

## OUTCOME XM-DAC-41146-SRB\_D\_1.1

**All people, especially the more vulnerable, benefit from the realization of human rights, gender equality, social cohesion and enhanced rule of law in line with international commitments (UNSDCF Outcome 3.1)**

2,694 women across Serbia increased their capacities and skills to develop their businesses with the help of UN Women supported projects. Out of that number, more than 2,000 rural, Roma and/or unemployed women have strengthened their knowledge on entrepreneurship, innovation, organic production, development of business from idea to business plan and increased their digital skills and skills for sewing, weaving, cultivation of medicinal and aromatic plants etc. 252 women (including women from 11 rural women's associations) received material support and equipment for establishment of their businesses and implementation of the business plans. As an additional result of the empowerment programme, 32 women were employed and 6 women received financial business support from LSG budgets for start-up or further development of their business. During the reporting period, numerous institutions at all government levels were strengthened to better reflect gender equality priorities in their activities and measures. To strengthen the position of women in various areas, the Serbian Government conducted various gender analysis (budget analysis, employment measures, energy, climate change, entrepreneurship, provincial Development Plan) and ensured gender mainstreaming within key planning documents and To facilitate this gender equality mechanisms engaged in widespread dialogue on key gender equality priorities with key stakeholders, including local communities, academia and women's CSOs. All line-ministries, provincial secretariats, oversight bodies and numerous other institutions at national and provincial level applied gender responsive budget (GRB) and integrated gender equality principles in Public Finance Management PFM, thus benefiting women and enabling implementation of initiatives targeting gender equality and improvement of position of women in various sectors, with focus on vulnerable groups. The Republic Secretariat for Public Policy adopted and implemented the Gender Equality Test for new legislation and contributed to increased understanding of gender gaps and challenges in various sectors so that all people, and particularly multi-discriminated groups of women, benefit equally from the newly adopted legislation. The Ministry of European Integration continued with gender mainstreaming of the Instrument for Pre-Accession (IPA) programming and implementation documents. Women living in eighteen local self-governments (LSGs) across Serbia benefitted from developed, financed and implemented initiatives that contributed to the improvement of their position and increased general understanding of gender equality and challenges that women face. Out of 18 LSGs, nine are better equipped to introduce GRB in their 2023 budgets with UN Women's support. Performed 10 budget gender analysis pointed out to the key challenges and opportunities that women and girls face in relation to social and child protection, environmental protection, sports and youth, tourism, agriculture and local economic development and health protection, that were subsequently addressed through local budgets. Women across Serbia directly benefited from support through increasing their capacities and skills in different areas, direct support for the development of their businesses and implementing initiatives and campaigns aiming to enhance their position and quality of life. UN Women contributed to all these important processes through various capacity development activities, experts support and facilitating social dialogue. Based on the progress to date, the initial strategy and theory of change still apply because women and girls still cannot fully exercise their rights and equally contribute and benefit from development and enjoy life free from discrimination.

## **Universal and inclusive access to quality health, social and protection services is improved (UNSDCF Outcome 2.1.)**

