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**Annual Report on Activities Implemented
under the UN Trust Fund to End of Violence against Women
“Integrated Response to Violence against Women in Serbia”**

**Report of the Administrative Agent
for the period 1 January - 31 December 2013**

Multi-Partner Trust Fund Office
Bureau of Management
United Nations Development Programme
[GATEWAY: http://mptf.undp.org](http://mptf.undp.org)

31 May 2014

PARTICIPATING ORGANIZATIONS



United Nations Development Programme (UNDP)



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INTRODUCTION

The **United Nations Trust Fund in Support of Actions to Eliminate Violence against Women (UN Trust Fund to EVAW)** is a leading multilateral grant-making mechanism devoted to supporting national and local efforts to end violence against women and girls. Established in 1996 by a UN General Assembly Resolution, the UN Trust Fund to EVAW is now administered by UN WOMEN. In 2008, the UN Trust Fund to EVAW began awarding grants on a competitive basis for Joint Programmes submitted by UN Country Teams.

The UN Trust Fund to EVAW is currently supporting eleven UNCT Joint Programmes using the pass-through funding modality, and the Multi-Partner Trust Fund Office (MPTF Office) of the United Nations Development Programme (UNDP) is serving as the Administrative Agent for six of these Joint Programmes. These six Joint Programmes are implemented in Bosnia and Herzegovina, China, the Former Yugoslav Republic of (FYR) Macedonia, Panama, Serbia and Uruguay. The MPTF Office receives, administers and manages contributions from the UN Trust Fund to EVAW, and disburses these funds to the Participating UN Organizations in accordance with the decisions of the Steering Committee. The Administrative Agent receives and consolidates the Joint Programme annual reports and submits it to the Steering Committee. Transparency and accountability of this UN Trust Fund operation is made available through the UN Trust Fund to EVAW web site at the MPTF Office GATEWAY at <http://mptf.undp.org/factsheet/fund/WAV00>.

This Annual Report for the Joint Programme “Integrated Response to Violence against Women in Serbia” covers the period from 1 January to 31 December 2013. This report is in fulfillment of the reporting requirements set out in the Standard Administrative Arrangement (SAA) concluded between the MPTF Office and the Contributor. In line with the Memorandum of Understanding (MOU) signed by Participating Organizations, the report is consolidated based on information, data and financial statements submitted by Participating Organizations. It is neither an evaluation of the Joint Programme nor an assessment of the performance of the Participating Organizations. The report provides the Steering Committee with a comprehensive overview of achievements and challenges associated with the Joint Programme, enabling it to make strategic decisions and take corrective measures, where applicable.

The Consolidated EVAW UNTF Annual Financial Report as of 31 December 2013 which covers the six Joint Programmes administered by the MPTF Office is available at <http://mptf.undp.org/document/download/12865>.

List of abbreviations:

AP Vojvodina – Autonomous Province of Vojvodina

CSOs – Civil Society Organizations

CSW – Center for Social Work

DV – Domestic Violence

EVAW – Ending Violence against Women

GBV – Gender Based Violence

GEMs – Gender Equality Mechanisms

JP – Joint Programme

MoESTD – Ministry of Education, Science and Technological Development

MoLESP – Ministry of Labor, Employment and Social Policy

MoH – Ministry of Health

MoI – Ministry of Interior

MoJ – Ministry of Justice

NGOs – Non Governmental Organizations

PSEEGE – Provincial Secretariat for Economy, Employment and Gender Equality

SGBV – Sexual and Gender Based Violence

SwV – School without Violence

VaW – Violence against Women

UNCT – United Nations Country Team

Wwp – work with perpetrators

Executive Summary

The JP is contributing to building sustainable, integrated response to VaW in Serbia by advocating for the firm government commitment to ending VaW, by improving capacities of key stakeholders to implement measures to address VaW, and by building strong partnerships between the UN and responsible governmental authorities, as well as civil society. The JP builds upon a proven track record of joint programmes and programming within the UNCT Serbia which constitutes a solid precondition for the successful implementation of the JP.

The JP introduces sustainable systemic changes in the institutional practices in service provision and mobilizes communities and various social, public, private and civil society actors to actively engage in creating zero tolerance culture towards VaW.

The awareness on VaW has been significantly raised in the country by the JP's interventions. The first web-one-stop-shop-info-center on VaW is in place. Media reporting on VaW increased and became more sensitive. VaW became a part of the political agenda and is very present in public discourses, the policy and legislative framework on VaW significantly improved during the reporting period. According to the reports received from the involved Centers for Social Work, the recidivism to VaW decreased among perpetrators who passed through the group therapy treatment (The results of their work are described in details in the narrative part referring to Outputs 1.2.1; 1.2.2 and 1.2.3.). The protection system recognized the benefits of the multisectoral cooperation. Supported municipalities in Central Serbia and AP Vojvodina started to practice integrated service delivery to survivors of violence. The police and the judiciary system better respond to survivors' needs of assistance. The State has officially recognized the grassroots SOS helplines run by women's NGOs as specialized service providers of SOS for women survivors of VaW by involving women's NGOs in the process of drafting a bylaw document of Social Protection Law – set of minimum standards for SOS helplines for women survivors of VaW. For the first time in the country, 11 grassroots women's NGOs have been supported and the network building has been initiated in order to develop a national SOS helpline service available 24/7 based on their specialized work. AP Vojvodina's government initiated the cycle of developing a new strategic framework on preventing and combating VaW, which integrates lessons learnt from previous experiences and from this joint initiative. All components related to the education have been integrated in the education system. A baseline study was conducted involving children and youth from elementary to high schools in mapping their perception of gender norms, GBV and perception of security related to gender specific parameters. Regional units of the MoESTD (education advisors, focal points from violence prevention) and 43 experts from the network of professionals active in violence prevention in the education system have been trained and participated in setting mechanisms for prevention and intervention on GBV in schools, thus providing regular support through the already existing mechanisms. Education packages for professional development of teachers are accredited and manuals for their implementation will be widely available. Schools are required to prepare plans for violence prevention and reports on annual basis, and the project is working on ensuring that reducing GBV becomes a continuous part of the school plans. Education on GBV became integral part of the "School without violence" programme, which will ensure its integration within the system. Local youth community partners have been selected to enable their continuous work on these issues in the future.

I. Purpose

The project is aligned with the Country Partnership Strategy (UNDAF 2011-2015), which has mainstreamed gender and addressed gender equality and the elimination of discrimination on the basis of sex through all strategic areas. Outcome 1 (Strengthened Good Governance) seeks to ensure that, "All branches of government at local and national levels are accountable, transparent and gender responsive" (outcome 1.1) and Outcome 2 (Sustainable Development and Social Inclusion Enhanced) promotes "Increased access to

and provision of quality basic social services (health, education, social welfare and affordable housing) for all, especially vulnerable and marginalized populations” (outcome 2.1.).

The overall goal of the project is to create a social and institutional environment that contributes to reducing VaW in Serbia. The project intervenes in two broad areas of activities: prevention and protection. Within the prevention pillar the project expands and improves the quality of the existing mechanisms to prevent and end VaW (Outcome 1). The focus is on raising awareness on violence and offering knowledge and skills among key population groups for non-violence behaviours (adolescent boys), rejecting violence (perpetrators) and reporting violence, when it happens (women survivors of violence). Within the protection pillar, the project expands the access, the provision and the range of services in response to VaW (Outcome 2). The project is assisting in implementing standards of the Istanbul Convention and to reduce the incidence of VaW.

