



# FINAL NARRATIVE REPORT

**Serbia**

Thematic window  
Conflict Prevention and Peacebuilding

**Joint Programme Title:**  
Promoting Peace Building in Southern Serbia

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May | **2013**

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**PROMOTING PEACE-BUILDING AND INCLUSIVE LOCAL DEVELOPMENT (PBILD)  
MPTF OFFICE AND MDG-F GENERIC FINALPROGRAMME<sup>1</sup> NARRATIVE REPORT  
REPORTING PERIOD: FROM *January.2010 TO March2013***

Programme Title & Project Number	Country, Locality(s), Priority Area(s) / Strategic Results <sup>2</sup>
<ul style="list-style-type: none"> <li>• Programme Title: Peace Building and Inclusive Local Development (PBILD)</li> <li>• Programme Number (MPTF) 00075685</li> <li>• Programme Number (MDG-F) 00072368</li> <li>• MPTF Office Project Reference Number:<sup>3</sup> 00075710</li> <li>• Sector(s)/Area(s)/Theme(s) Conflict prevention and inclusive development</li> </ul>	<p><i>(if applicable)</i> Country/Region</p> <hr/> <p>Priority area/ strategic results</p> <ul style="list-style-type: none"> <li>• Conflict prevention and peace-building</li> <li>• Inclusive development</li> </ul>
Participating Organization(s)	Implementing Partners
<ul style="list-style-type: none"> <li>• Organizations that have received direct funding from the MPTF/MDG-F Office under this programme</li> <li>• UNDP (MPTF/MDG-F and BCPR)</li> <li>• UNICEF (MPTF/MDG-F)</li> <li>• ILO (MPTF)</li> <li>• UNHCR (MDG-F)</li> <li>• IOM (MDG-F)</li> <li>• UNHABITAT (MDG-F)</li> </ul>	<ul style="list-style-type: none"> <li>• National counterparts (government, private, NGOs &amp; others) and other International Organizations</li> <li>• Serbian Government partners: Ministry of Public Administration &amp; Local Self-Government, Ministry of Youth &amp; Sports, Ministry of Education, Ministry of Human &amp; Minority Rights, Ministry of Economy &amp; Regional Development, Ministry of Labour &amp; Social Policy, Ministry of Health, Co-ordination Body for South Serbia, Ombudsperson, Commissariat for Refugees and IDPs, Statistical Office of the Republic of Serbia, Social Inclusion and Poverty Reduction Unit of the Government of Serbia.</li> <li>• 11 municipalities and two towns of south Serbia: Bujanovac, Presevo, Trgoviste, Surdulica, Vladicin Han, Bosilegrad, Vlasotince, Crna Trava, Lebane, Bojnik, Medvedja, Leskovac and Vranje.</li> <li>• 13 municipal administrations (youth offices); 13 Centres for Social Welfare, Center for Development of Jablanica and Pcinja districts, Primary and Secondary schools from south Serbia, Primary Health care Centers from south Serbia, Police departments and stations</li> <li>• NGO implementing partners: European Forum for Urban Safety (EFUS), Educational Center; Praxis; Vizija; Danish Refugee Council; Inter-SOS, MENA Group, SeCONS, . Center for Liberal and Democratic Studies, Center for Socio-democratic Studies, Young Researchers of Serbia/Voluntary Service of Serbia, Belgrade Open School, Center E8, Pediatric Association of Serbia, Institute for mental health, CeSID, Life AID, Initiative for Integration, CDA, Eko Centar, BFPE, Nexus, Pavlos, Youth Center Surdulica, Optimist, The Association of</li> </ul>

<sup>1</sup> The term “programme” is used for programmes, joint programmes and projects.

<sup>2</sup> Strategic Results, as formulated in the Strategic UN Planning Framework (e.g. UNDAF) or project document;

<sup>3</sup> The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to as “Project ID” on the project’s factsheet page on the [MPTF Office GATEWAY](#).

	Roma Intellectuals, DER Surdulica, Rose- Lebane, Generator, AIM Center –Vranje, National Parliament-Leskovac. • Media houses: Media Center – Belgrade, Synopsis – Nis, Initiative for Development and Cooperation Serbia (IDC), RTV ALDI Presevo, Dokukino- Belgrade, Gama, Media and Reform Center.
<b>Programme/Project Cost (US\$)</b> Total approved budget as per project document: MPTF /JP Contribution <sup>4</sup> : • <i>by Agency (if applicable)</i> UNDP: 3,221,186 UNICEF: 1,421,208 ILO: 1,050,000 <b>TOTAL: 5,692,394</b>  BCPR contribution: UNDP: 600,000 <b>TOTAL: 600,000</b> MDG-F Contribution • <i>by Agency (if applicable)</i> UNPD: 590,240 UNHCR: 773,005 UNICEF: 282,280 IOM: 204,126 UN-HABITAT: 650,349 <b>TOTAL: 2,500,000</b>  Government Contribution (if applicable)  Other Contributions (donors) (if applicable) <b>TOTAL:</b>	<b>Programme Duration</b>  Overall Duration ( <i>months</i> ): 41(MDG-F; 33 (MPTF)  Start Date <sup>5</sup> 29/10/2009(MDG-F) 02/07/2010 (MPTF)  Original End Date <sup>6</sup> 28/10/2012(MDG-F) 30/09/2012 (MPTF)  Actual End date <sup>7</sup> 31/03/2013  Have agency(ies) operationally closed the Programme in its(their) system? <span style="float: right;">Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></span> Expected Financial Closure date <sup>8</sup> : Sept 30 <sup>th</sup> , 2013
<b>Programme Assessment/Review/Mid-Term Eval.</b> Evaluation Completed <input type="checkbox"/> Yes <input type="checkbox"/> No Date: dd.mm.yyyy Evaluation Report - Attached <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Date: 15/09/2011	<b>Report Submitted By</b> ○ Name: Tatjana Strahinjac-Nikolic ○ Title: Deputy Programme Manager ○ Participating Organization (Lead): UNDP ○ Email address: tatjana.strahinjac.nikolic@undp.org

<sup>4</sup> The MPTF/JP Contribution is the amount transferred to the Participating UN Organizations – see [MPTF Office GATEWAY](#)

<sup>5</sup> The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the [MPTF Office GATEWAY](#)

<sup>6</sup> As per approval of the original project document by the relevant decision-making body/Steering Committee.

<sup>7</sup> If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities. Please see [MPTF Office Closure Guidelines](#).

<sup>8</sup> Financial Closure requires the return of unspent balances and submission of the [Certified Final Financial Statement and Report](#).

## **FINAL PROGRAMME REPORT FORMAT**

### **EXECUTIVE SUMMARY**

- In ½ to 1 page, summarise the most important achievements of Programme during the reporting period and key elements from your detailed report below. Highlight in the summary, the elements of the main report that you consider to be the most critical to be included in the MPTF/MDG-F Office Consolidated Annual Report.

The PBILD programme – addressing the legacy of Europe’s last armed conflict of 2000 -- helped Serbia fulfil a great many of its EU Acquis and Copenhagen criteria goals, a key strategic goal of the country in its pursuit of European Union entry; from human rights fulfilment to regional development and gender equality. PBILD joined people to their municipalities, to private businesses and helped implement national strategies in which the programme is well-anchored. PBILD was a cost effective way of doing business and drew on the UN’s strengths. It had the overwhelming consent of the local leaders and peoples. PBILD delivered on-the-ground fruits of the Belgrade-Pristina dialogue which led to the historic agreement signed in April 2013. PBILD brought stability and very directly touches the lives the 500,000 people in south Serbia which borders Bulgaria, FYRo Macedonia as well as Kosovo. Through the PBILD programme:

- 600,000 IDP State Registry records from Kosovo digitalized
- 725 Roma gained ID cards (over 7% of Serbia’s stateless Roma)
- 12 Roma Health Mediators provided 6,000 Roma with health care for the first time
- 262 IDPs moved out of Collective Centres and in village houses
- 7 Youth Offices were established equipping 2,000 young people with new skills who in turn volunteered in their communities to teach illiterates how to read
- Over 100 school teachers in multi-ethnic areas advanced modern inter-active techniques
- Three new Ombudsman Offices established in Presevo, Bujanovac and Medvedja
- Regional Development Agency won official Serbian government accreditation and helped Vladicin Han municipality win a €500,000 EU grant with Bulgaria, Sofia Chamber of Commerce, one of the first in south Serbia
- 105 of the most vulnerable apprentices taken off the unemployment registry with above-industry standard retention rates of 32%
- Over 160 SMEs use ICT to receive timely and transparent information on new financing and funding opportunities by SMS
- Surdulica municipal regional indoor sports hall has been equipped and the Vranje Theatre equipped with lighting after being burnt down. Both provide leisure opportunities to prevent migration, and are financially self-sustainable.
- Almost 1,000 people now receive home care through newly qualified and trainers home helpers
- Almost 100 young Roma and others at high risk of migration were trained and re-skilled as barbers, tailors and beauticians – all growth industries – with most in work
- The migration and asylum phenomena was highlighted through a number of ground-breaking films addressing the diverse aspects of migration watched by high level government and ambassadors of concerned countries. Booklets explaining Schengen rules in simple terms were published and widely distributed.
- Women empowered economically (27 Vlasina Housewives won the Nis Ethno Food Fair Gold Medal) and politically (local assemblies now have 32% women members compared to 18% before the 2012 elections)
- Built co-operation between NGOs and municipalities e.g. the “Tradition” bakery in Vranje. It created real jobs for single mothers and the company is growing at a rapid rate (66% annually) and it produces cakes to EU health and hygiene standards.

- Sustainability is at the heart of all PBILD's efforts and a great number of projects have now been taken on budget by municipalities. From Business Start Up Centres to Citizens' Advisory Service Outreach work.
- PBILD has won blogging awards and demonstrates good governance through its transparent bi-lingual website. Numerous government officials (e.g. SIPRU) and embassy staff have visited PBILD and the projects to see best practice being delivered.

The UN at HQ in New York (MDG-F) has recognized the PBILD programme globally for its Results and Achievements. In particular for:

- **“Integrated multi-sectoral approaches:** PBILD stands out for creating a good synergy among key stakeholders, leading to integrated results that better serve the beneficiaries.”
- **Equity:** PBILD is one of three Joint Programmes that stand out in the area of addressing inequalities which was particularly successful in tackling inequities in marginalized communities.
- **Sustainability and Replicability:** PBILD was cited as providing one of the six most interesting practices. The reason for its success is the close collaboration with the government on ownership, visibility of results and impact. The root causes of conflict in the region are inequity, discrimination and economic issues. The JP projects targeting youth and women have been successful because they focus on creating economic opportunities for marginalized populations. These youth and gender initiatives have a good chance of being replicated across other vulnerable communities in Southern Serbia.
- **Key Conclusions and Recommendations:** The governance of solutions needs to be localized. Increased access by vulnerable communities to social services and legal aid is crucial, as is better access to information about their rights and about services. The example of PBILD showed how this approach helps vulnerable and ethnic communities be less marginalized.

## I. Purpose

- Provide a brief introduction to the programme/ project (*one paragraph*).

Contrary to Europe, where there is a mild rise of population that stands at 0.5% annually since 2000, (and mostly stimulated by international immigration), Serbia has been constantly losing population, mostly due to negative birth rate and - in the past two decades - negative migration balance. Current situation in Serbia is additionally burdened by very unfavourable population trends, the significant de-population and aging of total population, particularly of able bodied generations.

Bearing in mind the socio-economic context the citizens of South of Serbia live in (very old population, poverty, low living standards, unemployment, extremely poor municipalities), we can come to the conclusion that situation in the region is even more dramatic in comparison to the rest of Serbia. Relevant researches and migration registrations almost do not exist, so that exact figures about different migration of people are unknown (particularly those who were repatriated in the re-admission process).

Analysis of situation in Jablanicki and Pcinjski districts, based upon recent researches, leads to the conclusion that young people are leaving their towns in large numbers, without intention to return. This was the reason for the PBILD programme to push some of municipalities in Pcinjski and Jablanicki districts to start researches on migration of youth in 2012, due to the fact that the main reason for migration was search for job; this is also why the municipalities and towns in the two districts are engaged in preparation and implementation of the adopted action plans for development

of youth entrepreneurship, increasing employment opportunities through NES and from their own municipal budgets.

Having all this in mind, the PBILD has been a very relevant vehicle for enhancing capacities for inclusive development and peace building in Southern Serbia. The program implemented positive policy and institutional measures to protect and empower socially excluded groups such as minorities, young people, children, women and potential and returning migrants. PBILD's investment in building evidence base on social indicators and current status of vulnerable groups in the region has become valuable resource for national partners to develop interventions and measures to improve the status of vulnerable groups. The Final Evaluation report best depicts the PBILD intervention: *"Having in mind economic crisis and economic and political sensitivity of Southern Serbia region, new intervention should be developed in the shortest possible time as replication and up-scaling of models already developed under PBILD, and may incorporate some new actions based on good practices and good governance principles."*

- *Provide the main objectives and expected outcomes of the programme in relation to the appropriate Strategic UN Planning Framework (e.g. UNDAF) and project document (if applicable) or Annual Work Plans (AWPs) over the duration of the project.*

**The overall objective of PBILD** is to contribute to inclusive, peaceful and sustainable development in South Serbia and to reduce the discrepancies that currently exist between Jablanica and Pcinja Districts and the remainder of Serbia through delivering targeted interventions aiming at enhancing community cohesion and human capital, improving provision and equitable access to public services, strengthening economic development, and improving migration management in south Serbia. This is expected to be achieved through the following outcomes as supported by the MDTF and the MDG-F:

**Outcome 1** - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

**Outcome 2** - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

**Outcome 3** - Economic Development: Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country

**Outcome 4** – Migration Management: Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia's EU integration aspirations.

PBILD thus contributed to achieving many of the Serbia UN Development Assistance Framework (UNDAF) priorities:

**UNDAF Outcome 1: Strengthened Good Governance** – through interventions in the area of capacity building of the local governments on gender and minority rights, support for the Ombudsman's Office, and capacity-building and funding for civil society, including partnership work with the local governments

**UNDAF Outcome 2: Sustainable Development and Social Inclusion Enhanced** – through improving provision and equitable access to education and health services for the most vulnerable groups, on capacitating and empowering vulnerable youth to take active participation in the local communities as well as the work on employment and upgrading vocational education training.

**UNDAF Outcome 3: Increased Regional Stability and Co-operation-** through promoting regional development and co-operation across the PBILD target area and between local and central government, through both research on and capacity-building for migration management, through economic development and inter-municipal projects, and through facilitating and promoting partnership between civil society and local government.

The PBILD interventions contributed to the progress in the attaining the following **National Millennium Development Goals**:

**Goal 1: Eradicate extreme poverty and hunger** - through work on employment and vocational education, and through work to provide IDPs in collective centres with sustainable accommodation solutions and legal assistance.

**Goal 2: Achieve universal primary education** – through improving access to education and primary school teaching for minority or vulnerable children

**Goal 3: Promote gender equality and empower women** - through work with municipal officials, gender mechanisms, political parties and civil society in the region to increase understanding and awareness of the importance of gender equity; through work on regional gender co-ordination and revision of selected local strategies through gender perspective; and through participatory work on 'Safer Cities' to address awareness of and issues of domestic violence in communities.

**Goal 4: Reduce child mortality** – through outreach activities to children from most excluded and vulnerable groups (such as Roma) and improving their access to health care and social welfare services.

**Goal 7: Ensure environmental sustainability** - through work to provide IDPs in collective centres with sustainable accommodation solutions.

- *Provide a brief introduction on the socio economical context and the development problems addressed by the programme.*

Years of conflict and economic downturn resulted in large-scale job losses and widening regional disparities in Serbia. The influx of hundreds of thousands of refugees and displaced persons exerted dramatic pressure on the country's labour market. The economic collapse due to the privatization and restructuring of enterprises and the regional conflicts worsened the situation at the labour market and in the south Serbia as a whole. Access to decent work remained difficult for low-educated individuals, especially for those living in less developed regions and in rural areas which triggered permanent and seasonal migration of significant percentage of south Serbia population (esp. from municipalities with ethnic-minorities).

Nine out of 13 municipalities are in the category of devastated municipalities according to the national statistics. GDP of devastated municipalities is beyond 50% of the GDP of the Republic of Serbia. Regions have population of 470.000 inhabitants (6.5% of total population of Serbia). According to the 2002 Census, more than 12 per cent of the population of the region belongs to the Albanian minority – concentrated mostly in the municipalities of Presevo, Bujanovac and Medvedja. There is a significant Roma population, representing 4.7 per cent of total population. There are also 18,000 IDPs living in the region.

Unemployment in the region is 44.8%. In 2012 out of 13 municipalities in Jablanicki and Pcinjski districts in 8 of them the rate of unemployment was over 50% - Vlasotince, Medvedja, Trgoviste, Bosilegrad, Vladicin Han, Presevo, Bojnik, Lebane.

Against this backdrop, the Programme was designed to contribute to the overall development of the country and to assist local institutions to deliver on the policy objectives established on poverty reduction, economic and regional development, social inclusion, human capital development, gender and minority rights as well as protection of vulnerable groups. The design of the Joint Programme built on the knowledge, experience and lessons learnt by the UN participating agencies and national/local institutions on gender and minority rights issues, employment, social services, migration management, education and health of vulnerable groups, safety issues and capacity development of local self-government.

- *List joint programme outcomes and associated outputs as per the final approved version of the joint programme Document or last agreed revision.*

**Outcome 1** - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

- ✓ Output 1.1 - Increased confidence of local population in key institutions of local and national government
- ✓ Output 1.2 - Strengthened inter-ethnic understanding and collaboration among adolescents and young people

**Outcome 2** - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

- ✓ Output 2.1 - Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of the differential impact of policies on different ethnic groups
- ✓ Output 2.2 - Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled
- ✓ Output 2.3 Improved quality of public services, especially in those sectors that have potential to increase inter-ethnic dialogue and reduce conflict risk
- ✓ Output 2.4 Support to capacity development and awareness raising of the role of Ombudspersons Outreach Office in South Serbia

**Outcome 3** - Economic Development: Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country

- ✓ Output 3.1 - The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements.
- ✓ Output 3.2 - Increased funding for regional and municipal level projects that will impact upon job creation

**Outcome 4** – Migration Management: Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia's EU integration aspirations.

- ✓ Output 4.1 Municipal Administrative Services better meet the needs of Migrants
- ✓ Output 4.2 Municipal Capacity Development to Manage Migration Issues

- *Explain the overall contribution of the joint programme to National Plan and Priorities*  
The PBILD corresponds with following country strategies:

- ✓ National Strategy for Accession to the European Union;
- ✓ Poverty Reduction Strategy;
- ✓ Strategy of Development in the Republic of Serbia in the period from 2009-2012;
- ✓ Strategy for Regional Development (2007-2012);
- ✓ National Sustainable Development Strategy (2008-2013);
- ✓ National Economic Development Strategy;
- ✓ Public Administration Reform Strategy;
- ✓ Social Protection Development Strategy;
- ✓ National Employment Strategy;



- ✓ Strategy of Development of Secondary Vocational Education;
- ✓ Strategy of Development of Adult Education;
- ✓ National Strategy for the Advancement of Position of Women and Gender Equality;
- ✓ Strategy for improving the position of Roma in Serbia;
- ✓ National Program of Health Care of Women, Children and Adolescents
- ✓ National Education Development Strategy
- ✓ The strategy of reintegration of returnees under the Agreement on Readmission;
- ✓ Revised National Strategy for the resolution of IDPs and Refugees;
- ✓ The national strategy for prevention and protection of children from violence;
- ✓ National Youth Strategy and Local action plans for youth;

- *Describe and assess how the programme development partners have jointly contributed to achieve development results*

The initial division of activities among UN agencies evolved into more integrated and coherent implementation. This was largely achieved through the flexible locally driven operational planning, facilitated by the JPMU. A number of activities were jointly planned and implemented by different agencies:

- ✓ UNICEF and UNDP: Working with YO from 1) capacity development perspective; 2) implementation of grants; 3) regional projects perspective; 4) migration and research perspective; 5) conflict mitigation perspective
- ✓ UNHABITAT and IOM: training of trainers. Both agencies developed capacities of a group of 9 people from Southern Serbia in the area of strategic planning and conflict mediation which resulted in establishment of a new CSO in the region in order to provide those services on demand.
- ✓ UNICEF and UNDP: joint procedure of grant scheme for Local Partnership and Youth (Call with two lots)
- ✓ UNDP and UNICEF: joint administration of the Survey on Inclusive Development (at the beginning and at the end of the project consisting of Migration and Youth)
- ✓ UNHABITAT and UNDP: Round table on gender violence and safety.
- ✓ UNICEF and UNDP: Improvement of M&E system with LSGs related to creation and monitoring of local policies and revision of local sustainable strategies.
- ✓ UNICEF and ILO: Peer career informing through YOs
- ✓ UNDP and ILO in employment promotion grants.

## II. Assessment of Programme Results

- This section is the **most important in the Report** and particular attention should be given to reporting on **results / and changes** that have taken place rather than on activities. It has three parts to help capture this information in different ways (i. Narrative section; ii. Indicator based performance assessment; iii. Evaluation & Lessons learned; and iv. A specific story).

### i) Narrative reporting on results:

From January to December 2012, respond to the guiding questions, indicated below to provide a narrative summary of the results achieved. The aim here is to tell the **story of change** that your Programme has achieved over its entire duration. Make reference to the implementation mechanism utilized and key partnerships.

- **Outcomes:** Outcomes are the strategic, higher level of change that your Programme is aiming to contribute towards. Provide a summary of progress made by the Programme in relation to **planned**

**outcomes from the Project Document / AWP**s, with reference to the relevant indicator(s) in these documents. Describe if final targets were achieved, or explain any variance in achieved versus planned results. Explain the overall contribution of the programme to the Strategy Planning Framework or other strategic documents as relevant, e.g.: MDGs, National Priorities, UNDAF outcomes, etc. Explain who the main beneficiaries were. Highlight any institutional and/ or behavioural changes amongst beneficiaries at the outcome level.

**Outcome 1** - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

This outcome resulted in improved cooperation between the political representatives of the ethnic minority and majority, increased percentage of women members in local assemblies, adopted strategic documents recognizing existing gender and safety gaps and in strengthened infrastructure for local youth policy and programme implementation in the target regions and improved inter-ethnic cooperation and social inclusion of the most vulnerable adolescents and young people in South Serbia. It directly contributed to enhancing Local Self-governments (LSG) capacities to reduce inter-ethnic tensions and conflict risk.

