22 million

has been invested in job creation initiatives tailored for the labor market.





CORRUPTION:

Answering the call?

The municipality of Aerodrom, one of the capital's most highly populated areas, is breaking new ground in the fight against corruption, becoming one of the first local governments in the country to provide a direct phone line for citizens to report suspected cases of official wrongdoing.

"This is public accountability in the most practical sense," says Anzelika Bogdanovska. "With this job I feel I'm doing something really important for people and for the whole of society. It may seem a fairly simple and straightforward improvement but actually it's a transformation in attitudes and in the way local government responds to the public."

Anzelika is Aerodrom's newly appointed focal point for handling reports of corruption, answering calls every day from citizens and taking action to ensure that each

incident is recorded and investigated in accordance with the municipality's recently introduced system for increasing integrity in local government.

"When we get a call, say a report of a bribe or a conflict of interest," explains Anzelika, "I first establish and record all the details in the register and then we decide on the most appropriate body in the municipality to refer the case to depending on the type of corruption that's alleged to be involved."

All calls are recorded and each complaint is officially registered with the municipality. The case is then examined by the municipality's working group for integrity, and if the working group finds there are reasonable grounds for pursuing the case, the allegation is passed on to the State Commission for the Prevention of Corruption.

“At all stages of the process we make sure the initial caller who made the complaint is kept informed on the status of their case,” says Anzelika. “We let them know the case has been referred to the Commission, for example, and we let them know as soon as the Commission has reported back to the working group and advised them on how to proceed.”

In accordance with the directions from the Commission, the municipal working group then takes all necessary measures to deal with the incident and seek measures to prevent similar future incidents.

“Naturally,” says Anzelika, “We let our callers know the final outcome of their case whether the Commission decides there is a basis for action or not. Either way they get direct feedback on their complaint and advice on what to do if they are not satisfied. I don’t think democracy in local government gets much closer than this”.

Aerodrom is one of twelve municipalities whose mayors signed a Memorandum of Understanding with the State Commission for Prevention of Corruption and UNDP in June this year—an agreement pledging the mayors to undertake the introduction of integrity systems in their municipalities.

The new anti-corruption phone line is one of many reforms brought in as part of UNDP’s project for Strengthening National and Local Integrity Systems, backed with funding from the Government of Norway for Strengthening National and Local Integrity Systems. Implemented in partnership with the State Commission for the Prevention of Corruption, the Ministry of Information Society and Administration, and the Association of Units of Local Self-Government, this project is supporting the development of a comprehensive anti-corruption policy affirming the principles of integrity and declaring zero tolerance for corruption at both central and local level.

Anzelika Bogdanovska, the Municipality of Aerodrom’s newly appointed focal point for handling reports on corruption

© UNDP/Nikolaos Kalkounos



KNOWLEDGE AND INNOVATION

THE COUNTRY'S FIRST SOCIAL INNOVATION GOVCAMP TAKES
CITIZEN PARTICIPATION TO A NEW LEVEL

A NEW LINE IN LOCAL DEMOCRACY

DISASTER? THERE'S AN APP FOR THAT



The country's first local innovation GovCamp takes citizen participation to a new level

During a three-day session of intensive brainstorming, some of the country's leading whizz kids came up with new ways of using social media to increase accountability in local government.

The event took participation in governance to a new level.

The Social Innovation GovCamp was an innovation in itself—the first think-tank of its kind in the country and a model of how citizen participation can go beyond consultation to active involvement in generating fresh solutions to improve local services.

The idea behind the event, which took place in Bitola this November, was quite simple—in the best sense of the word. First, an open invitation was issued to NGOs throughout the country to propose ideas for applying the latest developments in technology to improve communication and cooperation between citizens and institutions of local government. Then the four teams whose ideas were considered most feasible and effective were brought together to develop their plans with help and advice from experts in social media and social accountability and representatives from UNDP and the State Commission for the Prevention of Corruption. At the end of the three-day session the four projects were subject to a final appraisal and those judged most useful by the organizers and experts were selected for funding and implementation. Simple, but highly effective—as can be seen by the fact that all four of the prototypes developed in this first Social Innovation GovCamp were given the go-ahead for funding at the end of the session.