II. Results

i) Narrative Reporting on Results

Violence against Women has never had such a high relevance in the public space in Serbia. For the past five years, UNDP has been conducting regular annual surveys on perception of citizens in regard to discrimination. In 2013 for the first time, women were recognized by the citizens as the most discriminated social group, with an increase in this perception of more than 20% in comparison to the previous year 2012. VaW was recognized as a major risk of social exclusion of women. The independent researchers explained that these results should be ascribed in part to the long term investment on raising awareness on unacceptability of violence as a behavior pattern and in part they represent a direct consequence of UN efforts invested in raising awareness of general public and promotion of zero tolerance culture towards VaW within the JP in the period of 16 days of activism against VaW which coincided with the field work of the survey (25th November – 10th December 2013). The UNCT JP assured the continuity and intensified the outreach as a mean for keeping the issue of VaW high on the political agenda. These efforts resulted in significant policy and legislative changes during the reporting period, such as the adoption of the specialized protocols of conduct in cases of VaW in family of the Ministry of Interior (4th March 2013), Ministry of Labor, Employment and Social Policy (7th March 2013) and the Ministry of Justice (14th January 2014). Furthermore, on 31st October 2013 Serbia became the 8th country to have ratified the Istanbul convention. As a result of the Programme, the Ministry of Education, Science and Technology Development has, based on the existing legislation, developed an *Overview of the Procedure to be followed by Educational Institutions in Case of Violence against Girls and Family Violence* which has facilitated bringing the MoESTD an equal and important partner (particularly with its prevention agenda) together with other sectors, active in the area of protection of women from violence. The JP contributed to bringing the change at the local level and made integrated service delivery become the reality in 15 municipalities in 2013. Looking from the national level, according to Institute for Social Policy, Centers for Social Work registered 9877 cases of domestic violence in 2013. This represents almost a 6% increase in comparison to 2012. The most significant institutional change is reflected in the fact that the number of pressed criminal charges against perpetrators by CSWs (637) doubled in 2013 in comparison to 2012. This may be directly attributed to the JP’s interventions in strengthening multi-sectoral cooperation between different sectors - judiciary, police, social protection, health care and education system, and CSOs.

Within the **first outcome**, the JP increased capacities and raised sensitivity of professionals in schools, CSWs, media, as well as among general public, contributing in such a way to preventing VaW in family and in intimate partner relationships in targeted municipalities.

In 2013, **50 schools (35 elementary and 15 secondary schools)**, upon expression of interest of the whole school (teachers, parents, students, and school management board) joined the violence prevention programme focused on preventing SGBV and protecting children exposed to it. The MoESTD gave high visibility to initiating this programme through a high-level press conference and other media events. Of

these 50 schools, **14 have already integrated some elements of prevention of SGBV in their violence prevention programmes**, surpassing the original target of 10.

During 2013 the JP contributed to reducing the recidivism of VaW committed by male perpetrators. So far, the system for social protection hasn't had any programme for working with perpetrators. Perpetrators are not registered unless the charges are pressed against them to the police or in prosecution. The JP scaled up a successfully piloted Norwegian model of wwp and implemented it in 8 CSWs. In 2013 a total of 154 perpetrators were individually interviewed, 70 were admitted to the group therapy treatment. More than the **80%** of the male perpetrators of VaW who passed through the wwp program stopped using violence in family and in intimate partner relationships.

During 2013 a qualitative analysis of media reporting on cases of VaW was conducted in order to set baseline information for the project, as well as to assess whether the trainings of journalists held during 2011-2012 were a successful strategy for changing the public discourse on the issue. The quality of media reporting in years 2010 and 2012 was analyzed and differences were registered as follows: the trend of romanticizing the VaW, widely present in 2010 was minimized in 2012, especially in cases of femicide. In 2012 the public condemn of VaW was noted, as well as analytical comments on gaps of institutional service provision, which was absent in 2010. The common practice in 2010 of exposing the photographs of women victims of VaW started to be substituted with illustrations such as photographs of the weapon, "choreographies" of VaW etc. Furthermore, while during 2010 there was no formal procedure against any media for misogyny, in 2012 the first complaint was submitted to the Commissioner for Equality against the daily newspaper "Blic" regarding an example of incorrect, misogynous and vulgar reporting. The complaint was accepted and the Commissioner issued a formal recall which resonated in the public as a first official warning that such reporting was not tolerable. The analysis showed that editors and journalists should be further trained in the direction of knowing and understanding the key characteristics of VaW. Situational and informative journalism is essential and it can't be replaced by gender-sensitive research of the problem, especially when a violence situation about which the media should report arises. At the same time, the need for eliminating the approach to VaW that has three "Ss", which stand for Sex, Scandal and Spectacle, is noticed. The data obtained in this analysis indicate the need for the public to have access to the information on all femicid cases in their basic narrative forms, with no post-processing in the form of legal or statistical classification (regardless of the statistical data processing system currently used by the MoI). Analysis also provided a set of "good" and "bad" media reporting examples, which were further used during the trainings.

Within the **second outcome** the JP improved the capacities of service providers to protect women from violence in family and in intimate partner relationships in targeted municipalities.

During 2013 the JP worked in 16 municipalities (11 in AP Vojvodina and 5 in Central Serbia) on implementing a coordinated multiagency response for survivors of VaW. A total of 228 professional service providers from the social protection system, healthcare, judiciary, police and specialized women's NGOs were trained to plan and deliver coordinated action in local community for prevention and protection of VaW, as well as to use conference case methodology for integrated service delivery. All five targeted municipalities in Central Serbia developed and implemented plans for coordinated action and at least one a conference case. All 11 municipalities in AP Vojvodina committed to signing local agreements for cooperation based on the national set of protocols.

New policy documents in the AP Vojvodina were initiated and the first drafts were produced, based on expert's input and broad consultations. These are: a new Strategy for Protection from Violence in the Family and Other Forms of GBV in the AP Vojvodina 2014-2020; a Policy Paper on economic empowerment of women survivors of violence; and a tailor-made outreach Programme for women belonging to minority and marginalized communities. These are in full compliance with the National Strategy, Istanbul Convention and incorporate lessons learnt from implementation of previous AP Vojvodina's Strategy to end VaW. The finalization and adoption of the policy documents is expected in 2014. The work in the protection pillar in AP Vojvodina was implemented by the PSEEAGE, and specifically its Gender Equality Sector – the key institution which has pioneered and driven the work on addressing VAW in AP Vojvodina in the past eight years. This ensures that activities implemented and results achieved are nationally owned, and fully based on previously gained knowledge, experiences and lessons learnt.

- **Outputs: planned outputs from the Project Document**

Output 1.1.

All 18 MoESTD regional offices have been informed about the *Overview*, and education advisors/co-ordinators for violence prevention from the MoESTD regional offices have been involved in a series of information sessions and trainings organized by the MoESTD Violence prevention Unit. **Six co-ordinators are additionally trained** (as SwV mentors) on prevention and protection of SGBV through school settings and will be a resource for further capacity building of other education advisors.

Based on advocacy and technical support from MoESTD Violence prevention Unit and UNICEF, laws on primary and secondary schools have recognized new mechanisms for supporting schools in violence prevention – through trained professionals and model schools. With this achievement, strategies used in the Programme for capacity building of the education system, such as training of SwV mentors/experts and selected schools, are fully in compliance with the legal framework and are a national resource for further support to strengthening violence prevention in the education system. In 2013, the JP initiated capacity building of **43 SwV mentors** to support schools for violence prevention, particularly in preventing and protecting children from SGBV (in schools, at home and other relevant life situations). The mentors will be active in 50 selected schools. The capacity building is technically supported by various experts and NGOs – particularly Incest Trauma Center (women’s rights NGO from Belgrade specialized in sexual violence) and Center E8 (youth NGO, specialized in working with boys on changing gender stereotypes that lead to violent behaviors).