Improved cooperation between around 160 political representatives of the ethnic minorities and majority was done through the capacity development programme covering two topics: gender equality and minority rights issues. The pre and post evaluation showed that 95% of participants had their knowledge on gender, human and minority rights increased. Furthermore, the work of the PBILD programme on those two topics with various stakeholders such as gender mechanisms, CSOs, media etc. resulted in having 30% of women in the newly elected local south Serbia's assemblies. The percentage of women in local assembly at the beginning of the PBILD programme and during the previous government mandate was around 18,5 %. Additionally, at the beginning of the PBILD programme 7 out of 13 municipalities did not have gender mechanism established whereas at the end of the programme all 13 have well established either gender Councils/Committees or at least gender coordinator. The highlighted work with them and the gender Regional Working Group resulted in the production of strategic policy documents recognizing existing gender gaps and development of 13 action plans out of which 8 were adopted by Municipal Assemblies.

The work on the conflict risk reduction, engagement in conflict / violence prevention planning was done through the establishment of six new Safety Councils, whereas three were reactivated within Safer Cities activities as well as through conflict mediation training. Safety Councils' partnerships and coalition groups became formal part of the municipalities' structures by the end of the programme, including budget allocation for their work, making it fully sustainable. Capacity building process helped safety Councils to develop and upgrade strategies and plans, through participation and partnership building (including with police), which will address issues related to safety, conflict and security concerns at local level and integrate them within the development efforts, fostering social cohesion, and conflict management capacities. Fourteen Local Safety Diagnoses were formulated, including Regional Diagnosis, and eleven Safety Strategies.

Conflict mediation effected a real change not only with respect to beneficiaries in improving their skills and expertise in the field of conflict mediation, but in raising awareness and promotion of mediation as an instrument for conflict management. It also managed to bring together and network different sectors (institutions and organizations) and different ethnicities, which is of significant importance in polarized society such as Southern Serbia. It contributed to changing the common perception of conflict as something necessarily negative, within local population. The network of local professionals, trained in conflict mediation, is established and it makes significant local resource for different future initiatives towards peace building in this geographical area. The network is institutionalized in the form of local NGO Decendo. The NGO has been already recognized within

PBILD project and applied, as partner, for the grant within safer cities project component (implementation of local safety strategies).

Moreover, this outcome directly contributed to the National Strategy for Closure of Collective Centres (CC) in Serbia and during PBILD's life 2 collective centres (CC Motel Camping in Bujanovac and CC Motel Atina in Leskovac) out of 11 CC in Pcinja and Jablanica districts were closed down with direct assistance from PBILD allowing for 262 IDPs out of 823 IDPs to move from collective centres and reach acceptable accommodation standards through purchase of villages houses, provision of building material and in kind and cash grants.

The beneficiaries of this outcome have not only enjoyed a sustainable solution to their housing issues but this intervention also enabled them to focus on other important matters as job hunting and paying for school fees, while extending their social networks and speeding up their full integration into society. Moreover, since the majority of the IDP families have an agricultural background, the village houses component enabled a more natural continuation of their lives. The free legal aid component has significantly helped families ease the tension of living without necessary documents enabling them to exercise their fundamental rights. The automated records from the Municipalities of Gnjilane, Vitina, Kosovska Kamenica and Novo Brdo enabled IDP-s to exercise their fundamental rights and get an easier 1-minute access to public services.

Two new Youth Offices, four Youth Clubs and four Voluntary services were established in 10 LSGs. They offer a variety of programmes that bring young men and women of different social and ethnic backgrounds together, providing them with new knowledge and skills, increasing their employability, and giving them opportunities to voice their opinions and participate in local development. Over 2,000 young men and women of different ethnic background from south Serbia were directly engaged in implementing project activities, while more than 6,000 were reached through them. Although research among young people that participated in the PBILD programme shows a reduction in social distance between different nationalities, this distance has largely remained the unchanged for those not involved in the programme. There has been a significant increase in the percentage of young people in south Serbia who express a willingness to volunteer (in 2010 – 50% to 2013 – 67%) as well those reporting volunteering experience (2010 – 9% to 2013 – 26%), although this cannot be attributed solely to the PBILD programme.

Youth involved in the activities of Youth Clubs, voluntary services and programs of Youth Offices are demonstrating and driving positive change in south Serbia, both for themselves and future generations of youth. Local self-governments and the Ministry of Youth and Sports have committed themselves to these new programmes and services, thus ensuring their sustainable continuation. The PBILD results and lessons learned will be used by the MoYS and other partners to design the national framework for the development of inclusive, quality local services for youth, particularly youth clubs and voluntary services. In addition, the human and institutional capacities built through PBILD programming are being disseminated through peer-learning processes between Youth Offices and relevant civil society organisations.

**Outcome 2 - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)**

The ability of municipalities to formulate, implement and monitor public policies has been strengthened due to increased availability of data at municipal level, increased awareness of local authorities of importance of data use and their enhanced capacity to utilize data.

Firstly, this has been achieved through the development of the Municipal DevInfo database, containing 142 indicators (disaggregated by gender and other variables) that have been recommended by local stakeholders in PBILD municipalities. The interactive user-friendly web application provides easy access to data, which is available on all municipalities in Serbia. The active role and engagement of the

Statistical Office of the Republic of Serbia (SORS) in this process is a guarantee of its sustainability, as SORS will carry out bi-annual updating of the database for all municipalities. Secondly, this has been achieved through the revision of seven (Vlasotince, Bujanovac, Vladicin Han, Surdulica, Crna Trava, Bosilegrad and Medvedja) and development of one (Vranjska Banja) local sustainable strategies.

The capacity building program related to monitoring, evaluation and data utilization was assessed as very useful by municipal representatives. Pre- and post-test results revealed that the competencies and knowledge of participants in these trainings increased by 88%. Following provision of computer equipment and training on use of the DevInfo database, all 13 municipalities have begun utilizing data for preparation, monitoring and revision of municipal development strategic plans and budgets. DevInfo Municipal Profiles are enabling easy comparison across municipalities and being accessible to all, are improving transparency and influencing accountability of local authorities. They are also providing very useful information to national level decision makers by revealing obvious disparities among municipalities.

Lack of birth registration and other personal documents is a key barrier vulnerable groups face in accessing public services. Thanks to the provision of free legal aid in civil registration through a specialized NGO partner, 732 Roma children and their family members obtained personal documents and with it, entitlements to public services and benefits. The programme also strengthened local self-governments to provide such support on a continuous basis. Practice documented through field work served as an important argument for the adoption of the new Law on Subsequent Birth Registration that enables easier registration procedures.

Access to health care for vulnerable groups has also been improved. Interventions by Roma health mediators and primary health care centers have resulted in a 12% increase in children with a selected pediatrician (74% to 82%), a 20% increase in women with a selected doctor (62% to 74%) and a 30% increase among men (57% to 73%). The share of immunized children rose from 49% to 90%. Almost 1,000 professionals from primary health centers are more sensitized to the needs of vulnerable groups, particularly Roma, capacitated to support children's early development, detect developmental difficulties in a timely manner and address violence, abuse and neglect.

The quality of education, especially for children from minority groups, and those with disabilities, has been improved by investing in capacities of teachers and improving conditions for inclusive education (infrastructure and assistive technologies). Teachers' increased capacity for teaching Serbian as a non-mother tongue using active learning methods has directly benefited 2,240 pupils. Inclusion of vulnerable groups into education was supported through improvements in physical accessibility of schools and provision of assistive technologies, as well as capacity building of teachers to apply individualized approach in teaching. This package of support advanced the quality of education for 4,966 pupils. 13 primary schools are now physically accessible for children with disability and equipped with assistive technologies supporting teaching processes.

Better access to public services to all citizens, improvement of the level of human rights and promotion of better governance in the region with the special focus on the position of national minorities in the region, their access to rights, gender equality, and improvement of the whole culture of human rights were the result of the work with the Ombudsman's office. Three outreach offices (in Bujanovac, Presevo and Medvedja) were established in 2010 and capacities of both national and outreach offices staff were developed through the on-the-job mentoring by the Ombudsman office.

As for the statistics, while for the entire Serbia there were 30% more citizen complaints lodged through Ombudsman's office in 2012, as compared to 2011, or a total of 18,533, number of South Serbia complaints was not increased. Reason for this lies in the fact that there are not so many state institutions in these three municipalities and that citizens are facing problems such as lack of employment and bad

material situation, long trials and difficulties in achieving rights from pension and disabilities insurance which are not under Ombudsman's jurisdiction.

**Outcome 3 - Economic Development:** Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country

In order to reduce discrepancies in wealth and employment between ethnic groups and with other parts of the country the PBILD programme focused on the work with National Employment Service, Regional Development Agency and 13 Local Self-Governments.

The PBILD employment interventions were accompanied by a staff development programme aimed at strengthen the institutional capacity of the NES local offices to design, implement and monitor employment programmes targeting disadvantaged groups of unemployed. By end February 2013, approximately 145 unemployed women and men had participated to active labour market programmes. The monitoring of performance carried out in March 2013 found a placement rate at follow up of 46.2 per cent (32.2 per cent for men and 58.8 per cent for women). Over two thirds (64 per cent) of workers had been employed for over six months, mainly in the manufacturing sector (75 per cent of all participants employed), while the remaining worked in retail trade, service and construction industries. The overwhelming majority (92.9 per cent) was employed in the same occupation they received training for.

Additionally, employment interventions with local Self-Governments resulted in supported access to employment for at least 600 people through:

- 35 new jobs created (support to women entrepreneurship through the establishment of two cooperatives of 27 Vlasina women)
- 58 start-up business supported
- 200 youth instructed in job search skills
- 160 youth gained English and IT skills
- 200 high school students trained in entrepreneurship

The work with the RDA i.e. the Center for the Development of Jablanica and Pcinja districts was focused on the improvement of RDA's capacities to attract funding for regional and local projects and in facilitating the Regional Working Groups. Having this in mind, RDA's capacities were raised in the area of financial reporting, PRAG procurement procedures and Bulgaria-Serbia IPA Cross-border programme. The latter resulted in RDA's getting two cross-border projects:

- "Center for exchange of information of cross border economic cooperation" the value of the project is 444.537,00 EUR, (Vladicin Han and Bulgarian Chamber of Commerce and Industry are partners in implementation, while the lead partner is the RDA; duration of the project is 18 months). Additional help was secured thanks to the installation of the GIS software (PBILD initiative) and the updated maps developed through the software which enabled Vladicin Han to promptly select the project site with detailed information on water, sewage, telephone, electricity networks.
- "Exchange of good practices for quality management of municipal administrations" the value of the project is 148.000,00 EUR (lead applicant for this project is the Agency for Economic Development Kostin Brod (Bulgaria); duration of the project is 12 months, while the Jablanica District municipalities are direct beneficiaries).

Besides these two successful applications – 6 new applications have been put forth in response to the new call for proposals.

Outcome 4 – Migration Management: Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia's EU integration aspirations.

Partnership and coordination with and between local institutions in provision of social services for migrants, potential migrants, people affected by migration improved during the implementation of the PBILD programme. PBILD implemented successfully 25 Social Partnership Projects in 12 municipalities, contributing to improved provision of home care services, health care and social protection to people affected by migration in the mountainous area. Leskovac, Medvedja and Bojnik have developed a database which provides information on a family's assets, hence evidence-based decisions on benefit entitlements became better targeted. Through projects, legal, health and psychosocial advisers, as well as the trained home care providers (migrants and potential migrants), gained income and saw new opportunities to participate in the social and economic life of the region:

- 845 elderly persons with disabilities, Roma and people living in rural areas received home care assistance;
- 74 persons from 10 municipalities were trained and certified as home care providers,
- 50 persons from Crna Trava and Vranje were re-trained as barbers, lorry drivers, beauticians and hair-dressers.
- 3,630 advisory services were given to obtain personal documents or exercise given rights,
- 20,100 individual registry book records and certificates digitalized in Bujanovac from church and mosque records to enable easier access to documents;
- 1,003 social welfare cards created and entered into databases in Medvedja and Leskovac to ease access to entitlements from health care to welfare benefits.

At the same time PBILD, in cooperation with Government Office for Human and Minority rights, capacities of local and national representatives of institutions on how to proceed within the readmission agreement were raised. Part of the capacity development programme focused on the revision of the 'Guidebook on how to proceed within the readmission agreement' which is a necessary tool for all stakeholders involved in the process of reintegration of returnees. Another booklet together with the same office was revised and reached returnees, titled as "Info booklet for returnees", which helped the returnees to re-integrate in Serbia upon their arrival by getting the necessary information on their rights and how to exercise them to assist in integration and reduce risk of secondary migration.

PBILD also delivered an information booklet known as "No problem" and is used to raise the readers' attention with respect to the topics such as a) White Schengen List, b) Illegal stay abroad and c) Asylum. The three topics are depicted, more or less, with the same importance in the booklet. Moreover, it addresses the issue of return assistance, mentioning the Schengen countries which have abolished to grant financial aid to Serbian citizens who return voluntarily. Additionally, round tables, research studies and research documentaries succeeded in raising awareness on the complexity of migration issues and problems faced in South Serbia. However, PBILD Inclusive Development survey which was conducted at the beginning of the programme in 2010 and repeated at the beginning of 2013 although was widely used as a reference and for evidence based advocacy showed:

- Migration potential in Jablanica and Pcinja districts is still around 21% which is 1/5 of the total population older than 15. When this data is compared with the data from 2010 it can be seen that the migration potential has increase only for 1%. The survey showed that the biggest number comes from Presevo and Bujanovac.
- Potential migrants are young people (between 20 and 29).
- Migration potential can be divided into 2 groups: more than half of them (54%) would go abroad (European countries- up to 50%), and more than 2/5 (44%) would go in some bigger town in Serbia or surroundings.

Reasons for migrating are mostly of economic nature: people can not find a job and there is no possibility to find any kind of employment. This was also stated at two PBILD events a) high-level

Ambassadorial conference Asylum challenges vs. economic opportunities which brought discussion on false asylum seekers into the broader public domain and recommended further interventions based on mainstreaming migration; b) a round table discussed the film People Without Dreams which premiered in July 2012 in Belgrade to raise awareness of the asylum challenge.

Migrants have better access to social protection programmes since new social protection strategies were developed in Presevo, Trgoviste and Bosilegrad, which recognise migrants as a vulnerable group, while the existing strategies were revised in another 7 municipalities to include migrants as target groups. The revision process led by the municipalities and supported by PBILD included public hearings which have been assured also through Social Partnership Projects as one of the activities.

- **Outputs:** Outputs are the more immediate results that your Programme is responsible for achieving. Report on the key outputs achieved over the duration of the Programme , in relation to **planned outputs from the Project Document / AWP**s, with reference to the relevant indicator(s) in these documents. Describe if final targets were achieved, or explain any variance in achieved versus planned results. If possible, include the number of beneficiaries. Report on how achieved outputs have contributed to the achievement of the outcomes and explain any variance in actual versus planned contributions to the outcomes.

**Outcome 1** - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

**MDG-F Output 1.1**      **Provide support to institutional strengthening of the governance structures in South Serbia to facilitate participation of women and ethnic minorities in policy and decision-making processes.**

*Smart Output 1.1a      The baseline on participation of women and minority groups in policy and decision-making processes established by month 6 of the project timeframe*

The baseline on participation of women and minority groups in policy and decision-making processes conducted and publication “Gender equality at the local level” in Serbian, Albanian and English produced. Recommendations provided in this publication represented the basis for all gender related activities within the PBILD programme.

*Smart Output 1.1b      During JP implementation at least 40 civil servants from 13 municipalities (min. two representatives per municipality) and representatives from Co-ordination Body will be trained how to formulate, implement and monitor gender and human rights responsive policies*

*Smart Output 1.1c      Representatives of the main political parties in South Serbia trained how to formulate and advocate for inclusive development policies by the end JP month 18*

This was achieved through the development of training curricula for the Pcinjski and Jablanicki Districts municipalities/political party representatives, CB and NMC (Albanian, Bulgarian and Roma). Around 100 representatives of south Serbia political parties, National Minority Councils (Albanian, Roma and Bulgarian), Local Self-Government, Civil Society Organizations and the Co-ordination Body completed the capacity building training in the field of gender equality and minority rights issue. Four training sessions each comprising of two days were organized between 29<sup>th</sup> February and 3<sup>rd</sup> March , thus allowing for a number of participants to attend both trainings over four days. A pre-evaluation was carried out at the very beginning of the training followed by a post-evaluation that was placed at the very end of the training

sessions assessing the knowledge intake of the participants from the actual training sessions. The results showed that more than 95% of participants' knowledge on gender, human and minority rights increased over the duration of the training course.

Based on the recommendations from the training special focus was given to more than 60 female members of local assemblies that led to the set of training aiming at empowering women in local assemblies in Jablanica and Pcinja districts. Training and mentoring at the job were used for strengthening women's role in local parliaments through: a) gaining better PR and communication skills; b) improving their knowledge on gender and minority mechanism and existing laws; c) and strengthening their role in political parties and assemblies.

*Smart Output 1.1d Civil society organisations in South Serbia supported in development, implementation and monitoring of gender / inter-ethnic related projects*

Gender and minority rights awareness and understanding rose through the implementation of gender and inter-ethnic projects. Although these projects were designed as small scale projects their impact was great in terms of outreach and target groups. Nearly all 13 municipalities were involved in these 8 projects and various audiences were targeted through project activities (around 5,000 pre-school and school children, parents, minorities, municipal officials, women, youth etc.). Equally important is the capacity development the involved CSOs underwent for their future activities geared towards enhancing inter-ethnic relations and gender equality. CSOs were supported to monitor results of their work and report on them through a set of common indicators and tools which were developed in partnership with the PBILD programme. This had enabled them to measure the contribution of their projects to the implementation of local inter-ethnic issues. Some of the results are:

- raised awareness of more than 280 citizens of Surdulica on the "Decade of Roma" through the presentation of sociological, health and cultural aspects and raised awareness of 125 Roma women in the municipality of Medvedja on the importance of breast self-examination, malignant diseases, domestic violence and STDs through workshops and lectures;
- 641 young people from Vranje, Bujanovac and Presevo increased understanding of multiethnic and multicultural identity through capacity development activities on gender equality and national minorities and involvement in youth actions;
- Increased capacities of 169 teachers, students and volunteers in Surdulica to recognize discrimination and react through workshops, forum theatre, round tables and photo exhibition;
- more than 3,000 citizens of Surdulica informed on discrimination and anti-discrimination of Roma in Surdulica through the public awareness campaign;
- raised awareness of more than 1,000 citizens of Bosilegrad on gender equality and women's rights through workshops, round tables, street actions, radio shows and dissemination of promo material;
- 16 children of Roma and Serbian nationality prepared theatre play "Green grass of my empire" and played it for more than 1,300 children in Lebane, Bojnik, Medvedja and Leskovac;
- 20 trained Roma mediators initiated process to obtain social welfare and child allowance for more than 200 Roma while 70 Roma, mostly old and women got preventive health care services

*Smart Output 1.1 At least one strategic planning document in at least three selected municipalities revised to reflect particular needs to women and minorities*



This Smart Output is covered under Activity 2.1.2

- Smart Output 1.1f*     *By the end of the first 6 months of the JP, assessment conducted of conflict-, gender- and minority-sensitivity of local media reporting*
- Smart Output 1.1g*     *By the end of JP, national and especially local broadcast and print media offer increased production of news, information and entertainment in local languages which is gender- and conflict-sensitive, thereby contributing to peace-building*

Training and mentoring support for the production of gender/minority/conflict sensitive TV, print and radio broadcasts provided to local media was successfully completed. The initial research on the situation of media in South Serbia was conducted in July and August 2011 through desk review and qualitative research (in-depth interviews with owners/managers, editors and journalists and key informants in the Pcinjski and Jablanicki districts) which provided recommendations of media that should participate in the project as well as the training curricula. This was followed by two two-day training sessions for directors, editors, owners and journalists of 16 local radio and television stations, a web portal and a weekly from Pcinjski and Jablanicki Districts in September 2011. Two months after the training some media refrained from participation and were not ready to continue cooperation. This caused the changes in subjects of TV and radio items and forced some of the media outlets to take over more than one item themselves. In such manner, they were additionally burdened as they had not had sufficient capacity to prepare such complex stories. Production with mentors' support was initiated in October 2011 with three mentors, thus resulting in TV magazine "Living together" covering 10 stories, radio magazine "Southern Stories" covering 8 stories and 3 print and 1 web stories from Jablanicki and Pcinjski. These productions were tackling the problems of vulnerable groups and ethnic minorities in South Serbia and are representing the proof that the journalists have been empowered to recognize problems existing in the society and have the integrity to draw attention on them as the first step in providing solutions.

## **Output 1.2 Inter-ethnic understanding and collaboration among both young men and young women of different ethnicities strengthened.**

- Smart Output 1.2a*     *Institutional mechanisms for participation and development of young men and women (of different ethnic backgrounds) are strengthened in three selected municipalities*
- Smart Output 1.2b*     *At least 600 young men and women are engaged in programmes that increase inter-ethnic understanding and collaboration and*

Inter-ethnic understanding and collaboration among adolescents and young people were facilitated through strengthening of the youth offices and establishment of programmes.

PBILD interventions were developed on the basis of the 2010 survey report "Youth in south Serbia". In partnership with the Ministry of Youth and Sports, local self-governments and non-governmental organizations, municipalities were supported to establish and strengthen youth office as a hub for the provision of programmes and services. New youth offices were established in Medvedja and Trgoviste, 8 more advanced youth offices established youth clubs or voluntary services and three youth offices were supported to provide additional programs.

PBILD supported establishment of Youth Clubs in Presevo, Leskovac, Bujanovac and Vladicin Han by capacitating their management, equipping their space and helping to develop quality programs that engaged more than 800 youth in social and non-formal education activities.

Volunteer services were established in Vranje and Surdulica with more than 10 active volunteer programs (reading workshops, support to Roma education, activities with children with developmental difficulties etc.). These involved around 150 youth volunteers who worked with more than 300 school age children. Volunteer services in Bojnik and Vlasotince were established in 2013.