The four NGOs selected were Green Box from Skopje, Focus from Veles, the European Link Center from Gostivar, and the Youth Entrepreneurial Service Foundation from Skopje.



The Green Box team's proposal focuses on improving energy efficiency in local government by developing a website and an Android app that will allow citizens to monitor the consumption of energy by public institutions in their municipalities.

Focus came forward with an excellent idea for increasing public access to information on local government. The team is now set to develop a website where citizens will be able to find all the official decisions of the municipality, information about all public hearings in the municipality, and the agenda of local government. This could make a considerable contribution to ensuring democratic governance by facilitating greater openness and citizen participation in decision-making at local level.

The project developed by **The European Link Center** will introduce a new way to gather feedback from citizens on the accountability of local government. And the website will not only enable citizens to voice their views on local issues but provide comprehensive information about the services of the municipality and the rights and obligations of citizens. By detailing tax rates and public costs and publicly presenting the outcomes of requests submitted by citizens to the municipality, the implementation of this project will significantly increase transparency at local level.

The goal of the project developed by **the Youth Entrepreneurial Service** is to improve the responsiveness of local government, and they have come up with a highly original and interactive proposal to achieve this goal. Once the team's web and mobile apps have been developed, citizens will be able to give direct feedback on local services. The first app will allow people to report on any damage to local roads that the municipality needs to repair, as well as enabling feedback on the status of maintenance work.

The Social Innovation GovCamp was organized as part of UNDP's project Support for Strengthening National and Local Integrity Systems to improve accountability and reduce corruption in local government. The GovCamp directly addressed the goal of greater citizen participation behind the National State Programme for the Prevention of Corruption and Conflict of Interests 2011–2015.

A new *line* in local democracy

For the first time ever in this country, citizens can now use a free phone-number and an interactive website to give their feedback on the work of local government.

By calling the new phone-line at 0800 111 85 or by using the Get involved and Give a Suggestion! Website (www.dajpredlog.mk), citizens can register their level of satisfaction with the essential services provided by their municipalities and report any shortfallings in the implementation of laws and policies at the level of local government.


“We really needed a tool that would enable us to gather opinions and suggestions on the work of municipalities and allow us to keep abreast of public views on a regular basis,” says Vanco Sehtanski, Director of the State Inspectorate—the Government body

responsible for monitoring the implementation of local government policies. “The website and the phone-line will significantly help towards making local government more responsive to the needs of the public.”

The initiative behind the free phone-line and website was developed by UNDP’s Governance team and is part of a wider regional UNDP programme to support innovation. ‘This initiative ensures greater access to participation in decision-making processes at local level,’ explains UNDP’s Toni Popovski, ‘This is part of our long-term support for the country’s decentralization programme. The success of decentralization ultimately depends on mechanisms like this to improve accountability at municipal level and get citizens directly involved in decision-making about the things that affect their quality of life.’

0800 111 85

www.dajpredlog.mk



“We really needed a tool that would enable us to gather opinions and suggestions on the work of municipalities and allow us to keep abreast of public views on a regular basis”

Vanco Sehtanski,

Director of the State Inspectorate—the Government body responsible for monitoring the implementation of local government policies

The phone-line and website was launched this November by UNDP in cooperation with the Ministry and the State Secretariat for Local Self-Government. At the press launch, the State Secretary of the Ministry of Local Self-Government, Mr. Saso Stefanovski, welcomed the new mechanism as ‘a major step forward’ in improving the responsiveness of municipalities and reiterated the importance of participation:

“The involvement of citizens is extremely important to promote the decentralization process and promote local democracy,” said Mr. Stefanovski, “And direct contact with citizens is the best way to achieve our aims.”

The website includes numerous options for users to register their views—on individual topic forums, in survey forms, and by submitting specific suggestions. Available in Macedonian, Albanian and English, the website further offers news and points of interest about trends in public opinion in relation to local government. And the data gathered through the new tool will also allow decision-making to be better informed by crowd-sourcing and other data gathering methods.

DISASTER

There's an APP for that...