Research on gender attitudes and SGBV was carried out in the targeted 50 schools. A total of 11,669 boys and 10,708 girls participated, sharing their opinions, experiences and recommendations for the future. At the same time, it was an opportunity to sensitize them to gender issues and issues of SGBV. **A total of 3,258 teachers (among whom 2537 women) have been involved in the research. The research in schools** was realized in partnership with the Institute of Psychology of the Faculty of Philosophy of the University of Belgrade and an expert support from the Centre for Gender Studies of the Faculty of Political Sciences. The first preliminary results have revealed widespread discriminatory attitudes among pupils, largely boys, when it comes to gender and GBV. Students were asked their opinions on a series of statements, including the following:

1. Sometimes it is justifiable for a boyfriend to slap (hit) his girlfriend.
2. Making fun of a boy who acts “effeminate” or like a “sissy” is all right.
3. Making fun of a girl who acts like a “tomboy” is all right.
4. If a boy grabs a girl on her bottom, when she doesn’t want that, this is a joke, and part of growing up; and it is justifiable.
5. Girls who wear short skirts and tight shirts have no one but themselves to blame if someone attacks them.
6. A boy who is in love with other boy deserves to get beaten up.

The research found that only 14.4% of boys and 23.3% of girls in grades 6-8, and only 14.6% of boys and 40.4% of girls in secondary schools disagreed with all of the above statements. The highest percentage of pupils agreed with the statements 5 and 6, and the highest difference between boys and girls was found with statement 4. While for most of the statements boys have more discriminatory attitudes than girls, agreement with statement 5 is high among both. These and other data will be presented nationally and to each school; and will be tackled through the programme implementation – in schools and outside of school settings.

As a first step in the in-school capacity building, all school staff from 47 out of the 50 targeted schools have undergone training on gender, power relations, gender based discrimination and violence as well as on school programmes and procedures for preventing and responding to situations of SGBV. In 2014, the training of pupils will be initiated. Sustainability of this component of the JP is ensured through the integration of the gender dimension and programming for on SGBV into the MoESTD violence monitoring framework, programmes, capacity building, and procedures.

Output 1.2.

Work with perpetrators of violence programme has been introduced as a standardized social protection service within the MoLESP by being accredited in the Social Protection Institute and implemented in 8 CSW. In the pilot phase, when the first round of trainings was held during 2011 for introduction of new service wwp programme in social protection services, a group of 15 local professionals was trained and mentored for one year by Norwegian experts based on the programme “Alternative to Violence”. The local trained experts accredited the programme for wwp in the Social Protection Institute of Serbia in 2012 and initiated trainings of fellow professionals in the social protection system with UNDP support. Kragujevac professionals trained a group of 12 professionals from the following CSWs: 3 from Kragujevac, 2 from Arandjelovac, 4 from Čačak, 3 from Kraljevo.

Niš professionals trained a group of 15 professionals from the following CSWs: 4 from Leskovac 4, 3 from Pirot, 3 from Kruševac, 3 from CSW Niš and 2 PhD students from the Faculty of Philosophy (Department for Psychology).

Belgrade professionals trained a group of 12 professionals from the following CSWs: 6 from Belgrade, 2 from Vršac, 2 from Niš and 2 from Subotica.

In Serbia at the moment there are **15** professionals trained by Norwegian experts during 2011 and **39** professionals trained by local experts during 2012.

During 2013 within the JP, 8 CSWs were supported to implement the programme and a total of 154 perpetrators were individually interviewed, 70 perpetrators were admitted to the group therapy treatment, and more than **80%** of male perpetrators of VaW who passed through the wwp programme stopped using violence in family and in intimate partner relationships.

Output 1.3.

General public is better informed about GBV, available protection mechanisms and is engaged in actively preventing it. In cooperation with Fund B92, the JP developed ICT tools that are enabling better access to information on GBV and on available protection mechanisms. A web-one-stop-shop-info-centre has been set in place (<http://sigurnakuca.net/pocetna.4.html>) where the information on all available protection mechanisms is easily accessible, including contacts of all institutions and organizations providing services to survivors of violence at the local level: http://sigurnakuca.net/baza_institucija_i_organizacija_za_podrsku/

The virtual space is reserved for the knowledge resource centre where the existing researches and studies on VaW in Serbian language are available for the interested and specialized public: http://sigurnakuca.net/znanja_o_nasilju_nad_zenama/publikacije.327.html

The web portal represents an orientation tool for the persons searching services in their community, as well as a resource centre for the professionals where they can find all relevant information on the current legislation, policies, prevalence of VaW in family and in-depth studies of various aspects of this structurally present phenomenon. It is updated and administered on a daily basis with all the selected news regarding VaW in Serbia. Following on the recommendations of a qualitative analysis study a specific web space is dedicated to femicide cases. Stories of femicide published in media in the period 2011-2013 were collected, analyzed and written in concise way without sensationalism and made available to the public: http://sigurnakuca.net/nasilje_nad_zenama/femicid/femicid_-_price_o_ubijenim_zenama.318.html. This is a way to raise awareness on the gender related killings in the country which are still not registered officially as such and there is no official statistics on cases of femicide. This is the only source of a kind on femicide in the country.

In order to promote the access to the tool, as well as to inform the public on available services, B92 – one of the largest media houses in the Western Balkans put banners in 3 sizes on their main website www.b92.net, while Fund B92 supported it with the public campaign which consisted in realization and screening of video spots against VaW: <https://www.youtube.com/watch?v=c4h7dT45j98> and <https://www.youtube.com/watch?v=xVtb9OXZ1i4>. The web platform on VaW contains also regularly updated information on the events, trainings and seminars organized by the JP: http://sigurnakuca.net/un_protiv_nasilja/kalendar_dogadjaja_i_obuka/treninzi_i_seminari.190.html.

The JP organized several large scale public events. The first National Conference “Multisectoral cooperation – Institutional Response to VaW” was held on 26th April 2013 and gathered directors of all

CSWs in Serbia, all chiefs of the Police Departments and School Departments, as well as numerous directors of local healthcare centers and representatives of women's CSOs, for a total of more than 300 persons. The second National Conference "Due diligence in combating VaW" was organized in occasion of marking the International Day against VaW, 25th November 2013, and gathered 280 professionals, decision makers including parliamentarians, ministers, director of national police etc. The JP supported the organization of 10 public events in 10 towns in Serbia to mark V-day 14th February 2014: <http://www.worldwewant2015.org/es/node/423976> . Video and materials are available at: http://sigurnakuca.net/znanja_o_nasilju_nad_zenama/vidioteka/kampanja_%22milijarda_ustaje_za_pravdu_za_zene%22.485.html.

Quantitative analysis of media reporting showed that during 2013 a total of 7623 articles on VaW were published in print media, while 612 were published in electronic media. This represents a huge quantitative increase in comparison to 2012 when print media published 2174 articles on VaW and electronic media issued 317 reports on the same issue.

The programme for the out-of school settings was defined by the Automous Women Centre (women's rights NGO that addresses VaW) and Centre E8. While programmes were agreed upon in 2013 (see challenges faced below) their implementation in the selected 10 localities was postponed to 2014, to match programme implementation in schools, together with the social media campaign.

In November 2013, the **School without violence website** (www.swv.rs) was launched by the MoESTD and UNICEF providing a platform for exchange of resources as well as awareness raising among schools, parents, pupils and other interested partners. The website is also communicating all the results of this component of the Programme.