Five additional youth programmes were also designed and introduced in youth offices. Info services started operating in 4 youth offices. Peer career information programmes became active in 8 youth offices and 20 trained informers reached 1000 youth. Peer education teams on violence prevention were functional in 3 youth offices and virtual enterprises were supported in 6. Multi-ethnic interactive “Forum theatres” had been implemented in all 13 municipalities. More than 100 secondary school youth of different nationalities engaged in Forum theatres on minority rights, discrimination and social inclusion, reaching 800 youth and adults.

Youth Offices and NGO partners were supported to monitor results of their work and report on them. A set of common indicators and tools were developed to help them measure the contribution of their projects to the implementation of local and national youth action plans. They also developed 6 policy briefs used for advocacy for sustainability of youth programmes.

Young people from municipalities in the south Serbia had opportunities to meet with young people, civil society organizations and youth workers from other parts of Serbia (Vojvodina, Sandzak, Belgrade), as well as European countries (Slovenia, Spain etc.) nurturing better understanding of different cultures and social cohesion.

In early 2013, the survey on Youth in south Serbia was repeated pointing to some progress (volunteering, ICT capacity, participation in youth programs) and areas that require longer commitment and investment (inter-ethnic distance and migration).

**MDG-F Output 1.3      Strengthening capacities of local self governments, institutions and civil society to engage in conflict / violence prevention planning through conflict mediation training participation, dialogue, partnerships for improved safety for better understanding of local aspects of conflict and adequate solutions.**

*Smart Output 1.3a      By the end of the first six months of the JP baseline safety diagnoses have been carried out in 13 municipalities*

In cooperation with Educational centre from Leskovac (contracted partner) and European Forum for Urban Security EFUS, Safer Cities formulated Safety Diagnoses in all partner municipalities. Diagnoses were presented to local stakeholders in each municipality during validation workshops, where those were commented and adopted. Based on the findings of the 13 Safety Diagnoses, a Regional Safety Diagnoses was formulated and adopted later during the Project implementation. It was used as a basis for development of first Regional Safety Strategy in Serbia.

*Smart Output 1.3b      By the end of the JP LSGs have engaged in participatory planning processes and developed institutional mechanisms, instruments and tools (diagnosis, strategies and/or action plans, projects) to address community safety, conflict and violence prevention and integration*

In the frame of capacity building activities for improved safety and prevention of violence in partner municipalities, Safer Cities Training Cycle was delivered, with a total of 46 training sessions, to partner municipalities across the Peinjski and Jablanicki districts from February to June 2011. As per data gathered in the evaluation of the training cycle delivered, skills and knowledge of all training participants from eleven municipalities were improved for an average of 23%, having baseline average score of 1.84 increased to 2.54 after training cycle delivery.

Capacity building process helped safety Councils to develop and upgrade strategies and plans, through participation and partnership building (including with police), which addresses issues related to safety, conflict

and security concerns at local level and integrate them within the development efforts, fostering social cohesion, and conflict management capacities. Fourteen Local Safety Diagnoses were formulated, including Regional Diagnosis, and eleven Safety Strategies.

Six new Safety Councils were established in Leskovac, Bojnik, Vlasotince, Surdulica, Trgoviste and Bosilegrad, and three were reactivated in Medvedja, Presevo and Lebane. These partnerships and coalition groups became formal part of the municipalities' structures by the end of the programme, including budget allocation for their work, making it fully sustainable.

*Smart Output 1.3c By the end of the JP partnerships have been established among key local partners, LSGs, Safety boards, local police, CSWs and CSOs, to improve community safety and interethnic dialogue through joint actions*

Based on the findings of Local Safety Diagnoses and new skills and knowledge gained during training cycle, Safer Cities initiated the process of formulation of Local Safety Strategies with 11 Safety Councils of partner municipalities. Safety Strategies were developed in close collaboration with all interested local stakeholders, with Safety Councils as lead bodies, who followed the participatory approach and Safer Cities' methodology.

Small grants supported the implementation of key relevant pilot initiatives in eleven municipalities, through local partnerships, as identified in Local Safety Strategies, creating a fertile ground for further investments and continuation of Safety Councils' work. The overall objective of the Safer Cities Pilot Projects was to contribute to the enhancement of urban safety and social cohesion in PBILD partner municipalities through a range of short-term initiatives based on local safety partnerships, towards the implementation of local strategies and action plans.

Each Pilot Project was based on safety partnerships at municipal level involving local authorities, public institutions and organisations, Police, CSOs and communities, contributing to the enhancement of social cohesion and the implementation of local safety strategies and action plans. By supporting our partner municipalities, we are promoting good local practices for the improvement of local safety and the enhancement of social cohesion at the local level. Out of eleven financed Projects, six were implementing video surveillance in their municipalities, three were dealing with prevention of drug abuse, one with general safety of children and youth and the last one worked on prevention and reaction in crises situations.

During the non-cost extension period, Safer Cities provided support to partner municipalities in formulation of Regional Safety Strategy. The importance of the process was recognized by seven municipalities of south Serbia, namely Leskovac, Bojnik and Vlasotince from Jablanicki and Vranje, Vladicin Han, Surdulica and Trgoviste from Pcinjski district. The formulation process strengthened ties between municipalities, initiated the exchange of experiences and good practices, involving neighbouring municipalities to work together on the topics of joint interest. Regional Safety Strategy is the first of its kind in Serbia, which builds institutional capacities and cooperation in the area of urban safety and general security overall.

Vlasotince Municipal Assembly and Security Council Presevo unanimously adopted the Charter for the use of the democratic system of video surveillance, and became the first municipalities in Serbia to adopt such a document. Charter was developed by European Forum for Urban Security and introduced to cities in South Serbia that have established video surveillance system, by Safer Cities component of PBILD programme. Through the adoption of the Charter, these two municipalities are seeking to establish European labels and certification, but also initiates and supports the formulation and adoption of new Law in Serbia on the use of video surveillance.

*Smart Output 1.3d At least 30 local professionals trained in conflict mediation approach*

The first phase of the conflict mediation output was development and implementation of curriculum for Training of Trainers (ToT). Following modules were developed/implemented:

1. Conflicts and Mediation - Concept and Context
2. The role of a mediator – techniques and skills of mediation

3. Family and Partnership – Family Mediation
4. Peer mediation
5. Conflicts and mediation - teams and organizations
6. Conflicts and mediation in communities
7. Creative approach to mediation/The art of peace
8. Integrative ToT module

Tailored for professionals of different ethnic background from key local institutions (Centres for Social Work, National Employment Service, primary and secondary schools, health institutions, media etc.) and civil society organizations from the towns and municipalities of Jablanicki and Peinjski districts, these trainings enabled participants to acquire necessary skills and knowledge in the area of mediation between the parties in a dispute.

The conflict mediation capacity building process involved Training of Trainers, replication of the same training and peer mediation training which was added value to the project. It brought together 41 local professionals of Roma, Albanian and Serbian ethnicities who benefited from 14, that is, 16 days of specialized training in conflict mediation approach and 31 young people of different ethnic background who received a two-day training in peer mediation.

Moreover, 11 out of 41 trained professionals became junior trainers and had the opportunity to apply their skills immediately upon completing the Training of Trainers (ToT). They were already recognized by some other organizations as a non-formal group of trainers and hired to deliver some trainings in target districts out of the PBILD project activities.

CSO `Decendo` founded by junior trainers provides significant contribution to sustainability of the PBILD conflict mediation component. Professionals gathered around this initiative increased capacities and extended area of competence through PBILD programme and are capable of engaging in new development projects, aimed at strengthening its self-sustainability.

*Smart Output 1.3e Increased capacities of at least 10 PBILD staff engaged in South Serbia*

During October 2010, in line with plans, training on conflict awareness and mediation for UN staff located in South Serbia engaged in PBILD project, was realized. 14 UN staff members were trained (10 was planned - Smart Output 1.3e Increased capacities of at least 10 UNCT staff engaged in South Serbia). The topics covered with the training were: conflict analysis and resolution, South Serbia conflict analysis, construction of conflict and mediation as an instrument of conflict management.

**MDG-F Output 1.4 Reduced risk of inter-ethnic tensions through multi-faceted dialogue; improved living conditions for IDPs (especially female IDPs)**

This output was finalised by July 2011, in line with its initially planned 18-month time frame and the set targets have been over achieved:

*Smart Output 1.4a Provide legal assistance to IDPs*

- 2,569 legal aid requests were solved instead of the initially planned 2,000. This was achieved by arranging for the service to be tax free. The free legal aid has enabled IDPs to easily obtain the documents they need to access state benefits, health care, building or marriage permits or jobs.
- Complete data entry of 565,227 records from dislocated registry books from four municipalities in Kosovo was finalised by June 2011. Use was made of 20 unemployed

people for data entry, in close coordination with the National Employment Service. This has enabled IDPs to register, obtain documents and access services more easily.

Smart Output 1.4b Provide sustainable accommodation solutions to support IDPs leaving CCs or living in sub-standard private accommodation

- Due to savings made during purchase of building material, 12 (instead of 10) applications were approved, bringing the totals up to 33 (instead of 27) building material packages distributed. Building material packages distributed to IDP families enabled them to finish construction of their houses which they were not able to finish on their own due to their difficult economic situation. Thus they were able to concentrate on other important matters such as looking for a long term job, paying their children's school fees, integrating into society more easily and extending their social networks.
- Due to savings made a total of 24 (instead of 14) village houses were purchased. Families which secured village houses were able to leave collective centers and become owners of their own property, integrate more easily in society and extend their social network; this obviously helped them economically too having helped them solve their housing problem which is fundamental. Moreover, since majority of IDP families assisted come from rural areas, village houses enable natural continuation of their lives. Through this intervention and the building material package intervention, CC 'Hotel Atina' in Leskovac and CC "Motel Camping" in Bujanovac could close their doors.
- 40 in kind and cash grants were distributed enabling IDPs to leave collective centres and move to private accommodation to start a new life on their own.

### ***'Inclusive Development' JP Results and Activity Update***

***Outcome 1 – Community Cohesion and Human Capital.*** *Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk.*

*Output 1.1                      Enhance political participation of women and ethnic minorities in South Serbia*

Close cooperation between the Coordination Body and the PBILD programme produced great results in reducing inter-ethnic tensions and better inclusion of minorities in south Serbia. A study visit was organized for the representatives of the Co-ordination Body (CB), CB group for education, Albanian National Minority Council (ANMC) and representatives of local and national academic community to map the successful model of education in minority languages and minority policy development in Vojvodina. The ultimate result of which was the establishment of the Faculty of Economy in Bujanovac, which delivers courses in both Albanian and Serbian language. Their accreditation was additionally supported through the equipping of their computer lab.

The demand for such an educational institution is demonstrated through the exceptionally high application rates. Last year 50% more students applied compared to the number of scholarships available, and this year there are also self-paying students indicating the value ascribed to the education gained at this Faculty. It is also worth noting, that there are Albanian, Roma and Serbian students enrolled providing opportunity for the development of interethnic relations and counteracting the initial fears that this would attract only Albanian students.

Training in culture, educational and minority policies and gender equality delivered to representatives of 14 CSOs as a result of which 4 applied for financial support to implement projects in this area. One CSO was selected to implement a project in Eco-culture reaching 137 pupils and their teachers and parents and fellow citizens of Bujanovac.

Implementation of 6 Local Partnership Grants through the PBILD programme showed that CSOs from Jablanicki and Pcinjski district and Local Self-Governments can work together in solving the most sensitive issues such as gender equality, national minorities and persons with disabilities. Furthermore this approach contributes to greater inclusion and understanding and fostering future cooperation of the civil sector and local government as the most effective means of citizens' participation in decision making and voicing their needs. Through project activities, 8,500 (single mothers and victims of domestic violence, national minorities, persons with disabilities, women, unemployed, youth and citizens in general) citizens of Vranje, Bujanovac, Presevo, Bosilegrad, Vranjska Banja, Medvedja, Lebane, Bojnik and Vlasotince were targeted. Some of the key results of these 6 projects were:

- Gender Local Action Plans were developed and adopted by Municipal Assemblies in Medvedja, Lebane and Bojnik. The same project covered the capacity development of local gender mechanism.
- 20 Roma promoters were educated on National Employment Service programmes for employment and self-employment which resulted in informing of more than 600 Roma and disseminated 4,000 brochures and 4000 pamphlets.
- More than 60 persons with disabilities from Vranje, Bujanovac and Presevo learned how to actively participate in society and how to overcome psychological barriers through a workshop on "Our rights". They were trained in photocopying through four courses to boost their employability in kiosks offering such sought-after services across town. Three clubs for people with disabilities were established and fully financially supported by LSG.
- 38 women, where most of them were single mothers and from socially disadvantaged groups, were supported in the self-employment process through initiating new production and sales facility "Tradition – Bakery". 3 women were directly employed whereas 35 women involved in agricultural production are producing vegetables, fruits and eggs for the Bakery "Tradition". Bakery "Tradition" is preparing around 1,300 meals per day (for Schools, Shelter for victims of violence and marginalized groups, Hospital, British American Tobacco and for selling). This kind of social networking and preservation of tradition enabled to members of newly established Association to gain the confidence of the wider community and participate at the „The days of Vranje“ and „Ethno fair“ events etc.

## **Output 1.2      Strengthened inter-ethnic understanding and collaboration among adolescents and young people**

Please refer to MDG-F Output 1.2

**Outcome 2** - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

*Output 2.1 - Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of the differential impact of policies on different ethnic groups*

In a participative process including all local and regional stakeholders, four key issues had been identified. In response to that, four regional working groups were established, gathering the expert human resources of

South Serbia, appointed by municipalities, in order to maximize the potential for joint problem identification and solving. These were the four RWGs and their key activities supported by the PBILD programme:

1. Integrated Regional Development RWG: Study tour to Poland for all LED Office Managers and Mayors to gain insight into EU funding mechanisms from of similar characteristics; identification and development of key regional projects
2. Gender RWG: Strengthening of capacities of local gender mechanisms; development of Gender Local Action Plans, support to the days of women activism etc.
3. Migration RWG: Organization of a round table on false asylum seekers and general awareness raising on migration issues
4. Environment RWG: Awareness raising on environmental issues and solid waste management in south Serbia.

Seven municipalities (Vlasotince, Bujanovac, Vladicin Han, Surdulica, Crna Trava, Bosilegrad, Medvedja and Vranjska Banja) had their sustainable strategies revised through gender and minority rights perspective. Monitoring manual was developed during the revision process to support the implementation of those strategies. DevInfo database was used widely by the municipal official during this process.

The capacity of municipal officials in the area of data utilization and awareness on its importance were raised through a series of trainings and a peer review approach on the topic of evidence based policy making. Two rounds of tailor-made trainings covered topics such as data usage in decision making, policy development and implementation, monitoring and evaluation. A third round of training focused on use of DevInfo. These trainings included 230 municipal representatives (heads of departments for social affairs, finances and other relevant departments, members of local economic development offices, youth offices and centers for social work) and yielded highly positive results, with participants indicating their motivation to apply new knowledge in everyday work. Peer review events provided an opportunity to exchange good practice when it comes to use of data for policy making. The trainings were also used to identify data that were needed at the local level for inclusion in DevInfo. On the basis of that and additional consultations within working groups at the national level, the Statistical Office of the Republic of Serbia developed 142 indicators that were made available through an on-line interactive application to all municipalities in Serbia. The 13 PBILD municipalities also received computers.

*Output 2.2 - Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled*

Free legal aid was provided to vulnerable populations through field visits, which had the added benefit of raising awareness among the Roma community of the importance of birth registration. Furthermore, it enhanced understanding among Roma of their rights to permanent and temporary residence, health care and social protection. Out of 732 clients supported in obtaining personal documents, 162 were children. Out of that number, 96 Roma people were subsequently registered in the registry books (out of which 87 were children). In addition, more than 527 Roma people from 41 Roma settlements received free legal assistance on various matters of concern. Inter-sectoral and inter-departmental cooperation in solving issues of birth registration and access to other rights were facilitated through a series of expert meetings of local authorities and service providers. Participants were sensitized, better linked and empowered to carry out their tasks in a professional and non-discriminatory manner.

Access to and quality of health care for Roma and other vulnerable groups have been improved by enhancing the capacity of professionals in 13 Primary Health Centers (PHC) and 12 Roma Health Mediators (RHM). 885 health professionals have increased understanding of the rights, specific health care needs and cultural specificities of the Roma population and improved communication skills. In addition, knowledge and skills of 12 RHM, were strengthened, particularly in the areas of pre-natal care, early childhood development, nutrition, and protection of children from violence and trafficking. PHC expert teams for protection of children from

abuse and neglect in all municipalities (101 health professionals) were trained to implement a special protocol in this area, with more than 90% of them confirming improved knowledge after the training. Pediatricians, pediatric and patronage nurses from 12 PHCs (83 health professionals) were equipped with knowledge, skills and tools for early childhood stimulation, early detection of developmental risks and counseling support to children and their parents.

Through these interventions 2,948 Roma (883 women, 820 men and 1245 children) have been reached and identified in the health system for the first time. More than 3,000 Roma have been reached through individual and group health education activities of RHMs. In Trgoviste, Bosilegrad, Presevo, Medvedja and Crna Trava, municipalities without Roma health mediators, small grants for outreach were used to improve health care and support to the most vulnerable families (169 families).

ICT equipment provided by UNICEF, enables RHMs to register every visited Roma individual and collect data about their social, educational and health status. PBILD supported the Ministry of Health to upgrade the database and to develop a list of indicators that provide information about the status of Roma and the effectiveness of work of the RHM. The data are processed on a monthly basis and present the richest data repository when it comes to the status of Roma population in Serbia. The intent of the Ministry of Health is to start publishing regular annual reports on the basis of this data.

*Output 2.3 Improved quality of public services, especially in those sectors that have potential to increase inter-ethnic dialogue and reduce conflict risk*

Advances in minority students' knowledge and command of the Serbian language was supported through the capacity building of teachers in 19 schools in 4 municipalities (Bujanovac, Presevo, Medvedja and Bosilegrad). 84 teachers received basic training on Active learning/teaching Serbian as non-mother tongue language, while the 51 teacher who had the highest post-test results on the basic training also participated in Supervisory Active Learning training. This equipped them with higher competencies to design, implement, monitor and evaluate classes that apply active learning and to serve as support to other teachers of Serbian as non-mother tongue.

Inclusion of all children into education, particularly children with disability was facilitated through improvements in physical accessibility, teacher capacities and provision of didactic materials. Capacity building had three components. The first was a 1-day seminar aimed at promoting the concept of inclusive education and raising awareness on its importance among relevant local stakeholders and 241 teachers, from 9 municipalities (Vladicin Han, Surdulica, Leskovac, Vlasotince, Bujanovac, Presevo, Vranje, Lebane and Medvedja). The second was in-depth training to apply the active learning methodology to create a supportive and inclusive school atmosphere. It was provided to 123 teachers from 16 primary schools from 4 municipalities (Presevo, Lebane, Bujanovac and Vladicin Han). Teachers showed high motivation and interest to apply the knowledge they gained in the classroom, with 90 percent of them assessing the content as very useful. The third training was linked to the provision of didactic materials (assistive technologies) for inclusive education to 13 primary schools (one in each municipality). This nationally accredited training was held for 337 teachers on how to apply assistive technologies in school. The training was assessed as very unique, timely and much needed (average rating of 3.7 out of 4). Finally, physical access for children with disabilities has been improved in 13 primary schools through construction of ramps and reconstruction of toilets.

*Output 2.4 Support to capacity development and awareness raising of the role of the Ombudsman's Outreach Office in South Serbia*

Better access to public services to all citizens, improvement of the level of human rights and promotion of better governance in the region with the special focus on the position of national minorities in the region, their access to rights, gender equality, and improvement of the whole culture of human rights was the result of this



output. Three outreach offices (in Bujanovac, Presevo and Medvedja) were completely renovated and equipped in 2010. Capacities of both national and outreach offices staff was developed through the on-the-job mentoring by the Ombudsman office, study visits (to Sweden, Portugal and Croatia), summer course in England and International Legal English Course (in 2011 and 2012). Visibility of the Ombudsman institution and three outreach offices was increased through the specially organized 'Days of Ombudsman' (various meetings, round tables and TV shows) in Bujanovac, Presevo and Medvedja and preparation of various reports and recommendations in Albanian, Roma and English as well as translation of Ombudsman's web presentation on Albanian and Roma language.

Statistics for three Outreach offices is as follows: No. of contacts in 2010 – 230; No. of contacts in 2011 – 324; No. of contacts in 2012 – 325 while number of complaints was: in 2010 – 32, in 2011 – 41 and in 2012 – 37.

While for the entire Serbia there were 30% more citizen complaints lodged through Ombudsman's office in 2012, as compared to 2011, or a total of 18,533, number of South Serbia complaints did not increase. Reason for this is that there are no many state institutions in these three municipalities and that citizens are facing problems that are not in jurisdiction of Ombudsman (lack of employment and bad material situation, long trials and difficulties in achieving rights from pension and disabilities insurance – cases of 'silent administration' and disrespect of legal deadlines are in Ombudsman's jurisdiction but Kosovo pensions cases are cases where Ombudsman Office cannot react).

**Outcome 3 – Economic Development. Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country.**

*Output 3.1 The labour market disadvantages of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements*

PBILD's activities under this output centred on building the capacity of the local offices of the National Employment Service (NES) to profile those individual characteristics that had an impact on employment prospects and at the same time to detect the requirements of local labour markets. Such work was instrumental to: i) improve the delivery of employment services to disadvantaged individuals; and ii) develop employment programmes targeting labour supply and demand constraints.

The *Occupations and Skills Survey*, commissioned by the PBILD to the Statistical Office of Serbia at the end of 2010, identified emerging occupations and their skills content, as well as the skills gap of the Serbian workforce in the target districts. The findings of the survey indicated that the occupations most likely to create additional jobs in the short- to medium-term were: shop sales assistants; general office clerks; bakers, pastry cooks and confectionery makers; food and related products machine operators; woodworking-machine tool setters and operators; and metal working machine tool setters and operators. The competencies of these occupational profiles set the basis for the development of adult vocational training packages.