"I guess I'm a bit of an information freak!" says Vasko Popovski, UNDP's Project Manager for Disaster and Climate Risks, when asked how he came up with the idea for a nifty new app that's set to revolutionize public access to data on dangerous events like earthquakes, floods and fires and potential hazards like violent thunderstorms and heavy snowfalls.

With a flick of his fingers Vasko scrolls through a dozen screens listing every dangerous event currently verified and recorded in the country—from floods to power station malfunctions and fires—with maps clearly detailing the exact locations of each event. Clicking on a highlighted location brings up specific information about the status of the event and essential advice and information on how to deal with the danger, including emergency service numbers and links for alerting others to the problem.

Not surprisingly, when Vasko's idea was elaborated as a project proposal it was swiftly taken up by UNDP's Regional Innovation Fund to turn it into reality. And with the backing of the Innovation Fund, the application was developed by a team of top students and professors from the University of Skopje's Faculty of Computer Science and Engineering (FINKI).

"One of the benefits of cooperating with FINKI was that it gave the students cutting-edge work experience," says Vasko, "And the whole project has increased their awareness and abilities in developing public information apps."

The app will be the region's first interactive mobile app in the area of disaster risk management, drawing on data and information from the National Crisis Management Centre —UNDP's partner in the Disaster and Climate Risk Reduction project for 2011–2013.

"It's one of those ideas you can't believe isn't already out there—a disaster app that tells you about dangers to the public," says Irena Vasilevska, graduate student who worked on the app, "I think it could make a major contribution to public safety."





“Before now the public were mostly getting information about dangers and hazardous events through newspapers and the television,” explains Vasko, “But these aren’t the most relevant and immediate channels anymore. With this app, just at this first stage you’ll have twenty per cent of mobile phone subscribers getting access to up-to-date info on dangers. All the research shows that reducing the impact of emergency situations depends on as many people as possible being informed as quickly as possible—and that’s what this app is about.”

The benefits of raising public awareness of risks of disasters and actual emergencies are manifold, not only in reducing casualties but in preventing such crises by early alertness to potential hazards. In the case of dangers that cause large-scale damage, such as landslides, floods and violent weather events, access to timely information can also save significant losses in property.

All this, together with its ease of use and flexibility for upgrading, means the app has clear potential for use in resource management as well as planning in many other areas and organizations, from public transport to insurance services.

A photograph of Ban Ki-moon, the 8th Secretary-General of the United Nations, speaking at a podium. He is wearing a dark suit, a white shirt, and a pink tie with white polka dots. He is wearing glasses and has a slight smile. The background is a plain, light-colored wall. The text is overlaid on a dark red horizontal band across the middle of the image.

An uplifting address from the UN Secretary-General to the future leaders of the country

“It is often said that young people are the leaders of tomorrow, but you have to become the leaders of today! You are leading together with your President now—you are reformers, you are the game changers, you are making history.”

This was the inspiring message UN Secretary-General Ban Ki-moon gave the country's leading young lights when he addressed previous participants of President Ivanov's School for Young Leaders, as one of the informal parts of his visit to the region this July.

The School of Leaders was set up by the President in 2010 to boost the management skills and knowledge of the country's brightest and best talents, helping them make the greatest contribution they can to future development.

"We were all hugely impressed the UN Secretary-General took the time to speak to us," says Daniel Gjokjeski, the 26-year-old head of the Alumni Association, "And what he said was incredibly motivating for young people."

In his speech to the young leaders, the UN Secretary-General highlighted the importance of empowering young people and of consulting and involving them when taking on the major development challenges facing the world today. "All development issues are interconnected," he said, "At every meeting I have with heads of state I stress the need to do more for youth to meet their needs and ambitions."

And he urged the young people to "work for common humanity" in realizing their own dreams—to continue broadening their vision and see their leadership roles in the context of global development.

"My message to you is to invest your energy and the passion you have and focus your ambition to provide better living conditions for people," said the Secretary-General, "not only people here but throughout the entire world—to become global citizens."



"My message to you is to invest your energy and the passion you have and focus your ambition to provide better living conditions for people," said the Secretary-General, "not only people here but throughout the entire world—to become global citizens."