Working with boys and men, although recognized in the National strategy and action plan is not always well received by women's rights organisations. It has been a challenging task to bring together women's rights organisations and those working with boys. The time and effort this required, however, has been worthwhile, as it will be more likely to bring real and meaningful change to young people – boys and girls.

Output 2.1.

The project built local level service providers capacities in Central Serbia and in AP Vojvodina. They are now better able to deliver the "integrated service delivery model" by providing specialized trainings at the local level and developing capacities of actors working on different aspects of VaW (police, healthcare, judiciary, social workers and psychologists, CSOs) on multisectoral cooperation tools and modalities and by advocating for the commitment of local authorities to address GBV in a comprehensive manner and in accordance with the national strategy and to ensure the necessary framework for the successful implementation of the set of protocols. In 2013, the JP supported work in 15 municipalities, training sessions of 228 professional service providers and development of plans for coordinated action, case conferences plans for action for specific cases and initiation of the process of signing 11 local level agreements on implementation of the set of protocols in AP Vojvodina. To strengthen the multisectoral work at the local level, the JP has introduced additional days of training of selected inter-sectorial teams for protection of women from violence aimed at addressing the consequences that violence in the family has on children and the need for closer collaboration between teams for women's protection and those for children's protection. The lessons learnt from these initiatives will help spread this approach to all other local communities.

In AP Vojvodina, the PSEEGE provided consultative support in the development of local-level agreements (protocols) and coordinated actions in 11 selected municipalities, exceeding the planned target of 10.¹ A series of consultative meetings were organized with relevant stakeholders from each municipality: CSW, police, courts, prosecutor's offices, schools, kindergartens, health care centers, NGOs and local self-governments. The meetings focused on the current multi-agency cooperation in the context of EVAW,

¹ Municipalities are: Irig, Apatin, Novi Becej, BackaTopola, Kovin, Vrsac, Kanjiza, Srenjanin, SremskaMitrovica, Mali Idjos, Pancevo.

especially concerning the organization of case conferences, and on identification of strengths and challenges in coordinated community response. Following that, case conferences on concrete DV cases were held in 11 municipalities with a total of 105 professionals. Each of the case conferences concluded with a list of further steps to be taken, indicating responsible institutions and timeframe.

The PSEEGE started the process of discussing the development of **local cooperation agreements**, which are meant to operationalize the national level protocols that govern the responsibilities of institutions in cases of VaW in a domestic-partnership context. All institutions responsible in cases of DV from the 11 municipalities were invited to discuss the current cooperation practices and define elements to be included in the local agreements, based on the general and specific protocols that have been adopted at national level. It is expected that local level agreements in each municipality will be signed by March 2014, in line with the deadline set by the national protocol of the MoLESP. The agreements will clearly explain the timeframes and tasks of each participating institution in cases of DV and will serve as a practical guidance in implementing coordinated multi-agency response to VaW.

In addition, in AP Vojvodina, several rounds of basic trainings for professionals from 7 municipalities² were organized so far, based on the accredited training programme by the NGO Autonomous Women's Center. The programme covers three sets of topics and dedicated training sessions on: basic knowledge on GBV, case conferences, and coordinated community response. The selection of the 7 municipalities was based on expression of interest by CSWs and other relevant institutions in them, following information sent out by the PSEEGE to all 45 municipalities in AP Vojvodina. In 2013, **216 professionals from 7 municipalities** who have not received trainings on these topics before, passed training sessions and increased their knowledge on the three areas, as demonstrated by post-assessments/evaluations completed by participants.

Furthermore, the JP engaged in building capacities of specific service providers who are crucial for the efficient evidence collection in cases of VaW in family and intimate partner relationships, as well as for the efficient sanctioning of perpetrators. In cooperation with the Police Academy, 93 police officers received specialized training on VaW in family. The majority of police officers, who attended the organized seminars, had never participated in seminars about DV. The seminars ensured interactivity between lecturers and attendees, created conditions for bringing up problems that police officers face when dealing with violence cases (case study) and proposing possible solutions, building up examples of good practice. This created a positive working atmosphere and a high activity level among attendees, as a necessary precondition for a high level adoption of the presented knowledge.

In cooperation with the Judicial Academy, during 2013, 67 judges and prosecutors received specialist trainings on VaW. Before the trainings, the Judicial Academy and UNDP conducted an initial assessment in order to establish baseline data on judicial system response to VaW in family. These are the main findings:

CIVIL-LEGAL PROTECTION

The analysis of civil-legal protection from DV, in comparison with the research from previous years, clearly shows that victims of violence are encouraged to seek this kind of court protection, that the number of adopted requests have increased and the positive shifts in multisectoral cooperation have happened, especially with CSW and police. The length of proceeding is still the main problem, which has to be addressed separately.

CRIMINAL-LEGAL PROTECTION

The analysis of criminal-legal protection against DV confirmed that victims of violence were exposed to secondary victimization due to the lengthy proceedings, that the number of complaints increased during the three-years period, but the imposed sanctions for criminal offence of DV were at the legal minimum. In over 60% of the cases, sanctions were in the form of conditional sentences, while imprisonment sanctions were usually mitigated. The length of proceeding and imposing minimum sanctions for criminal offence of rape still presents the main problem in providing protection from sexual violence.

In most cases, the institute of postponed criminal prosecution had positive results, and all questioned prosecutions proposed, because of particularities of the proceeding of DV, this institute to be used as much

²Irig, StaraPazova, Kovin, Pancevo, Kanjiza, BackaTopola, Mali Idjos

as possible, emphasizing the need for strengthening multisectoral cooperation and communication in all cases and the adoption of clear rules of conduct in the procedure of perpetrators treatment.

The new court network and increased number of courts from 34 to 66 requires an active work in the forthcoming period on establishing, repairing and strengthening the multisectoral cooperation, on further empowering the victims of violence, an increased use of the institute of referral to the psycho-social treatment (which presents an effective social conviction) as well as judicial education in this area in order to harmonize the practice of effective and efficient prosecution and sanctioning of perpetrators.

MISDEMEANOR- LEGAL PROTECTION

The specificity of the research in the field of misdemeanor legal protection is characterized by the fact that DV is not anticipated as a separate type of misdemeanor, but it is sanctioned as a general violation of the Law on Public Order and Peace. The data obtained cannot accurately indicate the number of complaints and convictions in cases with elements of DV, because the competent courts do not classify cases in that way. Accordingly, this could be investigated only with a direct insight into each case. It was noticed that over 30% of the cases become obsolete, due to the length of proceeding and relatively short time for prescription (2 years), which are the main disadvantages of the misdemeanor-legal protection. The announced amendments of the procedural law and the proposed deadline extension to 4 years could significantly affect the increase of the number of resolved cases. Also, training for misdemeanor judges would certainly contribute to faster resolution of these cases.

Regarding the software-based system for keeping records and tracking the institutional response to GBV, the PSEEGE tested the software model, which was developed by them in the previous period³, in two cities – Sombor and Zrenjanin. These cities expressed the highest level of commitment and interest. Based on the testing and feedback from the two cities, certain modifications were proposed and integrated in the final version of the software. The use of the software at municipal level depends on a formal decision being made at the national level by the responsible MOLESP. The model developed by PSEEGE will be presented to the Ministry in the course of 2014.

Based on a needs assessment of CSWs for training on specialized services in response to VaW, two specific types of services were identified: dealing with perpetrators of DV and provision of counseling and therapeutic work with survivors of DV. A total of 47 professionals from CSWs in 13 municipalities⁴ in AP Vojvodina participated in training sessions on the provision of counseling and therapeutic work with survivors of DV and 22 participated in training on techniques for conducting the interviews to perpetrators from 4 municipalities⁵. The trainings introduced the participating CSWs representatives to in-depth knowledge on the two topics for the first time.