The services and programmes - as well their sequencing - geared to address vulnerability factors were detailed in the *Guidelines for the implementation of active labour market programmes*. These included: i) individualized employment counselling and job search assistance; ii) vocational training (combination of on- and off-the-job training) organized in occupations most demanded by local enterprises; and iii) employment subsidies. The *Guidelines* also detailed the duration and compensation levels of each programme, the procedures to grant priority access to those groups profiled as most at risk, as well as monitoring and evaluation approaches. A number of capacity building activities were organized for the

staff of local employment offices on the sequencing of employment services and programmes targeting vulnerable groups and their implementation modalities. The treatment of clients at risk of long-term unemployment was assigned to a multi-disciplinary team of the employment service composed by: i) the employment mediator (initial screening and selection); ii) the psychologist (to assist clients in making life changes and solving problems, based on emotional behavioural therapy approaches); iii) the additional education and training counsellor (to conduct a vocational assessment) and iv) the employment programmes counsellor (to carry out the final matching and monitor progress). As the provision of services based on emotional behavioural therapy approaches requires licensing, the Project supported the staff of the Vranje and Leskovac local offices to acquire the necessary qualifications.

The ALMPs piloted by the Joint Programme targeted both young men and women (15 to 24 years old) and prime age individuals (25 to 45 years old) with low educational level and long unemployment spells, e.g. considered "hard-to-place" and at risk of social exclusion. Employment services and programmes were sequenced to individual needs and envisaged the possibility for participants to be exposed to multiple interventions. The programmes offered included: i) intensive and individualized counselling and guidance accompanied by emotional behavioural therapy, when needed, and job search training; ii) labour market training (on- and off-the-job); and employment subsidies.

By end February 2013, approximately 145 unemployed women and men had participated to active labour market programmes funded by the ILO component of the PBILD Programme. The monitoring of performance carried out in March 2013 found a placement rate at follow up of 46.2 per cent (32.2 per cent for men and 58.8 per cent for women). Over two thirds (64 per cent) of workers had been employed for over six months, mainly in the manufacturing sector (75 per cent of all participants employed), while the remaining worked in retail trade, service and construction industries. The overwhelming majority (92.9 per cent) was employed in the same occupation they received training for. There was some dispersion in the informal economy (14.3 per cent of all beneficiaries employed). This figure, however, is below that recorded by standard NES active labour market programmes (around 18.7 per cent). The majority of participants employed (48 per cent) earned a salary ranging from 20,000 to 30,000 RSD, while 44 per cent were in the wage bracket 10,000 to 20,000 RSD per month. Only 8 per cent earned less than 10,000 RSD per month (e.g. below the minimum wage). The wage levels recorded by participants to the ILO-funded programmes are above those reported by beneficiaries of the standard NES programmes (36 per cent earned between RSD 20,000 and 30,000 and another 45.4 per cent between RSD 10,000 and 20,000 per month). The data shows that 32 per cent of disadvantaged individuals referred to active labour market programmes piloted under the aegis of the ILO Project were employed in decent work after participation.

The work on the design and implementation of integrated employment interventions was accompanied by a staff development programme aimed at strengthen the institutional capacity of the NES local offices to design, implement and monitor employment programmes targeting disadvantaged groups of unemployed. Capacity building of NES caseworkers continued throughout the implementation of the Project.

The Project also worked on career information, counselling and guidance with a view to expand the availability of these services at local level. The interest of unemployed clients - especially first labour market entrants - in job search workshops and career counselling was very high. The limited number of staff available at the NES local offices to provide such services, however, meant that often the supply of these services did not match demand. The Project, therefore, adopted a double pronged strategy to expand service provision. First, the tool used by the NES (*Vodic za izbor zanimanja/Guide to career choices*) was updated and expanded with additional materials, so as to make it interesting also for students, teachers and parents. Second, the *Guide* was made available as a printed booklet, as an electronic file (downloadable at [www.vodiczaosnovce.nsz.gov.rs](http://www.vodiczaosnovce.nsz.gov.rs)) and as an interactive CD-Rom and web-based tool

([www.vodiczaosnovce.nsz.gov.rs](http://www.vodiczaosnovce.nsz.gov.rs)) to be used by more market-ready clients on a self-service basis, as well as by education and training institutions to provide career information to their students/trainees. The *Guide* offers an easy to use tool for young people to explore career paths and make informed career decisions. It helps youth learn more about themselves, find education and work opportunities and pursue careers that aligned to their skills and abilities. By early 2013, the staff of the NES local offices had used the materials provided by the *Guide* to organize five career guidance sessions for over 300 primary school students in the Jablanicki and Pcinjski Districts.

### *Output 3.2 Increased funding for regional and municipal level projects that will impact on job creation*

In consultancies with other RDA donors/partners, it was decided that the most appropriate learning modality for the RDA staff in future attracting of EU funds be “on the job” learning. Three consultancies were provided to the RDA as per their request and identified needs:

- European Delegation Financial Reporting Specialist
- European Delegation Procurement and PRAG Specialist
- Bulgaria-Serbia IPA Cross-border Programme procurement and PRAG Specialist

The PBILD’s grants administering role awarded to the Center, has enabled the Center to generate income by independently providing professional services for the first time, and as such, coupled with mentoring provided by PBILD, served as a valuable learning opportunity. At the same time the involvement of the Center in facilitating the RWG’s (see above) has increased RDA staff’s capacities in the fields of: gender, migrations, environment and integrated regional development.

The RDA has additionally applied to the tender published by the PBILD programme and was awarded a bid for the revision of the sustainable development strategies (see above).

The ultimate result of the capacity building efforts of the RDA was their national accreditation (2nd in the State) by the NARR.

The RDA is implementing two Serbia-Bulgaria CBC projects:

1. “Center for exchange of information of cross border economic cooperation” the value of the project is 444.537,00 EUR, (Vladicin Han and Bulgarian Chamber of Commerce and Industry are partners in implementation, while the lead partner is the RDA; duration of the project is 18 months). This project has largely been secured thanks to the installation of the GIS software (PBILD initiative – see below) and the updated maps developed through the software which enabled Vladicin Han to promptly select the project site with detailed information on water, sewage, telephone, electricity networks.
2. “Exchange of good practices for quality management of municipal administrations” the value of the project is 148.000,00 EUR (lead applicant for this project is the Agency for Economic Development Kostin Brod (Bulgaria); duration of the project is 12 months, while the Jablanica District municipalities are direct beneficiaries).

Besides these two successful applications – 6 new applications have been put forth in response to the new call for proposals.

Applying EU funding procedures within the PBILD inter-municipal economic development projects, where out of 18 project proposals that were received (16 of them were technically eligible), 8 project proposals were selected for funding in the value of 500.000,00 USD. 12 municipalities were involved in project implementation. The created partnerships between the municipalities in Pcinja and Jablanica districts were used to promote regional economic development and contribute to job creation. Four of these regional projects received further support with the aim of adding value to the achieved results and ensuring sustainability. At least 600 people from South Serbia were supported in accessing the employment. Some of the results were:

- 35 new jobs created through direct support to women entrepreneurship and the establishment of two cooperatives of 27 Vlasina women in Vlasotince and Crna Trava

- 58 start-up business supported through newly established Entrepreneurs offices in Medvedja, Vladicin Han and Lebane
- 200 youth instructed in job search skills and 160 youth gained English and IT skills in Presevo and Bujanovac
- 200 high school students trained in entrepreneurship in both districts
- LED offices established in 4 municipalities and 18 LED office staff members trained in methods of attracting investments and creating business friendly municipalities
- GIS installed in 2 municipalities, while 12 municipality employees trained in GIS maintenance and upgrading
- Leskovac and Lebane established Local Action Plan for entrepreneurs and software which enables them to inform SME sector on benefits given by the Serbian government or Donors` funds.
- 40 people employed in Bujanovac through NES programme and 15 local small business supported through the business plans programme.

A training needs assessment for the Center for Development of Pcinja and Jablanica districts staff members was conducted which provided bases for a Workshop on Advocacy and Policy. An Advocacy action plan for the promotion of the region was developed and approved by the CDJP (RDA) Founding Assembly. The implementation has commenced through the redesign of the RDA website.

**Outcome 4 – Migration Management.** Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia’s EU integration aspirations.

#### *Output 4.1 Municipal Administration Services better meet the needs of migrants*

Partnerships created between local authorities and institutions through implementation of 25 projects in Pcinjski and Jablanicki districts. Employment of migrants seen as priority and local authorities recognized Social Partnership Projects (SPPs) as mechanisms for possible employment in future. Representatives of LSG, institutions and CSOs had their capacities increased in migration management.

Two grant schemes were implemented, “Social Partnerships 2011” and “Social Partnerships 2012” and both aimed at launching/improving services for vulnerable migrants, mainstreamed into current available supporting programmes targeting “general” population. SPP scheme through which financial support was provided to local projects led by municipalities from Jablanicki and Pcinjski districts, in partnership with local Centres for Social Welfare and other local stakeholders, included civil society organizations. Both schemes initiated/improved Citizen Advisory Services and direct support services. PBILD implemented successfully 25 Social Partnership Projects in 12 municipalities, contributing to improved provision of home care services, health care and social protection to people affected by migration in the mountainous area. Leskovac, Medvedja and Bojnik have developed a database which provides information on a family’s assets, hence evidence-based decisions on benefit entitlements became better targeted. Through projects, legal, health and psychosocial advisers, as well as the trained home care providers (migrants and potential migrants), gained income and saw new opportunities to participate in the social and economic life of the region; 845 elderly persons with disabilities, Roma and people living in rural areas<sup>9</sup> received home care assistance; 74 persons from 10 municipalities<sup>10</sup> were trained and certified as home care providers, while 50 persons from Crna Trava and Vranje were re-trained as barbers, lorry drivers, beauticians and hair-dressers. 3,630 advisory services were given to obtain personal documents or exercise given rights. 20,100 individual registry book records and certificates digitalized in Bujanovac from church and mosque records to enable

<sup>9</sup> Vladicin Han, Vlasotince, Bojnik, Bosilegrad, Trgoviste, Medvedja, Crna Trava, Lebane and Surdulica

<sup>10</sup> Trgoviste, Vladicin Han, Bojnik, Leskovac, Vlasotince, Bosilegrad, Medvedja, Crna Trava, Lebane and Surdulica

easier access to documents; 1,003 social welfare cards created and entered into databases in Medvedja and Leskovac to ease access to entitlements from health care to welfare benefits.

At the same time PBILD, in cooperation with Government Office for Human and Minority rights, raised capacities of local and national representatives of institutions on how to proceed within the readmission agreement.<sup>11</sup> As part of the capacity building, a revised *Guidebook on how on proceed within the readmission agreement*<sup>12</sup> today is a necessary tool for all stakeholders involved in the process of reintegration of returnees. Another booklet together with the same office was revised and reached returnees, titled “*Info booklet for returnees*”<sup>13</sup>, which helped the returnees to re-integrate in Serbia upon their arrival by getting the necessary information on their rights on how the exercise them to assist in integration and reduce risk of secondary migration.

PBILD also delivered an information booklet known as “*No problem*” and is used to raise the readers’ attention with respect to the topics such as a) White Schengen List, b) Illegal stay abroad and c) Asylum. The three topics are depicted, more or less, with the same importance in the booklet. Moreover, it addresses the issue of return assistance, mentioning the Schengen countries which have abolished to grant financial aid to Serbian citizens who return voluntarily. 3200 copies of “No problem” brochure, 3200 flyers and 50 posters in Serbian, Albanian and Roma were delivered for dissemination to CSWs, Youth Offices, CAC/CABs and other stakeholders at the local and national level.

Migrants have better access to social protection programmes since new social protection strategies were developed in Presevo, Trgoviste and Bosilegrad, which recognise migrants as a vulnerable group, while the existing strategies were revised in another 7 municipalities to include migrants as target groups. The revision process led by the municipalities and supported by PBILD included public hearings which were assured also through Social Partnership Projects as one of the activities.

#### Output 4.2 –Capacity Development to Manage Migration Issues

Raised awareness on the complexity of migration issues and migration problems faced in South Serbia. PBILD programme conducted Inclusive Development Survey at the beginning 2010 and at the en of the programme in 2013 which showed that migration potential in Jablanica and Pcinja districts is around 21% which is 1/5 of the total population older than 15. When this date is compared with the data from 2010 it can be seen that the migration potential increased only for 1%. The survey showed that the biggest number comes from Presevo and Bujanovac. PBILD survey on migration was widely used as a reference and for evidence based advocacy.

Research studies were commissioned to collect data on migration in southern Serbia, to discover the reasons for migrating, but also to find out the needs of migrants. PBILD delivered 6 researches: 1) Inclusive Development Social Survey, 2) Youth and Migration, 3) Youth rural out Migration, 4) Returnees and Migration (Should I stay or Should I go), 5) National minorities and Migration (Triangle), 6) Economic Migration (People without Dreams) together with 4 Documentary TV investigative reportages Gender and migration 1) “A woman's burden” 2) “No house lies on the ground – women and migration” and Youth and migration 3) This is South Calling and 4) Search for a better tomorrow). TV documentaries (“Should I stay or Should I go”, “People without Dreams” and “Triangle”) were produced to elaborate on the issue of migration from the perspective of youth, members of national minorities, returnees and migrants from rural

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<sup>11</sup> By January 2008, the European Community has concluded visa facilitation agreement with Serbia. Visa liberalization for Serbian citizens travelling to the Schengen area was granted by the Council as of 19 December 2009. These visa facilitation agreements come as a package together with readmission agreements and create reciprocal duties and obligation for both sides. The Agreement between the European Community and the Republic of Serbia on the readmission of persons residing without authorization was signed on 18 September 2007. Upon the adoption, this readmission agreement took primacy over the formerly existing bilateral agreements between Serbia and EU Member States. Besides this readmission agreement with the EU, Serbia has signed bilateral readmission agreements with Norway, Switzerland, Croatia, Bosnia and Herzegovina, Canada and FYR Macedonia, amongst others.

<sup>12</sup> <http://rs.one.un.org/organizations/12/PRIRUCNIK%20za%20postupanje%20u%20okviru%20integracije%20povratnika.pdf>

<sup>13</sup> <http://rs.one.un.org/organizations/12/Informator%20PBILD%20Engleski.pdf>

areas. These films were shown to the “Friends of South Serbia” ambassadorial group, “The Golden Begger” film festival and to 100 policy makers at a film projection in Belgrade, followed by a discussion producing the best policy options to improve the economic situation of South Serbia as the means to prevent the further depopulation of this region.

The JP enabled YOs to identify the migration potential and counteract irregular migration among the youth of South Serbia through a relevant training. As a result of this, YOs developed project proposals focusing on National Minorities, Gender and Migration. Three projects have been selected and modified for implementation: 1) "Social and Psychological Reintegration of the Migration Potential" – YO Surdulica in partnership with YO Vranje; 2) "Keep the youth" – YO Presevo in partnership with YO Bosilegrad and 3) "Migration of young women from Municipality of Trgoviste" – YO Trgoviste.

High-level round tables, conferences and outreach campaigns were held to raise awareness on the risk economic asylum seekers pose to the decision on Serbia’s visa liberalization and to build awareness on migration and discuss the issues leading to migration.

35 children, migrants (Roma, the Serbian and Albanian) in Vranje, Bujanovac and Presevo in various workshops learnt how to recognize and understand the value of respecting human and children’s rights. 128 young persons, migrants and potential migrants from Vranje, Bujanovac and Presevo learnt of the dangers of illegal migration, Serbia’s visa liberalization, were encouraged to adopt and promote healthy lifestyles, re-integration of returnees, and to develop the feeling of belonging to the group.<sup>17</sup> returnees from Vranje and Bujanovac were informed, through workshops on the services that relevant institutions could provide to them to exercise their rights.

More than 160 staff from local and regional authorities, institutions and NGOs gained knowledge and raised awareness of migration and, in particular, on asylum and the consequences of poor economic development for migration. PBILD delivered workshops and various street campaigns. 128 young persons, migrants and potential migrants from Vranje, Bujanovac and Presevo learned on the dangers of illegal migration. They were informed on Serbia’s visa liberalization and encouraged to adopt and promote healthy lifestyles, to socialize with fellow young people from the returnee population and to develop the feeling of belonging to the group. PBILD was successful in educating young people from all three communities, as the vital way to bring changes in attitudes.

- **Qualitative assessment:** Provide a qualitative assessment of the level of overall achievement of the Programme. Highlight key partnerships and explain how such relationships impacted on the achievement of results. Explain cross-cutting issues pertinent to the results being reported on. Has the funding provided by the MPTF/MDG-F to the programme been catalytic in attracting funding or other resources from other donors? If so, please elaborate. For Joint Programmes, highlight how UN coordination has been affected in support of achievement of results.

As confirmed by the final project evaluation and based on the integrated qualitative-quantitative model, all targeted outcomes have been achieved and some of them even overachieved and that the PBILD demonstrated tangible impact in the areas of intervention. “The main reason for overachievement lays in genuine national participation and consequent ownership of results. Programming and project development process were based on close cooperation with national partners at central level. National implementation by central and local levels resulted in high relevance of achieved results, but also in building local capacities. Furthermore, some of the greatest achievements can be found in outreach activities directly dealing with vulnerable groups: youth, women and children. The regional approach through different Working Groups was highly appreciated in the field. It allowed exchange of experience and common suggestions for regional development as well as the start of new partnerships between municipalities for joint project development

and action. Therefore, by applying this kind of comprehensive participative approach, the PBILD succeeded to deliver expected results and to derive them into outcomes.”

Interventions were planned and implemented in close collaboration with relevant actors, tailor made to the local needs and circumstances. For example, all activities targeting providers of services for children, youth, women, employment, migrants, and minority rights issues were developed on the basis of a previous situation and needs assessment. Key partnerships were created on both local and national level:

- ✓ local partners were fully supported through the implementation process
- ✓ national level partnership were ensured through planning, approval and implementation phases. This involvement resulted into development of services and programmes with high potential for replication and scaling up (Ministry of Youth and Sport, Ministry of Education, Ministry of Labour, Employment and Social Issues, Commissariat for Refugees and IDPs etc)

Several cross-cutting themes emerged during the planning and implementation processes which were relevant to PBILD’s work, namely: social inclusion, minority issues and inter-ethnic relations; youth; gender; and, civil society. These cross-cutting themes were targets for greater co-ordination, and were promoted and explored where opportunities arose – for example in the selection of themes or priorities for media productions, employment opportunities, CSOs, youth and migration grants.

The PBILD programme got additional donors’ funds from SDC in the amount of 444,383.84USD. The funds were used in the area of migration management to secure sustainability of the ongoing activities and projects. Furthermore, the programme benefited from the exchange rate gain in the amount of 481,421 USD which was used for the following activities:

- Based on the results of prior activities, employment services and programmes were developed to target up to 40 disadvantaged individuals from Bujanovac Municipality in addition to 40 individuals from other municipalities of Pejinjski and Jablanicki Districts.
- Expanded some of the ongoing activities such as training for the health professionals in the area of early childhood development by adding additional modules;
- Introduced new activities - based on the school assessment of the needs related to inclusive education, in all 13 municipalities, didactic materials (assistive technologies) were provided to 13 schools and accompanied with the training on how to use provided goods.
- Call for proposal for Regional Economic projects was repeated and supported 5 additional projects in Bujanovac (employment of 40 individuals through National Employment Service programme), Leskovac and Lebane (support to SME sector), Trgoviste (employment of 20 individuals through public works), Vranje (support to regional cultural theatre), Surdulica (support to regional sport center).

The final evaluation commented on this as following: “Thanks to that flexible and cost-effective approach, PBILD over achieved initially set c/b rate.”

- Describe the extent of the contribution of the joint programme to the following categories of results:
  - a) Paris Declaration Principles
- Leadership of national and local governmental institutions

The JP had the full backing of all ministries and government bodies involved in the programme as well as the management and staff of the 13 LSGs, NES, CSWs, Safety Councils, Gender Committees and many others involved and connected to the programme. The Ministry of Public Administration and Local Self-Government was the lead Ministry for two years where the Ministry

of Labour, Employment and Social Policy for the remaining year. These as well as the other relevant ministries such as Ministry of Youth and Sport, Ministry of Health and the other ministries involved in the programme were directly involved in programming, developing of grant scheme and in the selection committees as well. The final evaluation best depicts the national and local institutions involvement: “National implementation by central and local levels resulted in high relevance of achieved results, but also in building local capacities”.

- Involvement of CSO and citizens

Local Civil Society Organizations were involved in the implementation of youth grants as partners of Youth offices. They also actively participated in the establishment and implementation of the Youth Clubs, voluntary services and other programmes for youth. Some CSOs from the national level with expertise in the fields of youth, health, education and free legal aid were involved as implementing partners, providing tailor-made capacity building and/or mentoring programs.

Young people were active participants in the development, implementation and monitoring of the youth grants projects. Furthermore, young people were engaged in the creation of programmes and activities of Youth Clubs and Voluntary services. The participation of young Roma, other ethnic minorities and/or socially deprived youth in the establishment and implementation of youth services and programs was secured through partnerships with formal and non-formal youth groups, as well as Centre for Social Work.

CSO, Roma, ward and minority representatives were actively involved in the work of Local Safety Councils in certain partner municipalities, especially in multi-ethnic ones. Their active participation was secured through their active membership in Safety Councils.

Involvement of CSOs was secured through partnership grants between south Serbia CSOs and Local Self-Governments in order to improve their cooperation and working relationship. Prior to this a Directory of all active CSOs was produced together with analysis of their capacity development this. Based on this gender and minority capacity development programme was implemented followed by the grants which enabled them to practice the topics learned at the training. The CSOs projects although very small in the financial terms made big impact in the area on cultural, health, educational needs and problems of vulnerable and gender issues.

Moreover, four CSOs, two local and two international were directly involved in implementing the IDP activities, thus enabling smooth delivery of housing solution packages to the IDPs in Collective Centers in south Serbia.

- Alignment and harmonization

The JPMU was operating from the project area, serving as a focal point for coordination and network building. The PBILD team was configured to the smallest size possible, which contributed to close team cooperation and closer contact with the targeted population. By time, JPMU become coordinative focal point of the organizational structure, enabled to function flexibly, react quickly on both partner needs and external changes, and through optimized operational planning, to ensure effectiveness of overall intervention.

PBILD interventions were perceived as politically neutral, contributing to peace building and stability of the region. Dialog initiated by PBILD was developed between different levels. With local authorities through joint work and identification of their needs the PBILD programme was building regional identity and understanding the strength of “one voice” policy goals. Dialog was established between national and local institutions in the field of support and implementation of national policies.

- Innovative elements in mutual accountability (justify why these elements are innovative)



Mutual accountability was ensured through a number of mechanisms set at the very early stage of the JP's implementation. One of the mechanisms established within the JP was Project Implementation Unit meetings held regularly at the local level and twice a year with representatives from participating Agencies at the national level for the planning purposes. The combination of expertise of participating Agencies remained an advantage of PBILD as a joint programme. Developing synergy in activities within various components might have been challenging but had created added value.