The Outcome was not achieved however, progress was made. Prevention, protection, prosecution, and referral mechanisms on domestic and other forms of violence against women in Serbia remain inadequate despite the adoption of the 2017 Law on Prevention of Domestic Violence, and the 2021 Strategy for Preventing and Combating Gender-based Violence against Women and Domestic Violence. In the past 10 years alone, more than 300 women in Serbia have been killed as a result of gender-based violence. [1] Additional efforts are needed to ensure a more comprehensive response to all forms of violence against women covered by the Istanbul Convention. Another important problem is the lack, in most parts of Serbia, of specialist women-to-women support services, for victims of rape and sexual violence, early marriage and stalking. Progress has been made towards strengthening key national institutions and women CSOs to engage in the effective implementation of the recommendations to Serbia in the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) Concluding observations issued in March 2019, and the Group of Experts on Action against Violence against Women and Domestic Violence (GREVIO) baseline report published in January 2020, and to improve the delivery of support services for women survivors of violence, with a specific focus on marginalized and multiple discriminated groups and women victims of specific forms of violence. Within the reporting period, 11 currently operating Safe Houses for victims of GBV have increased their capacities to develop missing rulebooks, development plans, specialized programs, security standards and organization of training for service providers, and thus are enabled to provide quality services to women and girls in need, in line with international standards. In 2022, additional six women non-governmental organizations have strengthened their capacities through grants to implement context-specific outreach activities to rural women victims or at risk of gender-based violence against women, within the “Improved Safety of Women in Serbia” project. Almost 50,000 rural were reached and increased their knowledge and skills to recognize and report gender-based violence through delivered trainings and workshops, information and education sessions, provision of free online and in-person medical, legal and psychological counseling services, traditional media and social media campaigns, local public and street actions and public events. UN Women contributed this result by coordinating “Improved Safety of Women in Serbia” programme in addition to its financial support. More than 500 professionals, general and specialist service providers (social protection, healthcare, police, prosecution, justice system and women’s NGOs) have strengthened knowledge, skills and cooperation to effectively deliver integrated service for women and girls’ survivors of violence. 32 women and girls’ victims of rape and other forms of sexual violence received immediate medical care, forensic service, legal and trauma counselling, social services, and psychosocial support in four centers for victims of sexual violence. 91 different types of support services were provided by counsellors. Access to health care and safety of women victims of sexual violence is improved by providing free testing for sexually transmitted diseases for victims referred from centers for victims of sexual violence based on the agreement between partner organization and the Provincial Institute for Public Health.. This was achieved through the UN joint project “Integrated response to violence against women and girls”. In addition, six women CSOs increased their capacity to monitor and address harmful gender stereotypes and to advocate for better access to and improved provision of innovative services for women survivors of violence. The structural and functional standards of the operating shelters in Serbia were analyzed in terms of the quality of services to VAWG survivors and the results reflected in capacity building efforts. As a result, over 500 women, including Roma women and women with disabilities, used the mobile phone application “Sound of Soul” and reported violence. Furthermore, more than 100 Roma women survivors of violence have been provided with appropriate psycho-social support with 50 of them benefiting from economic integration services, while some 120 professionals, members of Groups for Cooperation and Coordination have been trained for working with victims of gender-based violence and implementing international standards on victim support and protection particularly focusing on working with victims in crisis situations. In addition, 48 lawyers from Belgrade, Kragujevac, Kraljevo, Kruševac,

Novi Pazar and Tutin strengthened their capacities for improved service provision of free legal aid to VAWG. Finally, 43 professionals working in shelters increased their understanding of how specific forms of violence, such as sexual violence and witnessing violence, can influence the development of a traumatic experience. Last but not least, first ever (functional) standards for shelters containing an integrated victim-oriented approach in safe houses for women and girls victims of violence and domestic violence, principles of support for women and girls victims of gender-based violence, as well as inter-agency standards for gender-based violence have been developed. These initiatives were supported by UN Women within the regional programme &ldquo;Ending VAW: Implementing norms, Changing minds&rdquo;. Based on the progress made to date, the original strategy and theory of change for this outcome are still applicable because women and girls are still not able to exercise their rights on an equal footing with men and boys and equally contribute to and benefit from development. UN Women will continue to support the government and key stakeholders to be able to prevent violence against women and girls. [1] Source: Autonomous Women&rsquo;s Centre. Please see: <https://www.womenngo.org.rs/publikacije/izvestaji-o-femicidu-u-srbiji>

#### OUTCOME XM-DAC-41146-SRB\_D\_3.2

### **UN system is accountable to measure, monitor and drive progress towards the achievement of gender equality and the empowerment of women.**

The outcome was achieved. Coordination, coherence and accountability of the UN system for commitments to gender equality and women&rsquo;s empowerment (GEWE) were advanced through UN Women&rsquo;s advisory support to the United Nations Country Team (UNCT). The support included integrating a gender perspective in planning, monitoring, and reporting, programming, capacity building and leading the Gender Thematic Group (GTG). Serbia exceeded its target for gender financing which was set at 60% for 2022. With utilization of United Nations Country Team Gender Equality Markers (UNCT GEM) Serbia tracks financial allocations and expenditures according to their contribution to gender equality and women&rsquo;s rights ranging from UNCT GEM 0 &ndash; (not expected to contribute to GEWE) to 3 &ndash; (GEWE being the principal objective of the Cooperation Framework sub output). Serbia now stands at 66% of Gender Equality Markers being 2 (GEWE being a significant sub output objective) and 3 (GEWE being principal objective) and 63% (57,9 USD million out of 91,8 million USD) of Cooperation Framework funding supporting SDG 5. The quality assurance of the process was provided by UN Women. The result is a major increase of 49% compared to initial UNCT GEM coding exercise when 17% of UNCT GEMs were 2 and 3, at the end of 2021 and Q1 of 2022. These outcomes confirm the investment in tailor-made capacity building for Result Groups, GTG and Monitoring and Evaluation Group (MEG) on gender integration in Joint Work Plans (JWPs), facilitated by UN Women ECARO, UN System Coordination Division and GEM Helpdesk in 2022 and 2021 yielded success. UNCT Serbia&rsquo;s Annual System Wide Action Plan Gender Equality Scorecard Progress Report, showed the best country results so far. Out of 15 performance indicators, the country team is exceeding minimum requirements for nine and meeting minimum requirements for six indicators. UN Women coordinated the Inter Agency Team in charge of the reporting process. The United Nations Sustainable Development Cooperation Framework (UNSDCF) Joint Work Plans are gender mainstreamed with enhanced integration of gender through the entire result chain. UNSDCF features an outcome dedicated to gender equality, human rights and rule of law. 52,17% outcome indicators measure gender equality and women empowerment. The Cooperation Framework Annual Review for the period 1 January – 30 September 2022 reflects main results, financial resources, and GTG-related efforts. UNCT Serbia became a trailblazer who will monitor 15 SDG based output level indicators from the global UNSDG Output Indicator Framework in Serbia Cooperation Framework, including the gender-related indicators. UN Women remains permanent Chair of GTG and is assisted by UNFPA/UNDP as Deputy Chairs on a yearly rotational basis. The GTG was expanded with the representatives of all signatories of the Cooperation Framework as per the new Gender Theme Group Standards and Procedures. The GTG Action Plan was fully implemented. UNCT GEMs allocation process and monitoring of allocations through UN Info, GTG Open Doors Platform with Women CSOs, GTG Gender Brief