Output 2.2.

The JP has been working on the official institutional recognition of the specialist service providers (women NGOs) and their expertise to address VaW survivors' needs. Through the JP, the MoLESP involved 10 women NGOs in drafting the set of minimum standards for SOS helpline service for women survivors of violence. The draft document is prepared and in procedure of being adopted as a bylaw document of the Social Protection Law. Contemporary, the JP initiated the process of establishing the network of women's NGOs, specialist service providers of SOS helpline to create a unique national SOS helpline as a 24/7 service for victims of violence. The project supports 11 grassroots SOS helpline service providers for women survivors of violence to provide this service. In the period 1st November 2013 to 28th February 2014 these organizations provided SOS helpline services to 662 women survivors primary, while 2106 calls were

³ Developed by Working Group led by PSEEGE in previous years, and representing universal records in relevant institutions (SWC, police, health care institutions, prosecutor's office, courts) for reported cases of DV, that implies the establishment of electronic exchange of data among institutions.

⁴Indjija, StaraPazova, Irig, Sombor, Vrsac, BackaPalanka, BackiPetrovac, Apatin, Novi Becej, Becej, Kikinda, Odzaci and Novi Sad

⁵Stara Pazova, Indjija, Ruma and Sremska Mitrovica.

received in the same period. These activities were necessary preparatory activities for the establishment of the national SOS helpline. The specialized training and database for the SOS helpline service providers will be organized during 2014 along with the process of establishing the national SOS helpline.

Output 2.3.

The **new Strategy on ERAW in AP Vojvodina is being developed**, through a government-driven and broadly participatory process. The PSEEGE convened a Working Group consisting of 24 members, 6 from NGOs and 18 from national, provincial and local institutions. The basis for the first draft of the Strategy was an overview of the available data and research, latest policy changes (i.e. ratification of Istanbul Convention), as well as an assessment of the impact, experiences and lessons learnt in the implementation of the previous Provincial Strategy to ERAW. To further inform the content of the document and the work of the Working Group, the PSEEGE organized a consultation process for the development of the Strategy, and **322 people were consulted so far**, including experts, professionals from all relevant institutions, NGOs providing services to victims, NGOs representing interests of minority groups and decision-makers at local and provincial level.

Based on this process, the new Strategy will include: introduction, including international and domestic commitments, situation analysis, long-term and short-term goals, measures (general, legal and political measures; prevention measures; protection and support measures); monitoring, evaluation and assessment of effects. A second draft of the document is being finalized, and a second round of consultations with relevant institutions and the general public will be organized. It is therefore expected that Target 1 will be significantly exceeded, and Target 2 reached.

The **development of the policy paper** on economic empowerment of survivors of VaW and the tailor-made outreach programme for women belonging to minority and marginalized communities were both initiated, and the first drafts completed. The drafts were developed by Working Groups formed for this purpose and consisting of representatives of NGOs providing services to DV survivors, NGOs representing the interests of women from different marginalized groups as well as government institutions. The drafts take into account experiences in the implementation of the previous Strategy for ERAW in Vojvodina, external evaluation findings and experts' views. Based on that, it was decided that the programme for women belonging to minority and marginalized communities will focus on Roma women, women from rural areas, women with disabilities and mothers of children with disabilities – and will separately tackle their needs. The policy paper on economic empowerment of violence survivors covers issues such as: what the current policy in this field is, why existing policies are inappropriate, what alternative options and their possible effects are, and provides recommendations. The two documents will be finalized in the course of 2014, and Target 3 is expected to be reached as planned.

- **Describe any delays in implementation, challenges, lessons learned & best practices:**

There are a number of risks stemming from the current institutional, political and economic environment in the country, but the project is well positioned to address those, especially given the non-partisan position of the UN country team, which is not subject to possible effects of the political changes at different levels of the government.

The capacity building strategy has been slightly modified from one-time training of SwV mentors to sequential trainings over the whole Programme period. These trainings, which are taking place every 2-3 months –build on the on-going experiences in the schools and address implementation challenges as they occur. The final training of the MoESTD regional branches and remaining SwV mentors has not taken place as planned, at the beginning of the programme, but will be done at the end so as to reflect all lessons gained through its implementation. **The original SwV programme package** is being engendered and a **new SGBV module defined** and their finalization will be enriched by the feedback received from schools and SwV mentors.

Although getting schools motivated to join the new programme has not been difficult, the implementation has been very challenging, as it touches upon many sensitive and deeply rooted attitudes and behaviours. However, regular trainings and supervision by the MoESTD Violence Prevention Unit and gender experts is

so far mitigating this challenge. The presentation of the research data in the schools will be another test of the acceptability of all actors in the school to these changes.

Delays in establishing the national SOS helpline have been experienced due to the complexity of the proposed model to be adopted. Namely, the grassroots women's NGOs which have essential expertise and relevant experience in the SOS helpline service provision are depending on occasional donor and local government support. Relying on their expertise would be beneficial for this national protection mechanism, but implies extensive preparatory work, such as setting the minimum standards for the SOS helpline service provision, institutional recognition of these service providers, securing funds for their work and sustainability of the mechanism. The two ministries, the MoLESP and MoI, have been involved in the process in order to overcome these obstacles and create sustainable premises, but it is reasonable to assume that further support in the process will be required.

Some delays in the implementation of the project in AP Vojvodina have been experienced, due to administrative reasons and changes in the management of some of the municipal CSWs, which affected their willingness to participate in the project. However, these are not likely to affect the overall achievement of the project results.

- **Qualitative assessment:**

The interventions of the JP in preventing and combating VaW have implied involvement of a wide range of stakeholders from the public, private and civil society sector. As for the public sector the crucial aspect of JP's success lies in active involvement and coordination of different sectors: social protection, healthcare, education, judiciary, police forces and civil society. For this reason the JP has been partnering with numerous line ministries in the project implementation: the MoLESP as the main national partner with the leading role in this field in the Government, but also the MoI, MoH, MoJ and MoESTD. In the same time, in order to assure the vertical coordination within the sectors and to base project interventions on previous experiences and knowledge, the project is partnering with the PSEEGE which leading the programme implementation in AP Vojvodina. The CSOs are involved as an integral part of the protection system, as specialist service providers defined as such by the recently ratified Istanbul convention. There is evidence of increased media attention to VaW during 2013, as demonstrated by regular UN quantitative thematic media analysis, while the sensationalistic reporting decreased in 2012 comparing to 2010 as demonstrated by the recent qualitative media analysis published within the project. The private sector is also increasingly expressing interest in the topic within their corporate social responsibility programmes. Thus, all of these stakeholders have been mobilized and included in the project implementation which required extensive coordination and mediation of different stakeholders' interests. UNCT is in a unique position for providing the neutral ground for cooperation and coordination with such a wide range of interested parties and guarantee the impartiality, integrity and clearly specified vision of the common goal in preventing and eliminating VaW in the country.

The JP built upon and expanded on mechanisms and frameworks that have been set through the three UN-led interventions in the country. The project consolidated the results of the previous actions and ensured that sufficient capacity is in place for an integrated approach in service delivery at the local level in order to ensure the implementation of the existing policies and measures against VaW.

Key strategies for achieving the results were pursued as follows:

- Clear division of roles in the project implementation.
- Strategic partnerships with key stakeholders, including government at the national, provincial and local levels, as well as local women's NGOs and private sector (e.g. Fund B92).
- Ensuring full government ownership over the project activities through continuous coordination and in part national implementation modality.
- Strong outreach component based on joint project identity and common goal in creating social environment that condemns VaW (website, national conferences, round tables, street performances, publications etc.).