Over time, efforts had been made to improve inputs of individual UN agencies into the Delivering as One framework. The issue was outside of JPMU responsibilities and it was transferred to the HQs as input for UN Reform and moved towards greater Delivering as One. Nevertheless, JPMU increased internal communication and transfer of information with the aim of improving coordination. JPMU improved planning and time frame of actions, and introduced post knowledge testing mechanism in the capacity buildings efforts (trainings, workshops etc.). Results had been measured and knowledge level followed up.

#### b) Delivering as One

- Role of Resident Coordinator Office and synergies with other MDG-F joint programmes
- Innovative elements in harmonization of procedures and managerial practices (justify why these elements are innovative)
- Joint United Nations formulation, planning and management

In Serbia, three joint programmes were implemented. The other two JP were Sustainable Tourism for Rural Development and Youth Employment and Management of migration. Close coordination around these three JPs was established at all levels:

- RC/RCO ensured overall coordination of the three JPs and took active part in overseeing the overall processes;
- JP Managers of three MDG-F programmes worked closely with RCO and RC. They took active part in the work of the UNCT and UNCT inter-agency thematic groups relevant for the topics of the respective programmes (ie youth, gender, Roma etc);
- JPMs worked directly with individual Agency Heads as required, in particular with the lead Agency (each MDG F JP had one lead Agency and lead Ministry selected to support the overall coordination and management of the project). Lead Agency most often was the one that recruited the JPM;
- JPM worked directly with MDG F Secretariat as required;
- Joint MDG F Communications and Advocacy Officer was recruited to support the C&A work of the MDG Fs.
- There was regular horizontal communication between the three JPMs who discussed complementarities and occasionally even implemented some activities jointly. This was most often the case between the PBILD and YEM since the two programmes overlapped geographically in one district.
- MDG-F National Steering Committee was formed and it was fully coordinated by the RCO. It consisted of RC, Spanish Ambassador, Government representative. It met once-two times per year officially, had several meetings per year as informal gatherings hosted by the RC (lunches, receptions etc) and communicated in between by e-mail very efficiently (approving funds transfers, reports etc).
- Each MDG F JP had its own PMC. The PMCs were chaired by UN Agencies in rotation and lead Ministry and it included all participating UN agencies and additional 6 Ministries (Ministry of Youth

and Sport, Ministry of Health, Ministry of Education, Ministry of Human and Minority Rights, Ministry of Economy and Regional Development, Ministry of Labour and Social Policy) and three government bodies: Coordination Body for Presevo, Bujanovac and Medvedja, Ombudsman office and Commissariat for IDPs and Refugees), 13 mayors and the Donors. The observers were NES and RDA representatives.

PBILD PMC was chaired by the MoERD and rotating UN agency and it was very active and operated very well. National ownership in the management and implementation of this programme was at the very good level. Given the fact that MoERD chaired all PMCs till election, a delegation from the Ministry participated at the MDG-F conference in Morocco, on which occasion they met with representatives from MDG F Secretariat HQ.

In order to further strengthen, extend and expand some of the good results achieved during the PBILD JP, the team developed a six-month no cost extension which was submitted to Spanish Government and bilateral donors for review and approval.

## ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP**s - provide details of the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why.

### **Outcome 1** Joint Programme Outcome 1: Communities in South Serbia are stronger, more integrated and better able to reduce inter-ethnic tensions and conflict risk

#### **Indicators:**

Improved cooperation between the political representatives of the ethnic minority and majority demonstrated in the multiethnic municipalities of the Pcinjski and Jablanicki Districts in the establishment of political coalitions among them

Percentage of women members of assembly in Pcinjski and Jablanicki Districts municipalities rose to 30%.

Strategic policy documents recognising existing gender gaps and providing action plans for the promotion of gender equality adopted in all municipalities of Pcinjski and Jablanicki Districts for the first time

10 LSGs empowered to impact youth policy development and youth activation in reducing inter-ethnic tensions and conflict risk

	<b><u>Achieved</u> Indicator Targets</b>	<b>Reasons for Variance with Planned Target (if any)</b>	<b>Source of Verification</b>
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<p><b>MDG-F Output 1.1</b> Provide support to institutional strengthening of the governance structures in South Serbia to facilitate participation of women and ethnic minorities in policy and decision-making processes</p> <p><b><u>MDG-F Indicators</u></b></p> <ul style="list-style-type: none"> <li>• Number of representatives of all ethnic groups, including women from each ethnic group, participate actively in local political life</li> <li>• % of local policies developed taking into consideration the needs of marginalised groups; women and men</li> <li>• Number of articles published/broadcasted through local/national media affirming the gender, social inclusion issues and easing the inter-ethnic tensions</li> <li>• Number civil servants trained, by gender</li> <li>• Level of citizens satisfaction on local media reporting, by gender</li> <li>• Number of strategic documents selected for revision</li> <li>• Number of CSOs supported</li> <li>• Number of editors and journalists trained, by sex</li> <li>• % of population willing to vote (disaggregated by gender and ethnicity)</li> </ul> <p><b>ID Output 1.1</b> Increased confidence of local population in key institutions of local and national government</p> <p><b><u>ID Indicators:</u></b></p> <ul style="list-style-type: none"> <li>- Perceptions on Coordination Body effectiveness in municipalities of</li> </ul>	<p>The baseline on participation of women in policy and decision-making processes completed and represents the basis for all gender related activities within the PBILD programme. On the basis of this the need for the establishment of a RWG-Gender was confirmed in order to identify the problems and possible solutions in the field of gender equality in South Serbia.</p> <p>The RWG-Gender was established (22 representatives of all South Serbia LSG and 4 local NGOs) on the basis of the adopted ToR. Up to date 4 RWG-G meetings have taken place. This RWG had continuously been supported through the provision of technical support in the development of the Regional Working Group Action Plan for the Promotion of Gender Equality (AP). At the end of the programme 8 LAPs on gender equality were adopted and the development of LAPs on gender equality completed in 5 municipalities.</p> <p>As identified in the RWG-Gender AP a training package on gender equality and gender budgeting was developed and delivered to local gender mechanisms (GEMs). 24 members of the RWG-G participated from the following 8 municipalities: Vladicin Han, Presevo, Leskovac, Lebane, Bojnik, Medvedja, Vlasotince and Crna Trava.</p> <p>Capacity building of 24 representatives of the CB, Albanian NMC and 3 municipalities (Bujanovac, Medvedja, Presevo) on culture and educational policies through a 3-day training programme.</p> <p>A study visit was organized for the representatives of the CB, CB group for education, NMC and representatives of local and national academic community to map the successful model of education in minority languages and minority policy development in Vojvodina. The ultimate result of which was the establishment of the Faculty of Economy in Bujanovac, which delivers courses in both Albanian and Serbian language. Their accreditation was additionally supported through the equipping of their computer lab. Additional support was provided in the second academic year through partial funding of equipment for the new Faculty premises in Bujanovac.</p>		<p>Brochure “Gender equality at the local level, RWG ToR, Action plan, RWG-Gender meeting minutes, GEM training package</p> <p>CSOs reports with supporting documentation; CB progress report;</p>
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<p>Bujanovac, Presevo and Medvedja</p> <ul style="list-style-type: none"> <li>- Number of instances where lobbying and advocacy by CB at central level has resulted in direct action by Central Government</li> <li>- Number of instances where lobbying and advocacy by CB at local level have resulted in changes or action by stakeholders at the local level</li> <li>- CSOs working in partnership with local government</li> <li>- CSOs from the region applying for and accessing funds available at national level</li> </ul> <p><b><u>Baseline:</u></b></p> <ul style="list-style-type: none"> <li>• Weak confidence in local institutions and non-balanced inter-ethnic and gender representation in local institutions and political life</li> <li>• Low level of women representation in municipal bodies ; only 4/100 are Presidents and 27/100 are local board members</li> <li>• Low level of professional media reporting as a mean for reducing inter-ethnic tensions</li> </ul> <p><b><u>Planned target:</u></b></p> <ul style="list-style-type: none"> <li>• 1 regional policy document and at least 8 local policy documents recognising existing gender gaps and providing an action plan for the promotion of gender equality developed and adopted</li> <li>• Demonstrated improved provision of national minority services catering to the needs (education and culture) through the capacity development of local stakeholders</li> </ul>	<p>The demand for such an educational institution is demonstrated through the exceptionally high application rates. Last year 50% more students applied compared to the number of scholarships available, and this year there are also self-paying students indicating the value ascribed to the education gained at this Faculty. It is also worth noting, that there are both Albanian and Serbian students enrolled providing opportunity for the development of interethnic relations and counteracting the initial fears that this would attract only Albanian students.</p> <p>Training in culture, educational and minority policies and gender equality delivered to representatives of 14 CSOs as a result of which 4 applied for financial support to implement projects in this area. One CSO was selected to implement a project in Eco-culture reaching 137 pupils and their teachers and parents and fellow citizens of Bujanovac.</p> <p>A review of media in South Serbia was conducted providing a comprehensive list of active media in South Serbia and identifying potential project partners for the production of gender/ minority/conflict sensitive reporting publications/broadcasts.</p> <p>24 editors and journalists took part in a workshop on gender/minority/conflict sensitive reporting; Mentoring support for the production of gender/ minority/conflict sensitive TV, print and radio broadcasts completed. TV magazine “Living together” covering 10 stories, radio magazine “Southern Stories” covering 8 stories and 3 print and 1 web story from Jablanicki and Pcinjski district were produced. These productions are tackling the most prominent problems faced by vulnerable groups and ethnic minorities and prove that the journalists have been empowered to recognize problems existing in the society and have the integrity to draw attention to them as the first step in providing solutions.</p> <p>The mapping of CSOs in Pcinjski and Jablanicki districts completed and the CSO directory published widely distributed</p>		<p>Report on media in South Serbia; Media training report; Media productions (TV magazine, radio magazine, print and web stories).</p> <p>CSO Directory, CSOs reports with supporting documentation, training reports;</p>
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<ul style="list-style-type: none"> <li>• At least 12 print/audio and video productions published/broadcasted through local/national media tackling the most problematic issues preventing the integration of vulnerable groups and weighing on interethnic relations</li> <li>• At least 10 CSOs supported through grants distribution and capacity development to tackle gender equality, national minorities' issues and rights of people with disabilities of which at least 5 cooperate with the local governments.</li> <li>• At least 40 civil servants, representatives of political parties, CB, and NMCs trained in the areas of gender and minority rights</li> </ul>	<p>and is available online. Support to partnership of CSOs and local self-governments provided through the support to the implementation of 6 joint projects tackling gender equality, national minorities' issues and rights of persons with disabilities. Support provided in M&amp;E training for the selected CSOs to improve their reports based reporting.</p> <p>Additional 8 CSOs in South Serbia were supported in the development, implementation and monitoring of gender/inter-ethnic related projects through capacity building in these areas and grants for project implementation coupled with project implementation mentoring.</p> <p>Over 3000 citizens of the region were reached through these 14 projects and thus been sensitized in the relation to gender equality, national minorities issues and rights of people with disabilities.</p> <p>A training needs assessment was conducted to identify the capacity development needs in the areas of gender and minority rights for the Pcinjski and Jablanicki Districts municipalities/political party representatives, CB and NMC (Albanian, Bulgarian and Roma).</p> <p>Based on this assessment the training curricula was developed and the Belgrade fund for Political Excellence was selected to develop the training programme and deliver the trainings to 100 representatives of the above mentioned target group.</p> <p>As a result of these trainings the participants drew significant conclusions that would in the future improve gender equality and minority rights in their local communities. These include the needs for networking among different municipalities and NGOs, the training of municipal officials and administration staff, the establishment of legal bodies in charge of minority rights, strengthening local mechanisms for gender equality, developing protocols of cooperation between institutions at the local level and establishing local working groups for gender equality in different sectors, awareness raising and education for local authorities and officials at the higher levels, work with political</p>		<p>TNA report, Published RfP, BFPE reports including list of participants</p>
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	<p>parties, partnerships in project implementation, sharing experience and exchanging good practices, establishing regional working bodies for different topics consisted of different experts and local self-governments representatives, etc.</p> <p>Following the conclusions and recommendations of the municipalities/political party representatives, CB and NMC (Albanian, Bulgarian and Roma) which participated in the gender and minority rights capacity development the PBILD has initiated a capacity development programme. The objective of this programmes is to increase the capacities of female members of local assemblies to formulate, implement and monitor gender responsive policies and at the same time to strengthen their role in the local assemblies. Following a training needs assessment, a training package was developed and offered to all 161 female local assembly members.</p> <p>Three two-day training sessions were organized with more than 60 members of local assemblies participating at each session. The training topics were: indicators of gender equality, life of women and men in Serbia, discrimination and gender-based discrimination, strategies for achieving equality, international and domestic legislation, the introduction of gender perspective in policies and gender analysis, public presentation/communication etc.</p> <p>One of the results of the training was the formulation of an action plan, the implementation of which was closely monitored.</p>		
<b>Output 1.2</b> <b>MDG-F Output 1.2</b> Inter-ethnic understanding and collaboration among both young men and young women of different ethnicities strengthened	<p>Youth in South Serbia: Inclusive development social survey report completed and served as a baseline and guidelines for the Youth Grants Scheme.</p> <p>12 Youth offices and 20 NGOs sensitised on the situation of youth and inter-ethnic relations in the region and encouraged to contribute to the improvement of these situations through</p>		Grantees reports, PBILD reports, Reports of site visits monitoring

<p><b><u>MDG-F Indicators</u></b></p> <ul style="list-style-type: none"> <li>• Attitudes and experience of young men and women in relation to inter-ethnic collaboration</li> <li>• No of young men and women from each ethnic group, participating actively in programme events</li> </ul> <p><b>ID Output 1.2</b> Strengthened inter-ethnic understanding and collaboration among adolescents and young people</p> <p>ID Indicators:</p> <ul style="list-style-type: none"> <li>- Number of Youth Offices and Youth Centres who has been newly established or strengthened in the programme priority areas</li> <li>- Number of youth of different ethnicities that have undergone relevant programmes organised for them locally</li> <li>- Number and type of concrete advocacy, peer education and other activities initiated by youth groups and number of positive small-scale social change achievements made and other young people reached.</li> <li>- Number of exchanges and events involving mix ethnicity groups from the region</li> <li>- Number of peer mediators trained, no. of networks established, no. of cases which have been addressed through peer mediation.</li> </ul> <p><b><u>Baseline</u></b></p> <ul style="list-style-type: none"> <li>-11 of 13 municipalities have youth offices.</li> <li>-4 of 13 municipalities have documented specific Youth Co-ordinator's position.</li> </ul>	<p>projects supported through the Grants scheme for inter-ethnic relationship-building. Out of these 8 YO and 3 NGOs were awarded grants.</p> <p>In addition to improving inter-ethnic relationships, the implementation of these grants also contributed to youth cohesion and the inclusion of other vulnerable youth.</p> <p>Up to date approximately 1930 young people of different ethnic belonging reached through (out of which 200 were directly involved as YO and NGO volunteers in project implementation) 10 youth grants involving 8 youth offices (each of the 8 municipalities contributed by providing space, equipment and human resources): establishment of 4 youth clubs (Presevo, Bujanovac, Leskovac and Vladicin Han) and 3 volunteer services (Surdulica, Vranje and Vlasotince/Bojnik); and 3 NGOs delivering youth programmes (2 forum theatres and 1 virtual enterprise).</p> <p>Through the project implementation, over 100 high-school aged Albanian, Roma and Serbian from south Serbia have been empowered through participation in Forum theatre plays that promote inter-ethnic understanding, while over 800 young people and adults were reached through the theatre performances and public campaigns on minority rights, discrimination and social inclusion; 180 young people improved their skills in English and German language, 60 participated in music, theatre workshops and entertaining workshop organised within the Youth Clubs, 900 young people visited mobile info desk events and informed themselves about the value of volunteering, employment possibilities through NES etc;</p> <p>Around 150 young volunteers were engaged in the implementation of voluntary programs and actions (literary evenings, art workshop, support programs in education for Roma children, art exhibitions, actions which promote ecology, etc ), over 300 children and school- age young people were reached through the mentioned activities</p>		<p>Grantees reports, PBILD reports, Reports of site visits monitoring</p> <p>IP reports, training reports, PBILD reports, Youth Office reports, PBILD site and monitoring visits and reports, Youth Office reports</p>
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<p>-2 of 11 Co-ordinators are permanent municipal employees. - 0 of 13 municipalities have fully functioning Youth Clubs.</p> <p><b>Planned Target:</b></p> <ul style="list-style-type: none"> <li>• 8 Youth Offices involved in grants implementation to promote inter-ethnic relationship building</li> <li>• Up to date approximately <b>1930</b> young men and women of different ethnic belonging participate in activities aiming at improving interethnic relations.</li> <li>• 2 new Youth Offices Office established to create a venue for youth of different background to meet and exchange opinions.</li> <li>• Capacity of 8 YOs strengthened through the establishment of 4 Youth Clubs, 3 voluntary services and provision of training programmes to over 30 YO coordinators and activists</li> </ul>	<p>Volunteer services are centred around outreach and the delivery of programmes to reach vulnerable youth, particularly Roma and increase interethnic understanding, break existing prejudices. Each Youth Club is lead by representatives of each ethnic group enhancing interethnic relations in the involved municipalities. Their activities support activism and education of youth of all ethnicities. Activities of NGOs include education and senzitation of youth with respect to interethnic relations. One of the most important achievements is the ‘apolitization’ of the youth clubs which were in the past heavily perceived as being run by single political parties. This significantly enhances the sustainability prospects of the established youth clubs.</p> <p>Support has been provided in the establishment of 1 new Youth Office in Trgoviste and support is continuously provided for the establishment of the Medvedja YO. Both YO are provided with necessary IT equipment.</p> <p>4 Youth Clubs have been established through the Grants Scheme (see above). 3 voluntary services have been established through the Grants Scheme (see above). Mentoring support is continuously provided in the establishing and managing the YCs and Voluntary Services. In addition, through provision of mentoring support, YO /YC/VS co-ordinators and activists have been supported in establishing Info centers for youth, developing and initiating Voluntary programs with local institutions and NGOs. Approximately 50 YO coordinators and activists have been trained in the areas of local youth policy development, the youth situation in two Districts, and development of youth clubs and volunteering.</p>		<p>PBILD reports, Reports of site visits monitoring</p>
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	<p>As a result of this the youth are able to voice their needs and engage in the policy development process in their communities.</p> <p>Two M&amp;E trainings for 8 YOs have been delivered to 16 coordinators and activists and the staff of 3 NGOs and improved their capacities to use and analyse data, develop project M&amp;E frameworks and reports. In addition, the capacities of over 15 coordinators and activists from Youth Offices Leskovac, Vranje, Presevo, Bujanovac, Vladicin Han, Surdulica, Vlasotince and Bojnik in monitoring and measuring the effects of projects and their contribution in achieving both the projects' and the PBILD program goals as well as developing monitoring tools continuously increased through a series of mentoring support provided.</p> <p>Training for peer career informers delivered to 18 young people (activists 7 YO: Vranje, Medvedja, Lebane, Surdulica, Trgoviste Bojnik and Vlasotince) to act as peer carrier informers in order to enhance the future employability of vulnerable youth. Up to date over 95 vulnerable youth have undergone such informing through the workshops conducted by peer career informers</p> <p>Through the provision of mentoring support and a series of trainings, the capacity of 4 Youth Offices/Youth Clubs from Leskovac, Presevo, Vladicin Han and Bujanovac have been additionally strengthened to collect and analyze data on the needs and resources of the young people at the local level and develop activities and other responses on the basis of such analysis, as well as to develop partnerships/ coalitions around YC which bring together various organizations working with different youth.</p> <p>Through the youth grants implementation:</p> <p>12 young people / Vladicin Han YC activists (of which 3 are Roma were trained in order to increase their skills in project cycle management, youth activism and volunteerism (principles of youth work, the code of ethics in youth work and types of work) and on the establishment of Info service/centre</p> <p>15 young people/ Vlasotince and Bojnik YO activists trained to be informers/animators for work on "mobile info desks" in informing and counselling other young people on the value of</p>		
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	<p>volunteering, career development, information on volunteering seminars, events etc</p> <p>21 young people/Vranje YO activists, improved their skills in the field of youth participation and learned about the significance of youth voluntarism in local communities</p>		
<p><b>MDG-F Output 1.3</b></p> <p>Strengthening capacities of local self governments, institutions and civil society to engage on conflict/violence prevention planning through participation, dialogue and partnerships for improved safety in municipalities</p> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>• People's perception of conflict / violence risk, feelings of belonging / integration</li> <li>• Representatives of all ethnic groups, including migrants from each ethnic group, participate actively in implementing programme components</li> <li>• Number of municipal staff and civil society organizations representatives from all ethnic groups trained on conflict and violence prevention and participatory planning for improved municipal safety</li> <li>• Number of Municipalities engaged in inclusive and participatory planning for improved inter-ethnic dialogue and municipal safety</li> <li>• Number of safety strategies and action plans formulated through inclusive participatory process and adopted by Municipalities</li> <li>• Number of local partnerships involving different ethnic groups actively engaged</li> </ul>	<p>A training needs assessment had been conducted on the basis of which a training programme has been developed (four one-day trainings) in the following areas: Conflict resolution, communication and negotiation, Participatory planning, Stakeholder analysis and Action Planning. A total of 46 trainings delivered to over 500 participants from Local Safety Councils, Pcinja District Police Officers and Bujanovac Municipal Administration. The test/re-test indicates a 23% point improvement in competencies.</p> <p>This capacity development aided the participants to develop the safety diagnoses in a democratic and participatory manner, voicing the safety concerns of the citizens for the first time.</p> <p>The establishment of six new Local Safety Councils has been supported and an additional three have been reactivated, while another three were already functional.</p> <p>13 Local Safety Diagnoses in each partner municipality have been formulated and adopted by the Safety Councils and an overarching Regional Safety Diagnosis has been developed based on the findings of the Local Diagnoses. These have served as basis to 11 Local Safety Councils in their development of Local Safety Strategies for each of their municipalities through a participatory process, including various service providers (police, CSW, etc), and the citizens themselves identifying problems. Through the provision of local responses to local problems, the community confidence in the Police has been enhanced.</p> <p>Additionally, 11 municipalities have been supported in the formulation of Pilot Project Proposals and their implementation through a grants scheme. All municipalities have successfully finalised activities within their Pilot Projects, as follows: six</p>		<p>Training cycle report and participants' evaluation, test/re-test scores</p> <p>Municipal decisions of establishment of Local Safety Councils: 13 Local Safety Diagnoses available in Serbian and English; Regional Safety Diagnosis available in Serbian and English; 11 Local Safety Strategies</p>