PHOTO STORY:

Restoring the ecosystem of Lake Prespa

The Prespa Lakes Basin is over five million years old and its waters are amongst the most ancient freshwater lakes in the world. The region is home to more than 2,000 species of fish, birds, mammals and plants. Many of these species are unique and in danger of dying out if their habitat is not protected.



*B*GREAT CORMORANT, *Phalacrocorax carbo*

© UNDP/Ljubomir Stefanov



LITTLE EGRET, Egretta garzetta


© UNDP/Ljubomir Stefanov

UNDP is strongly committed to helping recover and maintain the biodiversity of this beautiful and environmentally vulnerable region, initiating and supporting numerous projects in recent years with all major stakeholders to build local capacities and ensure responsible management of the environment for a sustainable future.

Prespa local farmers
© UNDP/Ljubomir Stefanov

The Prespa lake has suffered greatly over the last 40 years from unsustainable farming practices, erosion and untreated waste. Over-using fertilizers and pesticides and dumping agricultural waste are particularly harmful.



A photograph of a farmer wearing a wide-brimmed straw hat and dark clothing, bent over and working in a field. The field is filled with tall, green corn plants. The farmer is using a long-handled tool, possibly a hoe or a similar agricultural implement, to work the soil or weeds. The background is a dense field of corn, and the foreground shows some lower-growing plants and dry grass.

Local farmers have been insufficiently aware of the dangers of dumping biodegradable waste and over-using fertilizers and pesticides. And the technical capacity to manage and monitor the waters has not been available.

Prespa local farmers

© UNDP/Ljubomir Stefanov

Restoring the Ecosystem of Lake Prespa is the latest project to support the sustainable development of this vulnerable region. It is implemented by UNDP in partnership with the Municipality of Resen, with funding provided by the Swiss Development Cooperation.

It is expected that this project will bring many benefits in the next six years for the local people and environment. And by reducing the pressures on the ecosystem, it will significantly improve the health and resilience of the lake.

*DALMATIAN PELICAN, *Pelecanus crispus**

© UNDP/Ljubomir Stefanov





Prespa local farmers
© UNDP/Ljubomir Stefanov

Hundreds of farmers will learn more responsible methods of irrigation, fertilization and disposal of agricultural waste.

Thousands of trees will be planted to combat the harmful effects of erosion. A Lake Monitoring System and Management Service with an up-to-date laboratory will be introduced for the first time.



SCARLET DRAGONFLY, *Crocothemis erythraea*

© UNDP/Ljubomir Stefanov

Local people will benefit from cleaner waters. And better quality water will help attract more tourists. Local farmers will benefit from using more sustainable methods and will save money by using organic compost.

And the many rare and threatened species that live in the lake will have a much better chance of survival.

A portrait of Stefano Lazzarotto, the Swiss Ambassador, looking slightly to the right with a subtle smile. He is wearing a dark suit, a white shirt, and a blue tie with white polka dots. The background is blurred, showing what appears to be an office or a room with flags.

“Where there is a will,
there is a way”

*An interview with the Swiss Ambassador,
His Excellency Mr Stefano Lazzarotto*

Switzerland remains committed to supporting the sustainable development processes in the country

Swiss Ambassador, H.E. Stefano Lazzarotto

© UNDP/Ljubomir Stefanov

Ambassador Lazzarotto took up his post in Skopje two years ago and he and his family have been charmed by the beauty of the country and the warmth and hospitality of the people. Above all, the Ambassador has enjoyed the challenges and rewards of cooperating with the country in its development.

UNDP staff visited Mr Lazzarotto to catch up on the Swiss cooperation priorities planned for the upcoming period 2013–2016. The Ambassador welcomed the opportunity to describe his country’s strategy and to explain the new priority area of providing support for the country’s economic development in the coming three years.

What are the key priorities of the Swiss Cooperation Strategy for the period 2013-2016?

Switzerland has been supporting the country since its independence. Step by step, the projects that we have been implementing have been developed both in substance and approach.