- Joint visual identity of the project (logo, visual identity).
- Coordinated planning, synchronization of activities (national and local) and building on each others' achievements.
- Continuous update and exchange of information regarding the project implementation by different UN agencies.
- Continuous contacts with the national partners and transfer of information among the agencies.
- Regular meetings and contacts among partner UN agencies.
- Regular Steering Committee meetings.

The UNJP coordination is catalytic for both national and local results, as well as for raising awareness of the population on the issue. Besides very good complementarity in advocating at the national level, local responses are largely coordinated and convergent by selecting the same municipalities for different programme components. In addition, the web-site www.sigurnakuca.net provides a wealth of visibility and communication opportunities for the whole programme and messages that are aimed at the wider population, including women and girl survivors of violence.

The JP is well on track in its implementation and achievement of expected outputs is along the lines of the planned targets. An essential ingredient in the success of the programme is the effective partnerships established and up-scaled with both, government institutions and NGOs, as well as the ownership of the programme interventions by national partners.

At the Provincial level, the PSEEGE is fully in the lead of activities under Outcome 2 of the project, which ensures that activities are based on their significant expert knowledge and previous experiences and lessons. Following a participatory and demand-driven approach, the PSEEGE selected the municipalities where activities are implemented based on calls for expression of interest and further consultations with municipal authorities and target institutions, such as CSWs. In order to draw on the expertise and long-term experience of the NGO Autonomous Women's Center which has an accredited training programme for professionals on domestic violence, the PSEEGE partnered with them in the delivery of basic and specialized trainings for professionals from the relevant sectors. Finally, the process of developing the new Strategy for EVAW in AP Vojvodina, as well as the two focused policy documents, has been consultative and expert-driven. These efforts will ensure that the new Strategy is based on the lessons learnt from the previous Strategy implementation, the recent institutional and policy developments and the most up-to-date understanding of how DV should be dealt with by the responsible institutions.

ii) Indicator Based Performance Assessment:

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 1 Schools, CSWs, media and general public have increased capacities and sensitivity to prevent VaW in family and in intimate partner relationships in targeted municipalities</p> <p>Indicator: % of targeted schools that have integrated prevention of GBV as part of their violence prevention plans</p> <p>% of male perpetrators of VaW who passed through the wwp programme and stopped using violence in family and in intimate partner relationships</p> <p>Quality of media reporting and respect of privacy and confidentiality of survivors of VaW</p> <p>Baseline: Planned Target:</p>	<p>28% (14/50) of targeted schools have already integrated prevention of GBV as part of their violence prevention plans</p> <p>80% of male perpetrators of VaW who are undergoing the therapy treatment within wwp programme stopped using violence in family and in intimate partner relationships</p> <p>Baseline study on period 2010-2012 showed slight improvements in quality of media reporting on VaW</p>	/	<p>Analyses of Violence prevention programmes of 50 engaged schools by MoESTD/Violence prevention Unit</p> <p>Reports of CSWs</p> <p>Quantitative analysis of media reporting on VaW: http://www.rs.undp.org/content/serbia/en/home/library/poverty/kvalitativna-analiza-medijskog-izvetavanja-o-nasilju-nad-enama-u/</p>

<p>Output 1.1 New school GBV programmes developed and implemented in schools</p> <p>Indicator 1.1.1 No of schools that integrated SGBV within their violence prevention programmes Baseline: Each school is obliged to prepare violence prevention programme for the following year, however largely SGBV has not been specifically covered by the plans. Planned Target: 10 in 2013, 50 in 2014</p> <p>Indicator 1.1.2 % of children (boys and girls) whose understanding of/attitudes to SGBV and readiness to report on it has improved Baseline: only 14.4% of boys and 23.3% of girls in grades 6-8, and only 14.6% of boys and 40.4% of girls in secondary schools have non-discriminatory attitudes regarding SGBV. Planned Target: none for 2013, 10% improvement for 2014</p> <p>Indicator 1.1.3 No. of regional MoE branches capacitated to monitor and advise schools in their geographical regions on violence prevention, including SGBV Baseline: Majority of MoE branches have been training in advising and monitoring violence prevention in schools but not focussed on GBV Planned Target: 18 (trained)</p>	<p>28% (14/50) of targeted schools have already integrated prevention of GBV as part of the violence prevention plans</p> <p>As planned, the re-assessment will be done in September/October 2014.</p> <p>Although all 18 MoESTD regional branches has been informed only 6 have full capacity (at least one education advisor/co-ordinator for violence prevention trained in preventing and protecting children from SGBV).</p>	<p>/</p> <p>The final training for all 18 MoESTD regional branches is postponed for end of the Programme in order to address all issues reflected through Programme implementation.</p>	<p>Analyses of Violence prevention programmes of 50 engaged schools by MoESTD/Violence prevention Unit</p> <p>Repeated study on the random sample of schools, teachers, pupils.</p> <p>Reports from MoESTD/Violence prevention Unit on the meetings and consultations with MoESTD regional branches and trainings of SwV mentors.</p>
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<p>Output 1.2 Work with perpetrators of violence programme introduced as a standardized social protection service within the MoLSP</p> <p>Indicator 1.2.1 Training programme developed and accredited by Institute for Social Protection Baseline: No training programme for WWP available Planned Target: 1 training programme for social service providers available and accredited</p> <p>Indicator 1.2.2 Professional service providers capacitated to provide the appropriate treatment programmes for perpetrators Baseline: 12 professionals in 3 CSWs trained through SGBV project Planned Target: 16 professional service providers trained in CSW to deliver WWP</p> <p>Indicator 1.2.3 Reduced recidivism to DV of perpetrators undergoing the appropriate treatment in line with best practices from Europe Baseline: 6 perpetrators undergone the treatment Planned Target: 30 perpetrators undergoing WWP</p>	<p>Training programme for wwp accredited in the Social Protection Institute of Serbia, as a professional specialization programme for social service providers.</p> <p>Thus, in Serbia at the moment there are 15 professionals trained by Norwegian experts during 2011 and 39 professionals trained by local experts during 2012.</p> <p>During 2013 total of 154 perpetrators were individually interviewed, 70 perpetrators were admitted to the group therapy treatment, 80% of perpetrators did not commit violence during the treatment.</p> <p>All targets achieved and exceeded.</p>		<p>The Book on Accredited Training Programmes for CSWs of the Social Protection Institute of the Republic of Serbia, year 2012</p> <p>Reports on trainings conducted</p> <p>Reports of the 8 CSWs in the following cities: Kragujevac, Kruševac, Kraljevo, Čačak, Niš, Leskovac, Novi Sad, Subotica.</p>
<p>Output 1.3 General public better informed about GBV, available protection mechanisms and engaged in actively preventing it</p>	<p>Web platform on VaW established in cooperation with Fund B92 Unique Visitors: 5,821</p>		<p>Web platform: http://sigurnakuca.net/pocetna.4.html</p>