<p>in safety and conflict prevention pilot initiatives</p> <ul style="list-style-type: none"> <li>• Number of officials included in the training on violence against women (MDG 3,Target 4)</li> </ul> <p><b><u>Baseline</u></b> To be defined through the baseline safety diagnosis/assessment</p> <ul style="list-style-type: none"> <li>▪ Negative perception of safety and personal security among local population</li> <li>▪ Low level of trust in local government institutions and police in providing appropriate mechanisms to address conflicts and improve multi-ethnic dialogue and representation</li> <li>▪ Violence and crime rates</li> <li>▪ Inequalities in accessing basic services, education and employment</li> <li>▪ Physical and spatial organization of communities, preventing dialogue, integration and equal access to services</li> <li>• Only 50 officials included in training on violence against women in 2006 (MDG 3 baseline year, target is 1,000)</li> </ul> <p><b><u>Planned target:</u></b></p> <ul style="list-style-type: none"> <li>• The capacity of at least 300 staff members of local self-governments, institutions, and civil society organisations developed in the sphere of conflict/violence prevention planning</li> <li>• At least 10 Municipalities engaged in inclusive and participatory planning for improved inter-ethnic dialogue and municipal safety</li> <li>• Training in conflict mediation provided to at least 30 local</li> </ul>	<p>implemented video surveillance in their municipalities, three dealt with primary prevention of substance abuse, one with general safety of children and youth and one worked on prevention and reaction in crises situations.</p> <p>The Regional Safety Strategy Working Group was established by representatives of eight municipalities. Their capacities for strategic planning and team work were improved during two Trainings held in November and December in the field of: Participatory Planning and Good Governance. As part of their capacity building, study visit to Vojvodina was organised, to exchange experiences and good practices with northern municipalities. Regional Safety Strategy first draft will be formulated during two-day formulation workshop in early February. Charter for democratic use of video surveillance was promoted by PBILD Safer Cities and adopted in Preševo by Local Safety Council (as an recommendation) and in Vlasotince by Municipal Assembly (first municipality in Serbia to adopt it as an official document). The Charter will serve as the basis for effective and appropriate use of video surveillance system, which was recently introduced in these communities, through the technical and financial support of PBILD Safer Cities. Through the adoption of the Charter, Municipalities of Preševo and Vlasotince seeks to establish European labels and certification, but also initiates and supports the formulation and adoption of new Law in Serbia on the use of video surveillance.</p> <p>The training programme has been designed and 12 trainers have been trained to deliver the training. 30 local professionals have undergone the conflict mediation training programme and know have a higher degree of confidence in their capacity to mediate conflicts.</p> <p>In addition to this, 13 staff members of the PBILD team have undergone two workshops on conflict awareness and mediation.</p>		<p>available in Serbian and English (two Albanian versions will be available soon) ; 11 Agreements of Cooperation signed between UN-HABITAT and partner municipalities on implementation of Pilot Projects. Regional Safety Strategy available in Serbian and English in mid March.</p> <p>PBILD reports</p>
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professionals			
<p><b>MDG-F Output 1.4</b></p> <p>1.4 Reduced risk of inter-ethnic tensions through multi-faceted dialogue; improved living conditions for IDPs (especially female IDPs);</p> <p><b><u>Indicators</u></b></p> <ul style="list-style-type: none"> <li>• Sustainable livelihood solutions provided to IDPs in South Serbia.</li> <li>• Necessary documentation / legal counselling provided to IDPs</li> <li>• Dignified housing solutions provided to IDPs.</li> </ul> <p><b><u>Baseline</u></b></p> <ul style="list-style-type: none"> <li>• Living conditions in CCs are far from dignified; hosted people are usually the ones who have not so far succeeded in finding an alternate solution to the CC, or they had found the solution but not the support they needed for its realization.</li> <li>• IDPs are in need of free legal assistance with regard to local integration: access to basic socio-economic and property rights, problems with personal documentation and other unresolved legal issues.</li> <li>• IDP LSMS findings show that housing is one of the most pressing</li> </ul>	<p>2,569 requests for legal aid have been processed.</p> <p>All dislocated registry books from the Kosovo municipalities (Gnjilane, Vitina, Kosovska Kamenica and Novo Brdo) have been computerized – a total of 565,227 records.</p> <p>40 IDPs have left CCs through support from PIKAP grants.</p> <p>33 IDP families reached acceptable accommodation standards through building material grants.</p> <p>24 IDP left CCs to village houses and provided with Dependency Reduction Grant.</p>		<p>PBILD reports</p> <p>PBILD reports</p>



<p><b>Output 2.1</b></p> <p>Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of differential impact of policies on different ethnic groups</p> <p><b>Indicator:</b></p> <ul style="list-style-type: none"> <li>- Number of learning programmes developed and implemented for municipal staff</li> <li>- Number of municipal strategies reviewed in the course of the programme</li> <li>- Number of gender equality commissions established</li> <li>- Number of municipalities where a clear linkage is demonstrated between the strategic plan and the annual budget</li> <li>- Number of municipalities with a Devinfo system established</li> <li>- Examples of where analysis/information from Devinfo feeds into policy making decisions at the local level</li> </ul> <p><b>Baseline:</b></p> <ul style="list-style-type: none"> <li>- 13 sustainable strategies exist and 7 of them are out of date</li> <li>- 6 Gender mechanisms established, but none-functional.</li> </ul> <p><b>Planned Target:</b></p> <ul style="list-style-type: none"> <li>- At least 3 regional working groups established to serve as a consulting body to the Municipalities in their formulation, implementation and monitoring of policies in relation to public service provision in the areas of their expertise.</li> <li>- At least 5 municipal strategies reviewed</li> </ul>	<p>In a participative process including all local and regional stakeholders four key issues have been identified. In response to that, four regional working groups have been established, gathering the expert human resources of South Serbia, appointed by municipalities, in order to maximise the potential for joint problem identification and solving. These are the four RWGs and their key activities supported by the PBILD</p> <ol style="list-style-type: none"> <li>1. Integrated Regional Development RWG: Study tour to Poland for all LED Office Managers and Mayors to gain insight into EU funding mechanisms from of similar characteristics; identification and development of key regional projects</li> <li>2. Gender RWG (see above output 1.1.)</li> <li>3. Migration RWG: Organization of a round table on false asylum s seekers and general awareness raising on migration issues</li> <li>4. Environment RWG: On the 2<sup>nd</sup> meeting of the RWG, details of the awareness campaign on waste management have been defined. The campaign will be implemented during the period November 2012 – February 2013</li> </ol> <p>All four regional working groups have had their initial meetings, RWG action plans and ToRs have been developed. These RWGs provided advisory services to the Municipalities while identifying strategic documents in need of revision and during the process of revision itself.</p> <p>The Center for development of Pcinja and Jablanica districts (RDA) has been selected as the organization to lead the process of revision/development of strategic plans in the following 8 municipalities: Vlasotince, Bujanovac, Vladicin Han, Surdulica, Crna Trava, Bosilegrad, Medvedja and Vranjska Banja. Seven municipalities applied for revisions of their sustainable development strategies and one applied for support in the development of this document.</p> <p>All revised and newly developed strategic documents will reflect gender and minority rights.</p>	<p>RWG action plans, RWG ToRs, RWG meeting minutes</p>         <p>Strategies revision RfP, Financial and contract documentation, Meeting minutes, Strategies revision action plans, revised and developed strategies, M&amp;E booklet</p>
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<p>and revised with integrated M&amp;E tools</p> <ul style="list-style-type: none"> <li>-13 municipalities have functioning DevInfo systems established with produced municipal profiles</li> <li>-60 local civil servants trained in use of data in policy formulation, implementation and monitoring.</li> </ul>	<p>Municipal Working groups for the revision/development of the strategies have been re-established after the elections.</p> <p>In cooperation of the Statistical Office of the Republic of Serbia (SORS) and working groups established to define the necessary indicators for informed policy making (comprised of municipality, Ministry and other relevant institutions representatives) the final list of indicators for the DevInfo database has been defined. In data entry according to these indicators, the DevInfo database was created, as well as the municipal profiles for all 13 municipalities.</p> <p>Computer equipment with installed DevInfo databases have been delivered to all 13 municipalities, including usage instructions.</p> <p>47 municipal employees and representatives from the Centers for social work from all 13 municipalities were instructed in DevInfo data base usage.</p> <p>In addition, new municipal DevInfo databases and municipal profiles were developed and made available through a user-friendly, interactive web application. The developed databases contain 142 socio-economic indicators disaggregated by gender and other variables for all 178 municipalities in Serbia, and provide insight and opportunity to analyse the multiple and significant regional disparities, as well as conduct monitoring at the local and national level.</p> <p>Over 160 representatives of LSGs and institutions from south Serbia were empowered on how to use the DevInfo database through database presentations conducted in municipalities. This directly facilitates the process of evidence based policy making at the local level.</p> <p>Municipalities began to use the data in the process of drafting municipal development strategic plans and budgets, as well as monitoring.</p> <p>47 municipal employees (Head of municipal administration, Department for education, health and social affairs, LED offices and YO) and representatives from CSW from all 13</p>		<p>PBILD reports, Implementing partner reports, Transfer of title for computer equipment</p> <p>PBILD reports, Implementing training partner reports</p>
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	<p>municipalities have successfully completed the training on Functional use of data in monitoring and evaluation.</p> <p>A peer learning programme on evidence based policy making (advanced M&amp;E training) has been developed in partnership with the Social Inclusion and Poverty reduction Unit (SIPRU) of the Government of Serbia and the Centre for Liberal and Democratic Studies (CLDS) and has been delivered through two two-day interactive workshops.</p> <p>The ability of municipal administration for responsible planning and decision making has been increased through the participation of 23 representatives of municipal administration and CSW (Head of municipal administration, Department for education, health and social affairs, LED offices and YO) to this inter-active workshop. The test/re-test indicates 88% point improvement (the average level) in both competences and knowledge applicability.</p>		
<p><b>Output 2.2</b> Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled</p> <p>Indicators:</p> <ul style="list-style-type: none"> <li>- Number and percentage of children with required identity documents, and number and percentage of children who have received the required documentation;</li> <li>- Number of migrant children identified and provided with adequate services</li> <li>- Number and percentage of children and women included in the health system :</li> </ul>	<p>The implementation of the Roma birth registration plan is conducted in all 13 Municipalities.</p> <p>During the provision of free legal aid to Roma community members throughout South Serbia, 732 clients have been supported in obtaining personal documents (out of which 162 children). A total 1392 requests were successfully solved and resulted in the issuance of documents.</p> <p>In addition, 96 Roma people were subsequently registered at the registry books (out of which 87 children)</p> <p>Education programmes for health professionals on Roma culture, rights and health status and protecting children from abuse and neglect have been accredited and became part of continuous</p>		<p>PBILD reports, Implementing partner reports, site visits</p>

<p>- Number of families (children, parents, adolescents) reached with minimum package of preventive/care interventions.</p> <p>- Citizen satisfaction with public services, by type of service</p> <p><b><u>Baseline:</u></b></p> <p>-National average 26,6% Roma children timely covered with all vaccines</p> <p><b><u>Planned target:</u></b></p> <p>-732 Roma children and family members obtained personal documents</p> <p>-The capacity of 13 PHC and 12 RHMs have been enhanced to provide health care to Roma and other vulnerable groups</p> <p>-1845 Roma (523 woman, 433 man and 889 children) have been reached and identified in the health system for the first time;</p> <p>-3000 Roma have been reached through the individual and group health education activities</p>	<p>medical education while additional programmes on early childhood development are under preparation.</p> <p>885 health workers from 10 PHC from Leskovac, Lebane, Vranje, Medvedja, Vlasotince, Vladicin Han, Crna Trava, Surdulica, Bosilegrad i Lebane municipalities have been trained in order to better understand the health care needs and the cultural specificities of the Roma population, and their communication skills with vulnerable groups has been enhanced. This, complemented by the work of Roma Health Mediators, resulted in a heightened number of Roma accessing health services</p> <p>12 health mediators are engaged by the Ministry of Health (MoH) and have been capacitated to support the Roma population in accessing health care services and to provide them with relevant health care education through 9 training sessions.</p> <p>The database and system for reporting and calculation of relevant health status indicators is being improved in support to the MoH and the reporting of the 12 RHM is improved in relation to the data base requirements.</p> <p>In addition, health teams for the Prevention of Child Abuse and Neglect from all 13 Primary Health Centers were empowered to work proactively on prevention and protection of children from abuse and neglect within the health system, while 30 health workers gained improved knowledge and skills in the promotion of early childhood development, early detection of disorders and communication skills for the counselling of parents whose children have difficulties in early childhood development and behavioural disorders during the two training sessions held.</p> <p>Up to date more than 8400 visits of RHMs to Roma families and family members have been conducted</p> <p>More than 3000 Roma have been reached through the individual and group health education activities.</p>		<p>PBILD reports, MoH reports</p> <p>PBILD reports, Ministry of Health reports, Ministry of Health data base</p>
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	<p>As many as 1845 Roma (523 woman, 433 man and 889 children) have been reached and identified in the health system for the first time;</p> <p>678 Roma have selected their chosen doctor;</p> <p>238 women have selected their chosen gynaecologist</p> <p>465 women had systematic check-ups</p> <p>266 pregnant women received full check-ups</p> <p>1055 children have been vaccinated</p>		
<p><b>Output 2.3</b></p> <p>Improved qualities of public services, especially in those areas that have potential to increase inter-ethnic dialogue and reduce conflict risk</p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>- Numbers of teachers trained through inservice trainings</li> <li>- Number of teachers trained through in-service trainings</li> <li>- Percentage of minority children enrolled in preschool and school programmes</li> <li>- Number of migrant children enrolled and provided with education opportunities</li> <li>- Number of schools in rural areas involved in a School as a Centre for Community Development Programme</li> </ul> <p>Specific education events targeted at improving Albanian childrens Serbian language skills</p> <ul style="list-style-type: none"> <li>- Specific education events targeted at improving migrant children Serbian</li> </ul>	<p>4 training sessions on Basic Supervisory Active learning delivered to 84 teachers from 19 schools from Bujanovac, Presevo, Medvedja, Bosilegrad and Dimitrovgrad. 90 % of teachers assess the training as very useful or useful;</p> <p>A self-assessment of the trained teachers will be conducted revealing their capacity development and their estimation of the impact of the AL method.</p> <p>3 training sessions on Advanced Supervisory Active learning delivered to 51 teachers from 17 schools from Bujanovac, Presevo, Medvedja and Bosilegrad. 100 % of teachers assess the training as very useful or useful.</p> <p>13 most motivated teachers additionally trained to provide support to other teachers in AL methods implementation in schools.</p> <p>A total of 2240 pupils have been exposed to the delivery of higher quality teaching of Serbian as a non-mother tongue in 10 schools by 60 teachers trained (see above).</p> <p>An assessment made by the teachers will provide insight into the impact this training had on the knowledge gain.</p>		<p>Number of obtained licenses;</p> <p>Education Forum report – documentation records; PBILD reports; Project monitoring visits and reports;</p> <p>Teachers self-assessment report</p> <p>Education Forum report – documentation records; PBILD reports; Project; Teachers</p>

<p>language skills</p> <p><b><u>Baseline:</u></b></p> <p>-Active Learning in teaching Serbian as non mother tongue has never before been implemented in schools in South Serbia</p> <p><b><u>Planned Target:</u></b></p> <p>-The skills and ability of at least 84 teachers to teach Serbian as non- mother tongue has been improved</p> <p>-2240 children have access to improved quality of Serbian as non- mother tongue teaching</p> <p>-13 schools are accessible for children with disability and equipped with didactic materials needed for education of children with special needs</p>	<p>The situation analysis in the area of inclusive education completed. The aim of this research was to assess the situation and challenges in the realisation of inclusive education in 13 municipalities and define what kind of support need be provided.</p> <p>The conditions for inclusive education in 13 schools from south Serbi hasa improved through the conducted reconstruction/rehabilitation works in 13 schools (one per municipality).</p> <p>In addition, in order to ensure a supportive and inclusive school atmosphere for the development and education of all students as well as the elementary children’s right to high quality education with a focus on the vulnerable groups of children, a new concept of Active learning for Inclusive education (ALIE) was developed.</p> <p>4 training sessions on Basic ALIE training delivered to 123 teachers from 16 primary schools from 4 municipalities (Presevo, Lebane, Bujanovac and Vladicin Han). 74 teachers assess the training as very useful, while 38 of them assess the training as useful.</p> <p>4 training sessions on Advanced Supervisory ALIE training delivered to 111 teachers from 16 schools from municipalities. 67 teachers assess the training as very useful, while 40 of them assess the training as useful.</p> <p>In order to promote Active learning as a framework for inclusive education and strengthen the stakeholders in providing inclusive educational environment, 9 one day Active learning seminars were held during November 2012. The seminars were delivered in 9 municipalities (Vladicin Han, Surdulica, Leskovac, Vlasotince, Bujanovac, Presevo, Vranje, Lebane i Medvedja) and gathered more than 241 teachers, municipal and SCOs representatives.</p>		<p>assessment report</p> <p>Education Forum report – documentation records; PBILD reports; Project; Evaluation report</p>
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	<p>The both training sessions was interactive and tailored to fit teachers and students' needs. The teachers were able to learn more about the concept of Active learning and to apply active learning methodology.</p> <p>A total of 4966 pupils (of which 908 are children with disabilities) have been exposed to the delivery of higher quality inclusive education by the 111 teachers trained.</p>		
<p><b>Output 2.4</b> Support to capacity development and awareness raising of the role of of Ombudspersons Outreach Office in South Serbia</p> <p><b><u>Indicators:</u></b> -Number of Registered cases - Number of cases resolved -Number of trainings for staff</p> <p><b><u>Baseline:</u></b> -35% unaware of the Ombudsman's existence -40% not at all satisfied with work of Ombudsman -52 cases from PBILD target region in 2009.</p> <p><b><u>Planned targets:</u></b> -3 Ombudsperson's Outreach offices in South Serbia established -Capacity development of both staff members of the Ombudsman's Outreach offices in South Serbia conducted. -The number of registered complaints is increased by at least 50% on a year to year</p>	<p>3 outreach offices have been established, with 2 revolving staff members. Support has been provided in office refurbishment and the provision of vehicles and IT equipment. Additional support was provided to inform the citizens of South Serbia about the role of the Ombudsman office and the importance of the three outreach offices through organizing "Days of Ombudsman" that included round tables, meetings and TV shows.</p> <p>Three staff members of the Outreach Offices included in capacity development performed through on the job training in the Head Office and mentoring support by the staff of the Head Office. One of the Outreach Offices' staff has been promoted to the Belgrade Office testifying to the quality of the capacity development performed.</p> <p>Three study visits for the staff of the Outreach Offices and Head Office (a total of 16) have been conducted to exchange experience with other well functioning and peer Ombudsman's institutions in Europe (Sweden, Portugal and Croatia). An additional fellowship was supported for 2 Ombudsman's Office staff members to the UK, as well as the provision of ILEC to 10 staff members.</p> <p>The implementation of an information and awareness campaign to inform people about the role of the Ombudsperson office is completed including the production of visibility materials and</p>		<p>Ombudsman office progress report</p> <p>Ombudsman office progress report, Ombudsman's report in Albanian and</p>

<p>basis since the Outreach Office has been established demonstrating the raised awareness of their role</p>	<p>publications. The ‘Days of Ombudsman’ public awareness campaign was organized including a round table on the position of media in Bujanovac with representatives of media and civil society organizations; in Presevo, Ombudsman office representatives met with the civil society sector to discuss human and minority rights problems; Two TV shows with Ombudsman Sasa Jankovic and local representatives on the state of human rights in South Serbia were broadcasted. During three days, the Belgrade based staff was receiving complaints in the three outreach offices.</p> <p>As the Outreach Office has been established at the end of 2010, the data for 2011 indicates 340 contacts made by the citizens of South Serbia, out of which 320 in person and 20 via phone.</p>		<p>Roma; Ombudsman’s recommendations (Albanian and Roma); Law on Ombudsman (Albanian and Roma); Brochure “Ombudsman’s mandate to citizens”; Good governance code; Ombudsman website translation (Albanian and Roma), Ombudsman office progress report, Minutes of the ‘Days of Ombudsman’ awareness campaign.</p>
<p><b>Outcome 3</b> Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between municipalities, between ethnic groups and between women and men.</p> <p><b>Indicators:</b> The RDA has demonstrated increased capacities to attract funding for regional and local projects Disadvantaged groups of the population living in the Pcinjski and Jablanicki Districts have access to reliable labour market information, vocational guidance and labour market training geared to increase their employability The development of at least 15 SME from Pcinjski and Jablanicki Districts supported through the HR development of their employees belonging to the most disadvantaged groups on the labour market.</p>			
<p><b>Output 3.1</b> The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more</p>	<p>The Occupational Skills Survey conducted in cooperation with the Statistical Office of Serbia, identified the occupations, and their skills content, most demanded by the labour market in the District of Pcinjski and Jablanicki. Based on the findings</p>		<p>Report of the Statistical Office of Serbia;</p>