Switzerland's cooperation has been strategically implemented in four-year cycles, with major priorities and targets identified for each period. For the most recent period 2009–2012, for example, the areas prioritized for support were the rule of law on the one hand, and water and environment on the other.

In the area of the rule of law we basically have three major areas of intervention—cooperating with parliament, supporting the decentralization process, and contributing to civil society development. In the coming four years we will be strengthening our support to capacity building and strengthening the institutional framework.

In the field of water and environmental development, too, the focus will continue to be on infrastructural support, mainly in the field of wastewater treatment, and helping the national authorities in their efforts to establish strong institutional, organizational and consultative frameworks to implement environmental laws. For example, *the Law on Water* has now entered into force, but it is a new instrument and we came to the conclusion that the authorities needed some institutional support to implement it. I think Switzerland is the appropriate choice to provide this

support since we are the main international actor in this field. In this sense, we have recently started with new projects in two important basins, Lake Prespa and River Bregalnica. We will support the country in fulfilling the requirements of the European water-related directives and in implementing measures to improve the water quality in these basins. Here I would like to stress our excellent cooperation with the Municipality of Resen and the UNDP office in the region of Prespa. There are many evident improvements, but still there is much more to be done. Therefore we will continue the cooperation in the coming period, concentrating our efforts on improving the water quality of the Lake and strengthening the capacities of the municipal administration. In the eastern part of the country, following the contemporary model on integrated natural resources management, we are supporting another programme in the River Bregalnica basin, this time focused on nature conservation.

In the next period we will also be entering a new field of operations, which is support for economic development. We are still at the stage of defining entry points where our contribution can make the greatest difference. At present it seems likely that our main aim will be to strengthen the capacities of small and medium-sized enterprises—building their potentials and their access to finance. Exactly how we are going to do this is still under discussion and will be decided after further analysis.

In which areas have you achieved the greatest progress in development?


I believe that all the projects we have implemented so far have had a significant impact. Even when things don't go the way you imagined and you are not happy with the results you learn from dealing with these difficulties, so it's all part of a learning process and everyone can get something in return.

We are working in an environment where I would say there is still a phase of transition to a more open and integrative society. One initiative we have supported in this direction over recent years is related to the Parliament's constituency relations offices. At this stage more than fifty offices in thirty municipalities throughout the country allow citizens to meet with their elected Members of Parliament closer to home - in their electoral unit. These offices also allow MPs to hear first-hand from the citizens in their constituencies about the issues they are faced with. In this way they can better represent the interests of the citizens in Parliament.

In addition, the community forums instrument we have implemented with the cooperation of ZELS (Association of Local Self Government Units) and selected municipalities are a very important instrument at local level to strengthen the participation of citizens in the decision-making process. Switzerland has an inclusive approach with its strategy. We are not here to do anything against the will of the authorities because we rely on their support at all levels to implement the projects.

When we started a few years ago, we were working with only three municipalities. Now we have almost fifty municipalities involved in this project. We have two kinds of instruments: project forums and budget forums. With the budget forums our aim is to support municipalities and citizens in achieving their priorities. The project forums, meanwhile, are supported by Switzerland so that the citizens can vote on what they want to implement as a project—building a school or roads, for example—and then we help put this into practice. This is an area where Switzerland can make a positive contribution since we have a certain savoir-faire and extensive experience in strong citizen participation in decision-making. This is also a very good example that demonstrates that where there is a will there is a way, as enshrined in the law, a process of political willingness like that which resulted in the Ohrid Framework Agreement.





A better legal framework for

SUPPORTING

victims of domestic violence

An important new project that will greatly improve legal support for victims of domestic violence has just been launched with funding from the Government of the Netherlands.

The project focuses primarily on improving the country's legal procedures and institutional capacities to tackle the problem of domestic violence more openly and effectively.

"The overall aim is to increase the accountability and transparency of the judicial system and to improve the legal services for victims of domestic violence," explains

UNDP's Nehat Ramadani. "And this will involve a major upgrading of the National Coordination Body to ensure it has the capacity to monitor and coordinate the implementation of national policies and measures to deal with domestic violence."