<p>Indicator Public events on VaW in local communities organized (yes/no) One-stop shop web center for information established (yes/no) Public discourse qualitatively changed in reporting on VaW. Baseline 10 round tables at local level every year during campaign 16 Days of Activism against VaW. No web portal on VAW hosted by the central government. In period 2010-2011 3,762 articles published on GE and VaW and 80% of respective articles on cover pages Planned Target At least 1 web portal on VAW established.</p> <p>Indicator No. of peer educators Baseline 24 peer educators on GBV trained through previous Un Trust Fund project Planned Target 20</p> <p>Indicator No. of young people reached through social media campaign Baseline Lack of social media campaigns; Young Men Initiative reached app. 4200 young men and women through their campaign. Planned Target: 8000</p>	<p>Visits: 7,313 Pageviews:17,973</p> <p>Two national conferences organized on 26th April 2013. and 25th November 2013. with more than 300 participants each.</p> <p>Three trainings for journalists held during 2013 in Prijepolje, Belgrade and Novi Sad.</p> <p>Baseline qualitative analysis of media reports on VaW in the period 2010-2012 conducted and demonstrated slight positive changes in the analyzed period.</p> <p>Target achieved and exceeded.</p> <p>0</p> <p>0</p>	<p>Although programmes have been designed with partners, the training of peer education trainers and peer educators are done at once for all 10 selected settings and postponed for 2014 aligning them with activities happening in the school setting.</p> <p>Planned for 2014.</p>	<p>Web platform statistics</p> <p>Reports and conclusions of the National conferences, press clipping, lists of participants.</p> <p>Qualitative analysis on media reporting</p> <p>Reports on trainings</p> <p>Quantitative analysis of media reporting on VaW: http://www.rs.undp.org/content/serbia/en/home/library/poverty/kvalitativna-analiza-medijskog-izvetavanja-o-nasilju-nad-enama-u/</p>
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	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 2⁶ Service providers have improved capacities to protect women from violence in family and in intimate partner relationships in targeted municipalities</p> <p>Indicator: % of targeted municipalities implementing coordinated multiagency response for survivors of VaW</p> <p>Baseline: Planned Target:</p> <p>Indicator: N. and types of policy provisions revised in compliance with the National Strategy, Istanbul Convention and incorporating lessons learnt from implementation of previous AP Vojvodina's Strategy to end VaW</p> <p>Baseline: 0 Planned Target: 3 (new Provincial Strategy to EVAW; 2 policy documents on specific topics)</p>	<p>UNDP worked in 5 municipalities during 2013 and they are all implementing coordinated multiagency response for survivors (100%)</p> <p>All targeted 10 municipalities in Vojvodina are capacitated to provide coordinated multiagency response</p> <p>Achievement is on track. The three policy documents have been developed and draft versions are expected to be finalized by the end of the project.</p>	N/A	<p>Plans for coordinated action in local community</p> <p>Plans for specific conference case</p> <p>Reports on "Follow up" meetings</p> <p>PSEEGE narrative reports to UN Women</p>

⁶ Note: Outcomes, outputs, indicators and targets should be **as outlines in the Project Document** so that you report on your **actual achievements against planned targets**. Add rows as required for Outcome 2, 3 etc.

<p>Output 2.1 Improved quality of general services and multisectoral institutional response to VaW at local level</p> <p>Indicator 2.1.1 No. of municipalities in which relevant institutions organize case conferences and use protocols on procedures for addressing cases of DV and inter-institutional cooperation. Baseline: Trainings provided in 11 municipalities Planned Target: 10 local communities capacitated to provide integrated services in response to VAW and 10 additional protocols signed at local level.</p> <p>Indicator 2.1.2 No. of professional who received training on VaW related issues Baseline: 710 professionals trained Planned Target: 300; increased</p>	<p>Indicator 2.1.1: 11 local communities in AP Vojvodina were capacitated to provide integrated response to VAW, including organization of case conferences (total number of participants: 105 professionals). Local agreements in 11 municipalities in Vojvodina initiated, which operationalize the national protocols at the local level. The agreements will be signed by end of March 2014. In Central Serbia during 2013 in 5 targeted cities two-days trainings on coordinated action and conference cases were held, with two follow up meetings with one month distance each. Total of 123 professionals (social workers, psychologists, police officers, judge, prosecutors, healthcare workers, education professionals, women's NGOs representatives) participated. Each municipality produced plan of coordinated action, case conference plan of action and agreed on "burning issues" to be covered by the local protocol. Target achieved</p> <p>Indicator 2.1.2: 216 professionals from 7 municipalities in Vojvodina passed training sessions on VAW and</p>	<p>N/A</p>	<p>PSEEGE narrative reports</p> <p>Reports on trainings Plans for coordinated action in local community Plans for specific conference case Reports on "Follow up" meetings</p> <p>Reports on trainings – Autonomous Women's Center Reports on trainings –</p>
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<p>knowledge of professionals on VaW</p> <p>Indicator 2.1.3 No. of municipalities that use software-based system for tracking the institutional response to gender based violence Baseline: 0⁷ Planned Target:2</p> <p>Output 2.2 Improved system of specialist services in response to VaW Indicator 2.2.1 No. of professionals capacitated to provide immediate guidance to the VAW survivors on using services in local communities Baseline: No system available for immediate response to committed violence Planned Target: At least 10 professionals trained to provide immediate guidance to VaW survivors through SOS helpline</p>	<p>increased their knowledge</p> <p>123 professionals trained on multisectoral cooperation</p> <p>93 police officers were trained through Police Academy</p> <p>67 judges and prosecutors trained through Judicial Academy</p> <p>Target achieved.</p> <p>Indicator 2.1.3: Progress is on track. Two municipalities have tested the software-based system for tracking. Use of the software will depend on decision to be made at national level.</p>	<p>The establishment of the national SOS helpline implied several preparatory activities that were not explicitly stated in the RRF and which were implemented during 2013.</p> <p>The set of minimum standards for SOS helpline service provision was drafted in cooperation between MoLESP and specialized women’s NGOs – it creates basis for the network of grassroots women’s NGOs SOS helpline service providers. 11 SOS helpline services were supported and through them 662</p>	<p>Criminology and Police Academy Reports on trainings – Judicial Academy</p> <p>Draft of set of minimum standards for SOS helpline service provision Report on the work of the working group Plan of the MoLESP on establishment of the national SOS helpline</p>
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⁷ The originally set 2012 baseline of 3 was an estimate, and it is hereby changed to 0 due to the fact that the software has not been applied in any municipality as of yet. The use of software depends on a formal decision by the Ministry of Labour, Employment and Social Policy, which has not yet been taken.

<p>Indicator 2.2.2 System up and running 24/7 (yes/no) Baseline: No national SOS hotline exists Planned Target: Database for monitoring work of SOS helpline set in place. Database of all available local level services set in place.</p> <p>Output 2.3 Policy framework addressing VaW in AP Vojvodina revised</p> <p>Indicator 2.3.1. No. of beneficiaries who were consulted in the development of the Strategy Baseline:0 Planned Target: 300</p> <p>Indicator 2.3.2. No. of positive expert opinions on the quality of the Strategy Baseline:0 Planned Target: At least 5</p> <p>Indicator 2.3.3. No. of positive expert opinions on the quality of policy paper on economic empowerment of women survivors of violence and tailor-made outreach programme for women from minority and marginalized communities Baseline:0 Planned Target: At least 3</p>	<p>Indicator 2.3.1 - Target exceeded: total of 322 people consulted in the development of the Strategy</p> <p>Indicator 2.3.2: Progress is on track. Strategy draft was developed, to be open for expert and public feedback in 2014.</p> <p>Indicator 2.3.3: Progress is on track. Development of policy paper on economic empowerment of women survivors of violence and a programme for women from minority and marginalized communities are in progress. Achievement of target will be reported in the next reporting period.</p>	<p>women survivors primary beneficiaries received assistance, while 2106 calls were received in the period November 2013- February 2014.</p> <p>MoLESP initiated the procedure of establishing the national SOS helpline in cooperation with MoI and women NGOs.</p>	<p>PSEEGE narrative reports</p>
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iii) A Specific Story

Problem / Challenge faced:

“A battered woman requested medical assistance for injuries several times in a local healthcare center. The healthcare workers “suspected” she’s been abused by her partner, but she “never admitted” they said. The police intervened to stop violence in three occasions: the first time during the wedding party when he battered her to blood and kicked their daughter in the stomach in front of more than 100 persons. The second time, the police stopped him while he was knocking down the door of her parents’ house, where she escaped to seek shelter. The third time, it was when they arrested her son who was violent against another boy in the school. Each time she would withdraw the complaint and appealed to her right not to testify against her husband. Charges against him would be dropped due to the lack of other evidence and she would come back to the healthcare center soon enough”.