<p>and better access to targeted active labour market programmes that respond to labour market requirements</p> <p><b><u>Indicators:</u></b></p> <ul style="list-style-type: none"> <li>- Number of employers' and skills survey conducted in the timeframe of the programme</li> <li>- Number of occupations identified that are included in competency-based training</li> <li>- Number of disadvantaged individuals (by type of disadvantage and or risk of migration) covered by employment services and active labour market programmes (by type of programmes and individual characteristics)</li> <li>- Number of previously inactive individuals registered with the employment services and covered with individualized services</li> <li>- Percentage of students receiving career information and guidance</li> <li>- Percentage of disadvantaged individuals achieving a recognized qualifications through CBT</li> <li>- Percentage of disadvantaged individuals employed in decent work 6 month after participation to active labour market programmes</li> </ul> <p><b><u>Baseline:</u></b></p> <ul style="list-style-type: none"> <li>-73,599 people employed in S. Serbia in 2009.</li> <li>-38% of women among the employed in the PBILD municipalities.</li> <li>-NES data on labour demand indicate profiles</li> </ul>	<p>of this research, 7 occupational profiles were identified for the development of competency-based training packages to bridge skills gaps.</p> <p>The development of the competency-based training packages was entrusted, in agreement with the Employment Department of the Ministry of Economy and Regional Development, to the eight Regional Training Centres (RTC) of the Ministry of Education, Science and Technological Development. The RTCs in Zrenjanin, Novi Sad, Novi Beograd, Sabac, Sremska Mitrovica, Kraljevo, Pozarevac and Pozega received extensive technical assistance in the development of adult training programmes, preparation and validation of competency standards, design of training packages and monitoring and evaluation of adult training programmes delivered as part of active labour market programmes. 16 staff members received training on the development of competency-based training packages for adult learners. This resulted in the development and validation of 7 competency-based training packages for adult learners.</p> <p>Senior workers and managers of 32 training service providers (mostly private enterprises) have been trained in using the training packages to provide low skilled unemployed (but also newly recruited employees) with the competencies required to perform the job.</p> <p>The delivery of the training packages is currently being piloted by the National Employment Services local offices of Vranje and Leskovac with 80 low skilled unemployed to determine whether this methodology provide better results than standard training programmes in bridging skills gaps.</p> <p>A profiling system to detect the risk of long-term unemployment and other poor labour market outcomes was developed for the use of the National Employment Service (NES) of Serbia. Such a system allows to identify, early in the unemployment spell, those individuals who are more at risk for immediate intervention.</p> <p>A new range of sequenced employment services and active</p>	<p>competency lists and training packages for adult learners; Reports of Ministry of Education, Science and Technological Innovation; Web pages of the RTCs on competency-based training packages</p> <p>Guidelines for the implementation of ALMPs targeting disadvantaged individuals, Reports of the National Employment Service of Serbia</p>
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<p><b><u>Planned target:</u></b></p> <ul style="list-style-type: none"> <li>-At least 6 occupational profiles are identified as most demanded in the local labour market and fully fledged competency-based training packages are developed.</li> <li>-At least 100 disadvantaged individuals receive employment services and are referred to active labour market programmes leading to gainful jobs</li> <li>-At least 20% of disadvantaged individuals referred to active labour market programmes are employed in decent work 6 months after the programme's end</li> <li>-At least 20 previously inactive individuals from the Jablanicki District registered with the employment services and covered with individualized services for the first time.</li> <li>- At least 300 students from the target region received career information and guidance</li> </ul>	<p>labour market programmes (ALMPs) were designed to target disadvantaged youth and prime age workers in the Districts of Pcinjski and Jablanicki. These measures include vocational guidance, individual employment planning, and employment counselling, vocational training and employment subsidies.</p> <p>A total of 41 members of staff of the NES Vranje and Leskovac local employment offices were trained to implement these programme and services on the basis of the Guidelines prepared under the aegis of the PBILD joint Programme.</p> <p>105 beneficiaries (47.6% men and 52.6% women) were referred to on-the-job training programmes organized in 15 expanding businesses and SMEs in Vranje and Leskovac. Most beneficiaries are in the age group 25 to 45 years of age (85.7% of participants), with less than secondary educational attainment (99%) and with very long unemployment spells (58% had been unemployed for 24 months and over). Over a third of participants belonged to population groups at a disadvantage in the labour market (namely persons with disabilities, ethnic minorities, individuals of Roma populations groups, single mothers). The average progression rate of participants through the various programmes put at disposition under the PBILD JP is around 25.7%.</p> <p>A performance monitoring exercise, based on the system established in collaboration with the NES, was carried out in February 2013. The results in terms of employment of programme beneficiaries at any time after participation was 55.4% (38.9% men and 61.1% women). At the time of the follow up survey, the employment rate was 46.2% (32.2% men and 58.8% women). Over two thirds (64%) of those employed at follow-up had been employed for over 6 months. Most workers (75%) are employed in the manufacturing sector, while the remaining work in retail, services and construction. Almost all respondents (92.9 per cent) report on working in the same occupation they have been trained for. There is some dispersion in the informal economy (14.3%). This figure, however, is below that recorded by active labour</p>	<p>(NES), Profiling labour market disadvantage; Performance measurement of active labour market programmes targeting disadvantaged individuals: Key findings.</p> <p>Performance measurement of active labour market programmes targeting disadvantaged individuals: Key findings.</p>
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	<p>market programmes (around 18.7%).</p> <p>The majority of participants employed at follow-up (48%) receive a salary ranging from 20,000 to 30,000 RSD, while 44% were in the wage bracket 10,000-20,000 RSD. Only 8% earn less than 10,000 RSD per month. These wage levels are above those reported by participants to other active labour market programmes implemented by the NES (36% earned between RSD 20 and 30,000 per month and 45.4% between RSD10 and 20,00 per month). The data shows that 32% of disadvantaged individuals referred to active labour market programmes were employed in decent work after having participated to integrated ALMPs.</p> <p>11 caseworkers of the Centres for Social Work (CSWs) and National Employment Service staff assigned to the selected municipalities in the Jablanicki District (Vlasotince and Bojnik) were trained in the provision of activation services (integrated employment and social protection services) to recipients of social assistance benefits. A number of partnership Agreements were concluded at municipal level to guide the cooperation among the various providers of public services targeting the most vulnerable groups of the population.</p> <p>As a result of the activation services deployed, 25 social welfare beneficiaries (15 from Vlasotince and 10 from Bojnik) received individualized employment counselling and guidance resulting in an individual employment plan being drawn and the participation to active labour market programmes available at the employment service.</p> <p>A Guide to Career Choices was developed by the NES with the technical assistance of the PBILD joint programme. This career guidance tool, addressing young people, uses four main delivery modes, e.g. career choice sessions in schools, 25,000 copies of printed booklet, interactive CD-Rom, and web-based tool <a href="http://www.vodiczaosnovce.nsz.gov.rs">www.vodiczaosnovce.nsz.gov.rs</a>). 5 career guidance sessions were delivered to over 300 primary school</p>		<p>NES IT monitoring system; Centre for Social Work reports. Performance measurement of active labour market programmes targeting disadvantaged individuals: Key findings.</p> <p>Project documents; NES IT monitoring system; reports of the Counselling and Guidance Department of the NES.</p>
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	<p>students and 40 teachers in 11 primary schools based in the Jablanicki and Peinjski Districts.</p> <p>The web-based tool has recorded, to date, more than 67,000 hits (of which 24,000 are repeat visit to the site). This shows the demand for career guidance services both at national level and beyond (hits are registered from over 25 countries including other countries in the Western Balkan region, but also from EU countries, USA and Canada). A Regional Conference on Career Guidance and Counselling was organized on 14<sup>th</sup> March 2013 to offer a platform for career counselling experts to share experiences in what works in service delivery for young people as well as increasing the competencies of practitioners.</p>		
<p><b>Output 3.2</b> Increased funding for regional and municipal level infrastructure projects that will impact upon job creation</p> <p><b><u>Indicators:</u></b> Technically stronger staff in the RDA</p> <ul style="list-style-type: none"> <li>- Number of pipeline of future projects for region developed</li> <li>- Number of key infrastructure projects implemented</li> </ul> <p><b><u>Planned target:</u></b> -The RDA has demonstrated increased capacities to attract funding for regional and local projects in the future</p> <ul style="list-style-type: none"> <li>- At least 8 inter-municipal projects approved for PBILD funding featuring partnerships of at least 10 municipalities</li> </ul>	<p>In consultancies with other RDA donors/partners, it has been decided that the most appropriate learning modality for the RDA staff in future attracting of EU funds be “on the job” learning. Three consultancies have been provided for the RDA (from which all 5 staff members benefited) as per their request and identified needs:</p> <ul style="list-style-type: none"> <li>– European Delegation Financial Reporting Specialist</li> <li>– European Delegation Procurement and PRAG Specialist</li> <li>– Bulgaria-Serbia IPA Cross-border Programme procurement and PRAG Specialist</li> </ul> <p>The PBILD’s grants administering role awarded to the Center, has enabled the Center to generate income by independently providing professional services for the first time, and as such, coupled with mentoring provided by PBILD, served as a valuable learning opportunity.</p> <p>The involvement of the Center in facilitating the RWG’s (see</p>		Capacity building reports, project applications, project documentation

<ul style="list-style-type: none"> <li>- At least 600 people from South Serbia supported in access to employment.</li> <li>- Policy document developed and adopted recognizing the role of the CDJP (RDA) in promoting the region and its investment potential as a way of creating job opportunities</li> </ul>	<p>above) has increased RDA staff's capacities in the fields of: gender, migrations, environment and integrated regional development.</p> <p>The RDA has additionally applied to the tender published by the PBILD programme and was awarded a bid for the revision of the sustainable development strategies (see above).</p> <p>One member of RDA staff has also participated to the study tour to Poland organized by the PBILD upon request of the Integrated Regional Development RWG has provided the RDA the opportunity to understand how similar institutions function in EU states, including project examples of the pre-accession phase.</p> <p>The ultimate result of the capacity building efforts of the RDA is their national accreditation (2<sup>nd</sup> in the State) by the NARR.</p> <p>The RDA is implementing two Serbia-Bulgaria CBC projects:</p> <ol style="list-style-type: none"> <li>1. "Center for exchange of information of cross border economic cooperation" the value of the project is 444.537,00 EUR, (Vladicin Han and Bulgarian Chamber of Commerce and Industry are partners in implementation, while the lead partner is the RDA; duration of the project is 18 months). This project has largely been secured thanks to the installation of the GIS software (PBILD initiative – see below) and the updated maps developed through the software which enabled Vladicin Han to promptly select the project site with detailed information on water, sewage, telephone, electricity networks.</li> <li>2. "Exchange of good practices for quality management of municipal administrations" the value of the project is 148.000,00 EUR (lead applicant for this project is the Agency for Economic Development Kostin Brod (Bulgaria); duration of the project is 12 months, while the Jablanica District municipalities are direct beneficiaries).</li> </ol> <p>Besides these two successful applications – 6 new applications have been put forth in response to the new call for proposals (results end of 2012)</p> <p>Applying EU funding procedures and close mentoring of the applicants, out of 18 project proposals that were received (16 of</p>		<p>Request for proposals, Guidelines for applicants, Meeting minutes, Received project proposals (applications), Implementing agency (Center for Development</p>
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	<p>them were technically eligible), 8 project proposals were selected for funding in the value of 500.000,00 USD). 12 municipalities were involved in project implementation. The created partnerships between the municipalities in Pcinja and Jablanica districts have been used to promote regional economic development and contribute to job creation. Four of these regional projects have received further support with the aim of adding value to the achieved results and ensuring sustainability.</p> <p>A new call for proposal was published in September enabling all 13 LED Offices of Pcinja and Jablanica districts to apply. The overall aim of the PBILD Local Economic Development Projects is to promote balanced socio-economic development of South Serbia. Four projects have been selected. The total value of these Agreements is USD 215,262.50 and the time frames for the implementation of the newly approved projects and the ongoing regional development projects is from November 2012 to February 2013 latest.</p> <p>All projects supported (see above) have an employment promotion component:</p> <ul style="list-style-type: none"> <li>– 35 new jobs created (support to women entrepreneurship through the establishment of two cooperatives of 27 Vlasina women)</li> <li>– 58 start-up business supported</li> <li>– 200 youth instructed in job search skills</li> <li>– 160 youth gained English and IT skills</li> <li>– 200 high school students trained in entrepreneurship</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>– LED offices established in 4 municipalities and 18 LED office staff members trained in methods of attracting investments and creating business friendly municipalities</li> <li>– GIS installed in 2 municipalities, while 12 municipality employees trained in GIS maintenance and upgrading</li> </ul>		<p>of Pcinja and Jablanica districts) reports, Financial and contracts documentation, project reports</p> <p>Project reports, Implementing agency (Center for Development of Pcinja and Jablanica districts) reports</p> <p>TNA report on advocacy, Advocacy Action Plan</p>
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	<p>A training needs assessment for the Center for Development of Pcinja and Jablanica districts staff members has been conducted on the basis of which a Workshop on Advocacy and Policy has been organized.</p> <p>An Advocacy action plan for the promotion of the region has been developed and approved by the CDJP (RDA) Founding Assembly. The implementation has commenced through the redesign of the RDA website.</p>		
<p><b>ID Outcome 4 Migrants in South Serbia are provided with appropriate support to participate in the social and economic life of the region</b></p> <p><b>Indicators:</b></p> <p>Local municipalities provided tools and knowledge to better manage migration.</p> <p>Enhanced employment opportunities and social services for migrants and other vulnerable groups.</p> <p>Awareness of policy makers on migration issues raised.</p>			
<p><b>Output 4.1</b> Municipal Administrative Services Better Meet the needs of Migrants</p> <p><b>Indicator:</b></p> <ul style="list-style-type: none"> <li>- Number of Bureaux established that provide advice and legal support to migrants</li> <li>- CSW outreach services developed</li> <li>- CACs develop services that cater for the needs of migrants</li> <li>- Number of strategies adapted to meet the needs of migrants</li> </ul> <p><b>Baseline:</b></p> <ul style="list-style-type: none"> <li>-49% of migrants unemployed</li> <li>-26% of migrants inactive</li> </ul>	<p>In consultation with all 13 South Serbia municipalities the need for the establishment of advisory services in provision of direct outreach services to migrants and potential migrants has been identified. As a result of this 13 social partnership projects have been selected for PBILD funding and are implemented through 10 social partnerships (10 municipalities with local service providers and institutions (NGOs, NES, CSW, Health Centres, etc.)) in 2011. In 2012, 13 Social Partnership projects initiated (8 providing outreach services and 5 projects providing advisory services to migrants, potential migrants and vulnerable groups).</p> <p>5 Social Partnership Projects completed in 4 municipalities.</p> <p>In order to provide better social services and finalize the successful implementation of their projects, a cost extension for 5 projects has been signed (Vlasotince, Lebane, Vranje, Bujanovac and Trgoviste). A non-cost extension for the Vranje</p>		<p>Municipal financial and narrative reports of SPPs, Midterm monitoring report, and Monitoring and evaluation report of the SPPs, and Short video on Migration Management activities within PBILD.</p>

<p><b><u>Planned target:</u></b></p> <ul style="list-style-type: none"> <li>- At least 10 municipalities have improved cooperation with local service providers and institutions in meeting the needs of migrants, potential migrants and people affected by migration</li> <li>- At least 1000 beneficiaries provided information on migration through PBILD support</li> <li>- At least 300 new beneficiaries receive municipal services as a result of outreach services</li> <li>- At least 10 strategies adapted to meet the needs of migrants</li> <li>- At least 30 representatives of LSG (CAC officials, trustees, CSW representatives, Roma coordinators, and representatives of CSO, police, health and education) capacitated to manage the process of readmission.</li> </ul>	<p>project “A new profession - a new opportunity: vocational retraining and additional training” and Bosilegrad has been signed in order to complete project activities.</p> <p>Citizens from Vladicin Han, Vranje, Bujanovac and Medvedja, and in particular vulnerable groups (Roma, elderly, children of migrants, refugees and IDPs, returnees) have access to information on migration and received over 2,000 services of legal aid, psychosocial support and healthcare assistance.</p> <ul style="list-style-type: none"> <li>• Leskovac, Medvedja and Bojnik have developed a database which provides information on a family’s assets so evidence-based decisions on benefit entitlements are better targeted.</li> <li>• 497 elderly persons with disabilities, Roma and people living in rural areas of Vladicin Han, Vlasotince, Bojnik, Bosilegrad, Trgoviste, Medvedja, Crna Trava, Lebane and Surdulica receive home care assistance.</li> <li>• 68 persons from Trgoviste, Vladicin Han, Bojnik, Leskovac, Vlasotince, Bosilegrad, Medvedja, Crna Trava, Lebane and Surdulica trained and certified as home care providers.</li> <li>• Families living in social housing in Crna Trava are now able to independently monitor their electricity consumption thanks to the installation of individual meters.</li> <li>• 63 persons from Crna Trava and Vranje have re-trained as barbers, lorry drivers, beauticians and hair-dressers.</li> </ul> <p>Migrants have better access to social protection programmes since new social protection strategies were developed in Presevo, Trgoviste and Bosilegrad, which recognise migrants as a vulnerable group, while the existing strategies were revised in another 7 municipalities to include migrants as target groups. The revision process led by the Municipalities and supported by</p>		<p>Municipal financial and narrative reports of SPPs, Midterm monitoring report, Monitoring and evaluation report of the SPPs, Short video on Migration Management activities within PBILD.</p> <p>Municipal financial and narrative reports of SPPs, Midterm monitoring report, Monitoring and evaluation report of the SPPs, Short video on Migration Management activities within PBILD.</p>
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	<p>PBILD included public hearings which have been assured also through Social Partnership Projects as one of the activities.</p> <p>47 representatives from Pcinja and Jablanica district informed on how to proceed within the readmission agreement.</p> <p>The Guidebook on how to proceed within the readmission agreement has been revised, updated and published</p>		<p>Midterm monitoring report, Monitoring and evaluation report of the SPPs, Short video on Migration Management activities within PBILD.</p> <p>Midterm monitoring report, Short video on Migration, Management activities within PBILD, Reports from trainers, Guidebook on how to proceed within the readmission agreement (In Serbian and Albanian)</p>
<p><b>Output 4.2</b> Capacity Development to Manage Migration Issues</p> <p><b><u>Indicator:</u></b></p>	<p>Research studies have been commissioned to collect data on migration in southern Serbia, to discover the reasons for migrating, but also to find out the needs of migrants.</p> <p>The following 6 researches have been conducted: <i><u>Inclusive Development Social Survey</u></i>, <i><u>Youth and Migration</u></i>, <i><u>Youth rural</u></i></p>		<p>Inclusive Development Social Survey – Migration publication</p>

<p>Reviews of existing data and identification of data gaps</p> <ul style="list-style-type: none"> <li>- Migration issues incorporated into Municipal Plans</li> <li>- Local level policies developed that have a positive impact upon migrants at the local level</li> <li>- Number of training events and seminars held at both the local and national level</li> </ul> <p><b><u>Baseline:</u></b></p> <p>Lack of data and analytical information on migrants</p> <p><b><u>Planned target:</u></b></p> <ul style="list-style-type: none"> <li>- Improved availability of data and information on migration issues and migrant's needs specific to South Serbia through at least 6 researches.</li> <li>- Awareness raised on importance of better migration management of at least 3000 people.</li> </ul>	<p><u>out Migration, Returnees and Migration (Should I stay or Should I go), National minorities and Migration (Triangle), Economic Migration (People without Dreams). An additional 4</u></p> <p>Documentary TV investigative reportages are under development: <u>Gender and migration (A woman's burden and No house lies on the ground – women and migration) and Youth and migration (This is South Calling and Search for a better tomorrow).</u></p> <p>TV documentaries (“Should I stay or Should I go”, “People without Dreams” and “Triangle”) have been produced to elaborate on the issue of migration from the perspective of youth, members of national minorities, returnees and migrants from rural areas. These films have been shown to the <i>Friends of South Serbia</i> ambassadorial group, <i>The Golden Begger</i> film festival and to 100 policy makers at a film projection in Belgrade, followed by a discussion producing the best policy options to improve the economic situation of South Serbia as a means to prevent the further depopulation of this region.</p> <p>Training for YOs has been organized to enable them to identify the migration potential and counteract irregular migration among the youth of South Serbia. As a result of this, YOs developed project proposals focusing on National Minorities, Gender and Migration. Three projects have been selected and modified for implementation: 1) "Social and Psychological Reintegration of the Migration Potential" – YO Surdulica in partnership with YO Vranje; 2) "Keep the youth" – YO Presevo in partnership with YO Bosilegrad and 3) "Migration of young women from Municipality of Trgoviste" – YO Trgoviste. The researches are completed and draft reports have been prepared for 5 municipalities.</p> <p>High-level round tables, conferences and outreach campaigns have also been held to raise awareness on the risk economic asylum seekers pose to the decision on Serbia's visa liberalization and to build awareness on migration and discuss the issues leading to migration.</p>	<p>printed in Serbian, Albanian and English, Financial and Narrative reports from the grantees, Research “Youth an Migration” publication, Documentary TV investigative reportage “Should I stay or should I go”, DVD in Serbian, Albanian and English, Documentary TV investigative reportage “People without dreams” DVD in Serbian, Albanian and English, Migration and Development survey report , Regional round table report on migration management International conference “Development opportunities vs</p>
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	<p>More than 160 staff from local and regional authorities, institutions and NGOs have expanded their knowledge and raised awareness of migration, and in particular on asylum and the consequences of poor economic development for migration. In nine workshops, 35 migrant children (Roma, Serbians and Albanians) from Vranje, Bujanovac and Presevo learnt how to recognize and understand the value of respecting human and children's rights. They also learnt the importance of learning a language which is not their mother tongue, and of the social integration of returnees in the wider community.</p> <p>In eight workshops and various street campaigns, 128 young persons, migrants and potential migrants from Vranje, Bujanovac and Presevo learnt of the dangers of illegal migration. They learnt about Serbia's visa liberalization, were encouraged to adopt and promote healthy lifestyles, to socialize with fellow youngsters from the returnee population, and to develop the feeling of belonging to the group. Educating young people from all three communities is a vital way to bring about changed attitudes.</p> <p>In five workshops, 17 returnees from Vranje and Bujanovac learnt about the services that they are entitled to. Outreach material aimed at potential migrants and returnees from readmission agreements have been updated and published in 4,500 copies. The materials have been distributed through the Youth offices, Citizens assistance centres, Centres for Social Works and CSOs.</p>	<p>Asylum challenges” report</p> <p>Monthly reports on the conducted campaign</p> <p>YO's reports on conducted researches.</p> <p>More than 160 staff from local and regional authorities, institutions and NGOs have expanded their knowledge and raised awareness of migration, and in particular on asylum and the consequences of poor economic development for migration. In nine workshops, 35 migrant children (Roma, Serbians and Albanians) from Vranje, Bujanovac and Presevo learnt how to recognize</p>
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### iii) Evaluation, Best Practices and Lessons Learned

- Report on any assessments, evaluations or studies undertaken relating to the programme and how they were used during implementation. Has there been a final project evaluation and what are the key findings? Provide reasons if no programme evaluation have been done yet?