UN Women and UNDP will be implementing the project over the coming year in partnership with the Ministry of Labour and Social Policy, the Academy of Judges and Public Prosecutors, the Parliamentary Commission for Equal Opportunities, the Club of Women MPs, and the civil society sector.

The following major results are anticipated:

- The national parliament will pursue a much more proactive approach to domestic violence, initiating laws and measures to help prevent and reduce the scale of the problem and to support the victims of such violence.
- The capacities of the National Coordination Body will be increased and it will be better integrated within the institutional framework to provide more effective monitoring and implementation of policies, laws and measures to tackle the problem of domestic violence. This will ensure greater synergy between the NCB and other institutions and significantly increase accountability and transparency in the judicial treatment of domestic violence.
- The legal system for processing cases of domestic violence will be improved by addressing weaknesses and bottlenecks identified in the existing system and strengthening the capacities of the judiciary to overcome these problems. This will ensure greater efficiency in managing cases of domestic violence and other legal issues related to gender inequality.
- Legal aid for victims of domestic violence will be delivered more fairly and effectively. Mechanisms will be put in place to ensure that such legal aid services are comprehensive and meet established standards in both quality and outreach.

The UN agencies in the country have been working closely with national institutions and civil society organizations over recent years to help implement the National Strategy on Domestic Violence.

The country has taken significant steps over the past decade to tackle the problem of domestic violence, demonstrating its commitment to building a society with zero-tolerance for such crime. It recently became one of the first countries to ratify the Council of Europe's Convention on Preventing and Combating Violence against Women.

Nearly **400** victims of domestic violence have benefited from free legal services in the past 2 years

More than **800** professionals—including personnel from the Ministry of Interior, social workers, judges and public prosecutors—have been trained in ways to tackle cases of domestic violence more appropriately and efficiently

Awareness-raising activities have resulted in over

70% of the population being aware of the problem of domestic violence

The following are just some of the many important initiatives in recent years to help strengthen the institutions and empower the victims of domestic violence

A National Coordinative Body has been established to help prevent domestic violence, together with local bodies in

33 municipalities

More than **60** victims of domestic violence have been helped to set up their own businesses, to gain subsidized employment, or to acquire additional education

“We commend the progress made so far in tackling this problem,” says UNDP’s Resident Representative Deirdre Boyd, “and we at the UN are strongly committed to building up the capacities of the country’s institutions and civil society organizations to take on the challenges ahead. A lot of work still needs to be done to reach out, support and empower the victims of domestic violence and this is another area where we can draw on our unique access to experience and expertise across the globe to support the country’s reforms. We greatly appreciate the dedication shown by the Government of the Netherlands in supporting this project.”

COUNTRY STATUS

THE LIVING STANDARDS OF ROMA

HOUSING

Nearly **all**

Roma have lived in the same residence for at least six years

87%

of Roma own their dwellings

Only **4%**

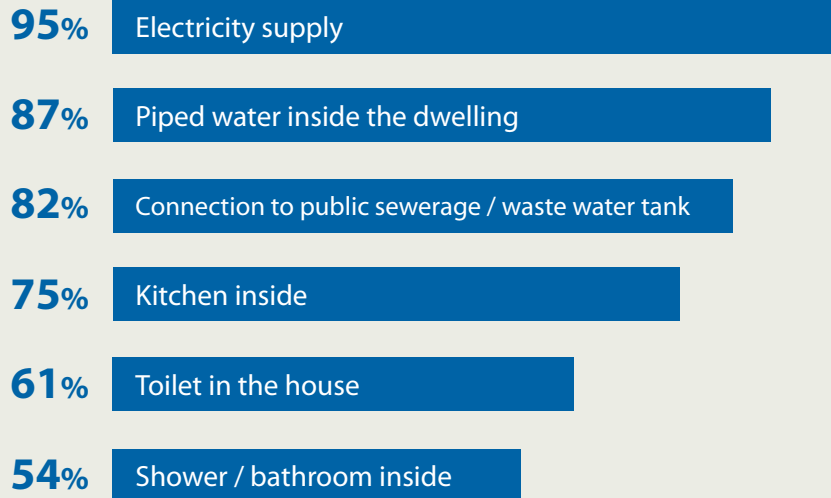
of households rent accommodation

$\frac{1}{3}$ **AGE**

In the country...