This story illustrates the institutional inability to respond to a perceived injustice and human rights violation because of the limits posed by the single-sector approach in service provision.

Programme Interventions:

Over the past six years UNCT efforts were directed towards breaking the boundaries of the single-sector service provision approach to survivors of GBV and setting the new policy framework that recognizes the essential need for integrated service delivery. In the period 2011-2014 the set of protocols for cooperation and conduct in cases of VaW has been developed and adopted by the Government of Serbia, with UNCT’s support: <http://www.rs.undp.org/content/serbia/en/home/library/poverty/multisectoral-cooperation--institutional-response-to-violence-ag/>.

During the JP intervention efforts have been invested in bringing these legally non binding documents into life through a series of trainings for local level service providers who are capacitated to plan and implement coordinated multisectoral actions and case conferences with the aim to stop the violence, keep the survivor safe and sanction the perpetrator.

Results:

All service providers who passed the training and consultative sessions understood that the survivor is not a person who should “admit to be a victim” and bear the entire process on her shoulders. They gained the understanding that it was crucial to act in coordinated manner in order to arrive to efficient sanctioning of perpetrators based on body of evidence produced by the institutions, which seems to be the weakest point of the institutional response at the moment. Joint planning of coordinated actions and specific interventions regarding particular case of VaW at the local level, contributed significantly to responding to individual cases and recognizing the benefits of institutional cooperation for the entire community.

Looking from the national level, according to the Institute for Social Policy, the CSW registered 9877 cases of DV in 2013. This represents almost a 6% increase in comparison to 2012. The share of women victims of violence is significantly higher than of men - 70% and 30% respectively. The most significant institutional change is reflected in the fact that the number of pressed criminal charges against perpetrators by the CSWs (637) have doubled in 2013 compared to 2012. This could be directly attributed to the JP interventions in strengthening multi-sectoral cooperation between different sectors - judicial, police, social protection, health care and education system, and CSOs.

Lessons Learned:

During one of the trainings, one social worker admitted that she sometimes acted based on prejudices. It was the case of an abusive husband who had tortured his wife both physically and psychologically for years and then started to sexually abuse their daughter as well. In that scenario, the mother, victim herself, started to be violent against her daughter and failed to protect her from sexual abuse. The social worker said: *“We (colleagues who worked on the case) struggled with the idea that this wife/mother was a “victim” herself.*

Personally, I couldn't accept that idea and couldn't help judging her for having failed to protect her own child. Among us, we discussed a lot about her responsibility. She wasn't in such a bad position, she had some resources, the family apartment she inherited from her parents, she had some form of power, we thought at the time. I have to admit that only today I figured out how destroyed she was. She was actually so disempowered by her long term condition, that she became a dysfunctional parent. Having been exposed to intimate partner violence transformed her in a bad way and we had to assist her in recovering. Now I see that we prejudged her without a proper understanding of her position. But, you know it isn't easy." On the other hand, police officers expressed their worries on the efficiency of prosecution, indicating that "It happens that the survivor drops charges against the perpetrator and sometimes the police officer is called to respond why the case was brought to the prosecutor's attention in the first place. It may result in police officers refraining from sending the next case in further procedure" and the Public Prosecutor Office stressed the necessity to have "much more consistent body of evidence provided by the institutional service providers, including centers for social work, healthcare institutions and police, those who have direct contacts with the victim in order to build a strong case in pre-trial proceedings, so that the complaint should not rely only on the victim's statement".

We've learnt that when the policies, even if they are not binding, are followed by the local level actions that provide concrete instruments of work for the service providers, the results are clearly perceivable. Changing the institutional practices and professional service providers' behaviors is of utmost importance to maintain the continuity of interventions.

III. Other Assessments or Evaluations

Web-one-stop-shop-info-center on VaW in Serbia: <http://sigurnakuca.net/pocetna.4.html>

UNDP Serbia web page, space dedicated to the JP:

http://www.rs.undp.org/content/serbia/en/home/operations/projects/poverty_reduction/integrated-response-to-violence-against-women-in-serbia.html

Blog on multisectoral cooperation:

<http://www.rs.undp.org/content/serbia/en/home/ourperspective/ourperspectivearticles/2014/03/05/it-takes-a-community-to-end-violence-against-women.html>

Blog on V-day events supported by UN JP: <http://www.worldwewant2015.org/es/node/423976>

Blog on work with perpetrators programme:

<http://www.rs.undp.org/content/serbia/en/home/ourperspective/ourperspectivearticles/2013/10/01/work-with-perpetrators-better-protection-of-victims-of-gender-based-violence.html>

UNICEF Serbia "School without Violence" programme, space dedicated to introducing gender dimension of violence in school programmes: <http://www.sbn.rs/rodno-zasnovano-nasilje-5>

Project's publications:

"Multisectoral Cooperation – Institutional Response to Violence against Women" – the collection of a set of protocols for cooperation and conduct in cases of VaW, available in Serbian and in English:

<http://www.rs.undp.org/content/serbia/en/home/library/poverty/multisectoral-cooperation--institutional-response-to-violence-ag/>

http://sigurnakuca.net/un_protiv_nasilja/publikacije_projekta/protokoli_o_postupanju_i_saradnji_ustanova,_organa_i_organizacija_.50.html

"Media Coverage of Violence against Women in Serbia - Qualitative Analysis" – available in Serbian with summary in English:

<http://www.rs.undp.org/content/serbia/en/home/library/poverty/kvalitativna-analiza-medijskog-izvetavanja-o-nasilju-nad-enama-u/>

http://sigurnakuca.net/un_protiv_nasilja/publikacije_projekta/kvalitativna_analiza_medijskih_sadržaja_o_nasilju_nad_zenama.177.html

News from the future: the Istanbul convention and due diligence in combating VaW - available in Serbian with summary in English:

http://sigurnakuca.net/un_protiv_nasilja/publikacije_projekta/vesti_iz_buducnosti_istanbulska_konvencija_i_odgovornost_drzave_za_borbu_protiv_nasilja_nad_zenama.388.html

Useful tools created through the project and made available:

Database of all service providers (both general and specialist) that operate in Serbia, first time available and accessible to the general public: <http://www.sigurnakuca.net/srzn/index.php>

Femicide – database of stories of femicide in the context of family and intimate partner relationship violence. Stories are based on the media reports on these cases and the database covers all the cases media reported on in the period January 2011 to December 2013:

http://sigurnakuca.net/nasilje_nad_zenama/femicid/femicid_-_price_o_ubijenim_zenama.318.html

Video materials:

Video clip created in cooperation with Fund B92 for the purpose of the international campaign “16 days of activism against VaW” and presented in the National conference on “Due diligence in combating VaW” held on 25th November 2013: http://www.youtube.com/watch?feature=player_embedded&v=c4h7dT45j98

Video clip created in cooperation with Fund B92 and presented in the National conference on “Multisectoral cooperation as a model for institutional response to VaW” held on 26th April 2013: <http://bcove.me/toiui7nl>

Other video materials made available to the public:

http://sigurnakuca.net/znanja_o_nasilju_nad_zenama/videoteka/kampanja_%22potpisujem%22.399.html

Numerous articles in daily newspapers on JP activities.