An assessment of municipal practices, capacities and training needs in the area of monitoring and evaluation has been conducted in order to design a training programme aligned with the needs of local municipalities. The findings pointed to numerous weaknesses related to data use, data collection and organization structures that would support these functions. This was followed by revision of 8 local sustainable strategies through the gender and minority perspective, thus allowing the municipalities involved to practice using and analyzing data from the established DevInfo database.

In order to create a baseline for monitoring social change, the PBILD programme conducted an Inclusive development survey in 2010 and again in 2013 focusing on three areas: youth, migration and inter-ethnic relations. Data from this survey on youth and vulnerable groups in south Serbia have become available for youth, policy makers and the wider public, serving as evidence for the development of local policies and programmes, including PBILD projects.

Implementation of the youth component was accompanied by intensive mentoring support in the area of monitoring and evaluation to build capacities of youth offices to adequately develop and implement M&E plan. The same model was used with CSOs and grant scheme support during the implementation of gender and inter-ethnic projects.

As already mentioned, development of CSOs Directory was also used as an assessment tool for identification of CSOs development gaps for which later on training were developed which was followed and practiced through specific projects. The work with Media was also initiated through an assessment which gave basis for later on training, media products and coaching/mentoring.

The final evaluation was conducted at the end of the PBILD programme and the main findings were:

#### **Relevance and design:**

1. *PBILD is a highly relevant programme, successfully aligned with country and region development framework, donors' country strategies, as well as with MDG and UNDAF targets.*
2. *Two tiers project structure successfully demonstrated implementation of the Paris Declaration and Accra Agenda for Action principles on a complex multi-donor/multi-agency/multi-beneficiary intervention*
3. *Initial weaknesses of the project design had been overcome during the implementation by strong national participation at all levels and efficient operational planning and JPMU flexible and strong follow up of field implementation*
4. *M&E system of intervention was the weakest initial point of project design, and even if it was revised and substantially improved during the implementation, it failed to provide necessary inputs for project management and final evaluation.*

#### **Efficiency and implementation:**

1. *PBILD succeeded to generate successful structural model/platform for an implementation of a complex multi-donor/multi-agency/multi-beneficiary intervention and for creating synergy with other donor interventions in the region*

2. *Strongest point of the managerial structure was locally based JPMU, which demonstrated high level of flexibility and ability to react promptly to identified needs*
3. *Overall project structure, including JPMU as a focal point of coordination, succeeded to create vertical and horizontal synergies between participants and actions at all levels*
4. *Time extension was justified and additional funds were used in line with project goals and contributed to overall project's delivery and results*
5. *Initial budget structure and efficient financial implementation resulted with c/b rate higher than planned*

#### **Effectiveness and impact**

1. *Effects of intervention at both outcomes and impact levels are overachieved – most of the outcome indicators are significantly higher than targeted values.*
2. *In addition to overall structural model of complex intervention, good practice models for actions are created at operative level, widely replicable under similar conditions (supporting LSG in project preparation, implementation, co-financing and incorporation of grant schemes procedures into LSG rule of procedures, channeling unspent funds into new projects.).*
3. *By exercising principles of strong local participation and on-job-learning, local capacities are created, capable to streamline further regional development and actively participate in forthcoming donor interventions from the programming stage.*
4. *On same principles was built a functional network of local capacities within a region, which was during and after intervention successfully utilized to foster broader regional cooperation and coherence.*
5. *Project provided knowledge and services for the benefit of vulnerable groups. Specific, innovative services have been created for migrants, Roma youth and women. Rights of these groups have been protected and enhanced.*
6. *Peace building and city security have been achieved, though further support to institutions is needed. Political inter-ethnic dialog has been enhanced.*
7. *Media and CSO sectors have been strengthened through education and trainings, contributing to political stability of the region. Their actions have been supported by grant schemes.*
8. *Better communication between local, regional and national authorities has been established.*

#### **Sustainability**

1. *Overall results of the PBILD are demonstrating higher level of sustainability expectance than similar donors' interventions in the region*
2. *Basis for results' sustainability are developed primarily through strong local participation and ownership, including local capacity building approach*

3. *Under unfavorable conditions, primarily economic, in the region as well as in the country in general, it is necessary to provide longer and continuous external development support in order to ensure full sustainability of the results*

- Explain challenges such as delays in programme implementation, and the nature of the constraints such as management arrangements, human resources etc. What actions were taken to mitigate these challenges? How did such challenges and actions impact on the overall achievement of results? Have any of the risks identified during the project design materialized or were there unidentified risks that came up?

There was delay in starting activities due to administrative problems which were resolved through re-issuing of contracts among UN agencies and bilateral donors. JP design had also for some outcomes lacked up-to-date or detailed activity planning, which was regulated through additional field mapping to identify the most appropriate activities and modalities for achieving outputs.

The establishment of this field office had taken more time than envisaged, and this had delayed the start of the field activities. Equally, recruitment was also slow – a combination of late advertisement and the lack of qualified candidates available for field postings (several positions went to re-advertisement).

The change of Programme Manager, which happened during implementation of the programme, also had an effect on the programme as a whole. The PBILD programme was without PM for a month and a half, but the implementation continued smoothly having Deputy Programme Manager in charge (bearing in mind that the request for second tranches for both the MDG-F and MDTF projects were happening at that time).

The Mid-Term Evaluation happened rather late during the course of the programme due to lack of consultant that was supposed to be provided by the MDG-F. Consequently, MTE results came too late to be meaningful input for substantial improvements in the programme implementation. Adoption of some revisions coincided with traditionally sluggish electoral period, and there was no time to explore introduced improvements.

2012 started with harsh weather conditions which prevented municipalities (especially the mountainous ones) from normal functioning and kept them focused on cleaning the roads, helping the elderly etc. Companies, municipalities and public institutions did not work for a few weeks. Another big delay in 2012 was caused mainly by election period, which slowed down disbursement of overall development aid to Serbia for more than 6 months. “Having in mind that this problem affected all on-going donors’ interventions, it could not be counted as the PBILD failure to deliver, nor as result of poor risk mitigation planning. On the contrary, taking into consideration that under approved non-cost extension of 6 months, PBILD succeeded to deliver not only initially planned achievements but also some additional results, it could be underlined as a proof of overall project efficiency” (taken from the FE report).

- Report key lessons learned and best practices that would facilitate future programme design and implementation, including issues related to management arrangements, human resources, resources, etc. Please also include experiences of failure, which often are the richest source of lessons learned.
  - Open dialogue between participating Agencies and national and local partner institutions ensures ownership of the outcomes achieved. The participatory approach allowed for the constant involvement of stakeholders. This enabled the establishment of cooperation agreements and municipal financing extending beyond the life of the project. The support and engagement of LSG in project implementation is crucial for the overall success of projects aiming at bringing about change at the level of local communities. This means efforts must be made to develop the capacities within the municipalities and to encourage partnership relations. This may be achieved through traditional means of capacity

development such as, training programmes, peer exchange and study visits, but also through initiatives such as partnership grants, as it was the case of the PBILD programme.

- **Peer learning and exchange** was recognized as an extremely efficient and effective methodology for capacity building. Unlike conventional training, it opened more space for exchange among municipalities and learning from concrete examples, successes and failures of their peers. This model also fostered constructive competition among municipalities, inspired by good practice in some.
- The initiative of developing municipal profiles through DevInfo brought a number of useful lessons learned. Although the majority of data that are now integrated into the DevInfo Municipal Profiles actually come from the local level, they were not widely available or used by municipalities. The key learning was that data need to be transferred into relevant indicators identified by municipalities, and then provided in a **user-friendly** format. The issue of sustainability and regular updating of data was resolved through agreements signed between central data providing institutions and the Statistical Office of the Republic of Serbia that administers the DevInfo database.
- In tackling complex and difficult issues such as the access of Roma to personal documents, **inter-sectoral cooperation** is essential. Expert meetings that facilitated inter-sectoral and inter-departmental cooperation proved to be useful both in terms of solving individual cases, and empowering local service providers through sharing best practices.
- **Outreach** services are the most effective way of reaching the most vulnerable groups and they should be organized in a way to allow inter-sectoral cooperation and referral thus enabling a holistic approach in services provision to the most vulnerable. Most of the outreach activities in the area of migration which were initiated by the PBILD programme were continued through direct support of LSG and/or Ministry of Labour, Employment and Social Issues.
- **Pairing up the Albanian minority representatives with those of the Hungarian minority** which has more experience and success in advancing the position of their ethnic minority in Serbia has proven to be an excellent mechanism through the study visit to Vojvodina, resulting in the establishment of the Bujanovac based bi-lingual Faculty of Economy.
- In tackling cross cutting issues such as **gender equality** it is necessary to assume an overarching multifaceted approach. The most successful approach, yielding tangible results combines awareness raising efforts, knowledge generation (international practices, legal frameworks, etc.) and surveying of current situation in the society, capacity development of all stakeholders (government, political parties, public institutions, CSOs and media), generation of commitment and responsibility assuming of both the national and (particularly) the local government and the established mechanisms, development of appropriate policy documents and adaptation of existing documents (strategies and/or action plans) and inclusion of this dimension into all local planning and development plans and projects as well as into all protocols of operation of key public institutions (CSW, NES, education and health care institutions, judicial institutions and police), introduction of gender sensitive budgeting and finally, the development of appropriate monitoring indicators and systems coupled with securing sex disaggregated data as a first step for analyses and progress monitoring.
- **Safety Strategies**, as others, can be feasible, valid and sustainable only if all relevant stakeholders and citizens take an active part in the process of formulation and implementation. It should not be insisted that each municipality, regardless of size and needs develops a Safety Strategy. Safety Councils should be established to assure safety issues are tackled properly and required activities are synchronized with other municipal needs.



- The design of targeted employment services and programmes needs to build on reliable labour market information and on monitoring and evaluation results on what works for whom. The availability of reliable statistical data on labour supply, labour demand and the performance of employment programmes is of the essence to: i) understand the cause-effect relations of labour market problems; ii) develop targeting approaches (e.g. the identification of groups most affected by employment problems and the matching of these to those employment interventions most likely to be effective); iii) select the type, duration and compensation levels of programmes; and iv) set indicators to monitor the performance of employment services and programmes. The bridges that were built between the data collected by the National Employment Service and those of the National Statistical Office allowed to design interventions that address the specificities of local labour markets.
- Measures aimed at addressing the most vulnerable groups among the unemployed need to be based on tiering approaches and be offered as a comprehensive package of employment programmes and services. This is one of the most important lessons for labour market institutions facing the challenge to develop measures to "treat" hard-to-place jobseekers in the presence of negative ratios between unemployed and employment service personnel. The failure to identify groups at risk of labour market exclusion early in the unemployment spells through profiling techniques, the use of individual employment planning as a universal service (e.g. available to all those who register with the NES) rather than as a gateway to more intensive and tailored assistance, combined with a rigid design of labour market measures (in terms of duration and levels of compensation) vanish the versatility of employment interventions in improving the employment prospects of disadvantaged clients.
- The development of competency-based approaches and the use of job analysis tools allows a more effective matching of unemployed to jobs and to training programmes. The new approaches to skills surveys and forecasting piloted at district level was instrumental to steer limited human and financial resources of labour market institutions towards those sectors, occupations and skills most likely to create new jobs and offer lasting employment opportunities. Before the implementation of the Project, the practice of local employment office was to let employers' demands drive the matching with available programmes and the characteristics of individuals registered as unemployed. Conversely, in an individualized employment service delivery system it is both the characteristics of the individual and the requirements of the labour market that determine the type and scope of the services and programme to be provided. This is an important shift in the provision of employment services, as their delivery is guided by what is needed and not by what is immediately available.
- The creation of inter-ethnic teams to organize joint events to which an inter-ethnic public will attend, establishment of multiethnic project teams, provision of opportunity for members of different nationalities to get organised on issues of the same interest such as YC or sport events, establishment of mixed youth groups that aimed at inter-ethnic understanding, value setting, behaviour change and similar do contribute to the improvement of **inter-ethnic understanding and relations**.

- **Describe and assess how the monitoring and evaluation function has contributed to the:**

- a. Improvement in programme management and the attainment of development results

The JP team managed a range of monitoring and evaluation processes throughout the life of the programme to ensure the quality, relevance and effectiveness of the technical assistance provided to national and local partners. These processes included regular performance monitoring exercises focused on the technical aspects of the Joint Programme; a mid-term evaluation that appraised also

management arrangement, synergies and coordination among implementing agencies; and a final summative evaluation conducted in March/April 2013.

b. Improvement in transparency and mutual accountability

Accountability and transparency was ensured through a number of mechanisms set at the very early stage of the JP's implementation. Such mechanism include regular PIU meetings where day to day activities and issues were discussed and coordinated, meetings with Donors, Ministries and 13 LSGs which ensured that all activities related to operation of the PBILD ran smoothly, Project Management Committee which governed and steered JP implementation etc.

c. Increasing national capacities and procedures in M&E and data

The capacity building of municipal officials in the area of monitoring and evaluation equipped them with the basic knowledge and skills needed for data management and raised their awareness on the importance of evidence based policy making.

DevInfo Municipal Profiles and indicators are enabling easy comparison across municipalities and being open and accessible to all. They are at the same time improving the transparency and influencing accountability of local authorities. They are also providing very useful information to the national level decision makers by revealing obvious disparities among municipalities. At the same time municipalities had undergone a process of revision of local sustainable strategies which allowed them to put their M&E in practice. During this process and in the partnership with municipalities the PBILD programme developed the M&E manual as well.

Additional M&E work with youth offices built their capacity for data collection and reporting and enabled development of youth program indicators and monitoring tools that will improve monitoring of implementation of the National Youth Strategy and Action Plan.

During the implementation of grants (both social and partnership ones), the PBILD programme paid special attention on M&E work with CSOs to build their capacities for data collection and reporting and supported them in setting the indicators and monitoring tools that would improve their overall implementation.

d. To what extent was the mid-term evaluation process useful to the joint programme?

Following the MTE recommendations, the PBILD's internal monitoring system was revisited so as to serve as an effective project management tool.

The first step which was taken was related to revising of the monitoring matrix. The newly developed set of indicators were adopted by the PMC, were formulated clearly, were SMART and corresponded to both the PBILD's output and outcome level reflecting the actual activities. Realistic targets were incorporated into the indicators themselves to allow for easy progress monitoring. The structure of the matrix itself had been simplified and featured a concise overview of project results as they contributed to the achievement of the related output formulated so as to provide information on progress as defined in the related indicator. This matrix had been updated regularly and served for progress benchmarking and fine-tuning of activities. Unfortunately, the revised monitoring system was approved in the autumn of 2012 due to elections and non-functionality of national/local government for at least six months.

• **Describe and assess how the communication and advocacy functions have contributed to the:**

e. Improve the sustainability of the joint programme

During the course of the JP programme implementation, an exit strategy was developed which represented a plan describing how the PBILD planned the withdrawal of its resources while assuring the sustainability of impacts and activities after the programme closure and even enable further progress toward the programme's development goals. The exit strategy was also designed to set the grounds for PBILD II to complement, build on and expand the results achieved under the initial PBILD programme. The key concepts which had been addressed in this Exit Strategy were national ownership and capacity development of local actors (mainly local self governance and other institutions providing services locally) to take up and further the accomplishments achieved by PBILD. This strategy had also been updated regularly, in order to verify and fine-tune progress towards sustainable project exit.

Additionally, advocacy with the Local self-governments for the continued financial, HR and technical support of the LSG/YO, Citizens' Advisory Services, Start-up offices etc resulted in increasing the LSG budget for mentioned activities and services initiated through the PBILD programme.

Investment in capacity building of RHM resulted in their better position and acceptance within primary health care centers and will have a lasting impact on the quality of services they provide. Availability of data on the status of Roma and achievements of RHM are providing strong arguments for the continuation of their work and full institutionalization of their function.

Charter for democratic use of video surveillance was adopted officially by Vlasotince Municipal Assembly. The cities having signed this charter should make every effort to ensure its application and the dissemination of its principles in their local contexts. By adopting the Charter, they committed to continued exchanges regarding developments in the field of crime prevention. Most of the Safety Councils got allocation of funds through their own municipalities in order to implement the Safety Strategies/Action Plans developed through the PBILD programme.

- f. Improve the opportunities for scaling up or replication of the joint programme or any of its components

Donor community and other financing partners have been well informed about PBILD's activities by exchange of programme information through governance mechanisms (via PBILD PMC/NSC meetings, presentations and reports), provision of additional information in ad hoc meetings as required, production of factsheets as summary information products, promotion of web-page etc. As they were regularly supplied with progress reports and informed about the achievements of the programme, representatives of donor community expressed their satisfaction with the programme on many occasions, which contribute to potential provision of financial support for the replication of the programme.

Good practice and experiences in establishing youth clubs and voluntary services and programmes have already been used and processes replicated by some other youth offices around Serbia. The good results have enabled additional funding from the MoYS for youth services (youth clubs, voluntary services) in south Serbia and in other regions. Lessons learned will be used in setting up a national framework for the development of quality inclusive local youth services.

The close partnership and advocacy with the MoH resulted in additional budgetary allocations for capacity building of health professionals in early childhood development in other parts of Serbia, largely relying on the training modules and tools developed through the PBILD programme.

The work on the gender issues as a cross-cutting element of the PBILD programme was fully supportive and replicated by the Gender Directorate at the national level. Developed capacities

on the local level were used by the Gender Directorate in other part of Serbia as the example of best practice.

g. Providing information to beneficiaries/right holders

Communication and advocacy had ensured that the beneficiaries/right holders were well-informed about PBILD's activities and continuously updated on overall achievements of the programme. This was achieved through production of factsheets as summary information products, proactive work to ensure local and regional media appearances and presence with success stories and overall positive coverage, advocacy and awareness-raising campaigns in relation to youth, migration, inter-ethnic relations, health, education, regional development etc, outreach activities in order to disseminate relevant information to all beneficiaries, as well as through promotion of PBILD web-page as an information hub.

In addition, certain JP activities such as activities of LSGs targeting gender based violence, vulnerable groups, returnees and IDPs, environmental issues, were throughout the implementation followed by a comprehensive information campaign which included posters, leaflets addressing beneficiaries and providing detailed information on various programmes offered, regional presentations and round tables, info-packages for beneficiaries on services they could obtain etc. All this productions ensured JP visibility and well informed beneficiaries and right holders.

• **Please report on scalability of the joint programme and/or any of its components**

h. To what extend has the joint programme assessed and systematized development results with the intention to use as evidence for replication or scaling up the joint programme or any of its components?

A Lessons Learned and Best Practice Report had been prepared to assure the valuable experience gained through PBILD's implementation may be transferred and replicated in future similar interventions and especially so in the planned PBILD II. The lessons learned had been drawn from the overall programme implementation and as such overpass the demarcations set by project components and implementing UN agencies. The goal was to extract and generalize the gained knowledge in order to enhance its applicability.

i. Describe example, if any, of replication or scaling up that are being undertaken

MoYS supported replication of the process of the establishment of youth clubs in two additional municipalities (Krupanj and Zrenjanin).

DevInfo Municipal Profiles as well as the M&E manual are available to all municipalities in Serbia.

Nationally accredited trainings for health professionals (early childhood development and stimulation, child abuse and neglect, sensitization to the needs of vulnerable population) and teachers (active learning for inclusive education and assistive technologies) are being widely implemented across Serbia.

The PBILD programme also extended the integrated employment and social welfare service delivery system - piloted by the Youth, Employment and Migration (YEM) joint programme - to two additional municipalities in South Serbia (Vlasotince and Bojnik). The capacity of caseworkers of the Centre for Social Work and of the NES local offices assigned to selected municipalities was built to improve the activity level of social welfare recipients. Such work was instrumental to: i) gather additional data on the effectiveness of the integrated service delivery model to feed lessons learned and good practice into the design of operational procedures of the 2011 *Law on Social Welfare*, ii) extend the scope of the system to education and training facilities, and iii) include measures to prevent

early school-leaving and "second chance" programmes for youth who abandoned the education system without a qualification. A number of partnership agreements were established at the municipal level to guide the cooperation among the various service providers.

- j. Describe the joint programme exit strategy and assess how it has improved the sustainability of the joint program

The PBILD developed exit strategy with the aim of ensuring the sustainability of impacts and activities after the programme departs. The goal was not only to maintain benefits achieved, but also to enable further progress toward the programmes' development goals. The exit strategy included the following elements:

1. Identification of approaches to be used for different program components;
2. Specific criteria for exit;
3. Measurable benchmarks for assessing progress toward meeting the criteria;
4. A time line, recognizing flexibility which may be required;
5. Identification of action steps to reach the stated benchmarks and identification of parties responsible for taking these steps; and
6. Mechanisms for periodic assessment of progress toward exit and for possible modification of the exit plan.

This exit strategy was based on a realistic assessment of government capacity, commitment and resources. The PBILD developed partnership with the relevant government agencies early in the programme cycle and assured their sense of ownership in order to build both commitment and technical capacity prior to exit, ultimately leading to the sustainability of the programme's results.

- Continued provision of the PBILD established youth services (4 youth clubs, 4 voluntary services, etc.) within the Youth Offices was secured through support of Local Self Government budget.
- DevInfo database regular updating (semi-annually) is ensured through the adopted Decision that stipulates the obligation of the SORS to continuously update the DevInfo data-base.
- Start – up offices in Lebane, Vladicin Han and Medvedja are secured through LSG's budget and plan for self-sustainability. The same system is used for all regional development projects related to job creation.
- Work of the regional working groups is secured through the leadership and support of Regional Development Agency.
- National Ombudsman office has completely taken over the functioning and further development of the three Ombudsman's offices (Medvedja, Bujanovac and Presevo) established through PBILD support.
- Access to primary health care for vulnerable children and families is secured through the continuation of work of the RHM and commitment of the Ministry of Health and Primary health care centres (PHC) to reach-out to vulnerable children and their families and provide improved health and early-childhood services.

**IV. CERTIFICATION ON OPERATIONAL CLOSURE OF THE PROJECT**

By signing, Participating United Nations Organizations (PUNO) certify that the project has been operationally completed.

PUNO	NAME	TITLE	SIGNATURE	DATE

## **V. ANNEXES**

- a) List of all document/studies produced by the joint programme
- b) List all communication products created by the joint programme
- c) Minutes of the final review meeting of the Programme Management Committee and National Steering Committee
- d) Final Evaluation Report
- e) M&E framework with update final values of indicators