Nearly **a third** of the Roma community are under 14

*What do Roma households have?
(excerpt from the survey)*



STANDARDS OF LIVING AND INCOME

Half of Roma

households report that at least one member 'went to bed hungry in the past month'

92% of Roma

households suffer 'severe material deprivation'

82% of Roma

households reported having trouble affording to 'keep their dwellings warm', compared to 64% of non-Roma in the same neighbourhood

Of those Roma households which have received an income in the past month, the average amount received was

10,270 MKD

compared to an average income of 20,000 MKD amongst non-Roma households surveyed in the same neighbourhoods—a difference of almost 50%

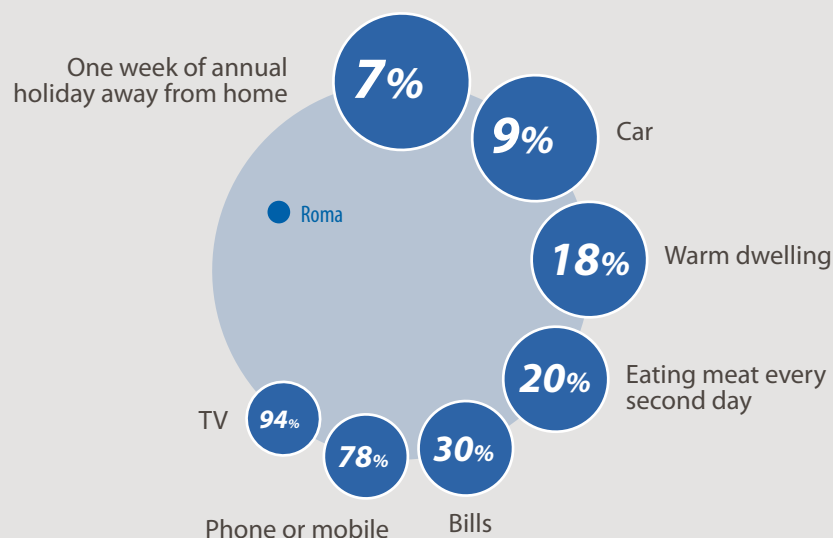
EMPLOYMENT

66% of Roma

are unemployed, compared to 37% of the total population

Roma women are more likely to be unemployed (82%) than Roma men (60%)

What can Roma households afford?



HEALTH

Healthcare needs of Roma households

Households unable to afford prescribed medicine at some point in the past 12 months

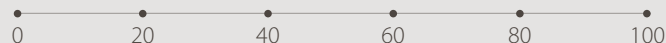
64%

Households confident in the healthcare services they receive


80%

Households with direct access to a doctor

93%



Tackling the social and economic exclusion of Roma communities is a top priority for the UN throughout the region. To help identify the needs of Roma communities, UNDP recently partnered with DG REGIO, the World Bank, the Fundamental Rights Agency and the Open Society Institute to conduct a survey on the development status of Roma communities in the region. The 2011 survey covered Roma communities in twelve countries in Central and South-Eastern Europe.



In each country, 750 families from the Roma community were interviewed as well as 350 'non-Roma' families living in proximity to Roma communities. The survey focussed on the following data:

- **Characteristics of households shared by all members:** characteristics of the dwelling, amenities, access to infrastructures, distance from basic services providers, etc.
- **The basic individual characteristics of each household:** composition of the household, demographic characteristics, educational status, incidence of disability, etc.
- **Behavioural aspects and individual attitudes:** including experiences of discrimination, perceptions of 'inclusion', awareness of initiatives such as the Decade of the Roma.

Please feel free to contact the UNDP office if you would like to get the full survey results.

A CLASS ACT IN KARPOSH

The Orce Nikolov kindergarten in the Municipality of Karposh has become the country's second fully energy-efficient school, completely refurbished this year with the support of UNDP.

The key aim of UNDP's two kindergarten projects has been to demonstrate and raise awareness of the financial and environmental benefits of greater energy efficiency in the building sector.

The first energy-efficient kindergarten in the country, Srnicka Kalinka, was officially launched in the capital's municipality of Aerodrom earlier this year, and UNDP then joined forces with the municipality of Karposh to replicate this model.

A total of 3,500,000 MKD were invested to change the windows, façades and roof of the school and to install a hot water solar system in the 46-year-old building—all in full accordance with EU standards and best practices.

According to UNDP estimates, the energy savings of the kindergarten will amount to 60%, starting from this heating season.



© UNDP/Ljubomir Stefanov



“With projects like this we are sending a clear message that investing in energy efficiency in buildings is the cheapest, easiest and simplest way to save money, reduce our energy bills, and cut down on harmful pollution,” says UNDP’s Anita Kodzoman

A recent study by UNDP showed it was possible to reduce the energy costs of any building by 20% to 30% just by introducing simple efficiency measures. This could help municipalities make great budget savings.

“With projects like this we are sending a clear message that investing in energy efficiency in buildings is the cheapest, easiest and simplest way to save money, reduce our energy bills, and cut down on harmful pollution,” says UNDP’s Anita Kodzoman, adding that “UNDP stands ready to continue helping central and local governments throughout the country to introduce energy efficiency measures and ensure a greener future for us all.”

The kindergarten was refurbished as part of the project called Energy Efficiency in the Building Sector, implemented since 2009 by UNDP in partnership with the Ministry of Environment and Physical Planning, the Ministry of Economy, the Association of Local Self Government Units (ZELS) and the financial support of the Agency.

The main objective of this project is to contribute to the reduction of energy consumption in residential and public buildings, to regulate energy losses and greenhouse gas emissions, and to increase the country’s energy independence.



HOW WELL DO YOU KNOW THE LANGUAGE OF DEVELOPMENT?

1		2		3		4			5	6		7		8
9									10					
								11						
12							13							
						14								
			15								16			
17		18								19				
20					21									
				22								23		24
25									26					
								27						
28								29						
30								31						

Across

- 1 Consultative (8)
- 5 Ratified (6)
- 9 Poverty (8)
- 10 Declares (6)
- 12 Worked out (6)
- 13 Backers (8)
- 15 Impedes (7)
- 16 Speed of progress (4)
- 20 Global development network (4)
- 21 Progress (7)
- 25 Likely (8)
- 26 Decisive step in progress (6)
- 28 Responds (6)
- 29 Starting point for a comparative study (8)
- 30 Stable (6)
- 31 Population surveys (8)

Down

- 1 Evaluate (6)
- 2 Feasible (6)
- 3 Concerning social relations (8)
- 4 Appraise (4)
- 6 Purpose (6)
- 7 & 19 Collaborators at country level (8,8)
- 8 Catastrophe (7)
- 11 Improve (7)
- 14 Calls for action (7)
- 17 Assists (8)
- 18 Publicly recommend (8)
- 19 & 7 See 7 down (8,8)
- 22 Endured (6)
- 23 The study of the rights and duties of citizenship (6)
- 24 A pioneering couple in the fields of sociology and feminism (6)
- 27 Alleviate (4)

SOLUTION

S	E	S	U	S	N	E	C		Y	D	A	E	T	S
R		C		R		S				E		T		T
E	N	I	L	E	S	A	B		S	T	C	A	E	R
B		V		N		E		S		S		C		O
E	D	I	R	T	S		E	L	B	A	B	O	P	R
W		C		R		E		A		L		V		P
			Y	A	W	D	A	E	H		P	D	N	U
R		L		P		A		P		L		A		S
E	C	A	P		S	R	E	P	W	A	H			
T		N		T		G		A		T		E		S
S		O	S	N	O	P	S		D	E	V	L	O	S
A		I		E		U		E		I		B		E
S	E	T	A	T	S		Y	T	I	C	A	R	C	S
I		A		N				A		O		I		S
D		E	N	G	S		Y	R	O	S	I	V	A	D

Development is about people and Development Stories brings people and their stories to the forefront—the people we work for and the people we work with.

Through interviews and feature stories, news and reviews of all our latest projects, and interesting facts from UNDP-backed research, this magazine brings our development work to life.

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