publication, capacity building exercises and Gender Equality & Human Rights Update were recognized globally and regionally as good practices. UN Women's regular gender briefs shared at UNCT Meetings created a catalytic effect to keep all members up to date about the national and international GEWE Agenda and inform UN advocacy and programming. 246,771 persons were engaged and reached through joint UN event and social media campaign marking 16 Days of Activism against Gender-Based Violence. The campaign raised awareness on violence against women and girls and promoted local feminist poets writing about GEWE and violence against women and girls. These efforts were implemented by UN Serbia GTG, spearheaded by GTG Deputy Chair (UNFPA), and UN Communications Group. 37 representatives of CSOs, gender experts and activists together with 35 UN Staff members gained important insights on priorities and needs regarding women and political participation and sexual and reproductive health of Roma women and girls at the GTG platform Open Doors. These valuable inputs informed UNCT strategies, programming, and advocacy. UN Women, in coordination with other UN agencies implemented and developed new joint UN projects. The Joint Project (JP) on violence against women and girls implemented by UNDP, UNFPA, UNICEF and UN Women is ongoing. UN Women with UNDP, UNFPA and UNESCO started implementing a regional project focused on youth funded by Peacebuilding Fund. Joint resource mobilization efforts of UNDP, OHCHR, UNICEF, ILO, UNFPA, and UN Women resulted in approval of the proposal and funding by UN Partnership for Rights of Persons with Disabilities. The inception phase of the joint project focusing on disability, with a strong gender component kicked off, spearheaded by UN Women. Another joint resource mobilization initiative by UNFPA and UN Women focusing on youth resulted in funding by Italian Government. In addition, two joint project concept notes were developed on food systems and human security with a strong focus on gender. Cooperation between GTG, Result Groups, Monitoring and Evaluation Group (MEG), Operations Management Team, Communication Group and Human Rights and Leave No One Behind (LNOB) Group was intensified through increased coordination, regular meetings and UN Women's capacity building efforts. Bilateral and multilateral meetings between the representatives of the said groups were key to processes such as gender review of the Joint Work Plans, UN Gender Equality Markers (GEM), UNCT-System Wide Action Plan (SWAP) Annual Progress Reporting, Common Country Analysis update, Annual Results Report, Joint 16 Days of Activism against gender-based violence event and campaign and creation of seven inter-agency knowledge products. This practice will be continued in the future. The Theory of Change is applicable since the UN system is accountable to measure, monitor and drive progress towards the achievement of gender equality and the empowerment of women as there is increased commitment throughout the UN system to advance gender equality and women empowerment.

#### OUTCOME XM-DAC-41146-SRB\_O\_1

### **Assuring an accountable organization through principled performance**

The output cluster was achieved through improved administration of resources through budget, financial, HR, IT and Risk management. UN Women Serbia office followed up on the remaining recommendations given by the limited audit. Recruitment of Operations Analyst and Administrative Assistant were completed in August 2022. In the reporting period, the Office was in regular contact with UNDSS and UN Women Regional Security Specialist to ensure that office locations meet the security standards and that all staff passed mandatory security trainings. The staff was informed to take the mandatory information security trainings and complied to security policies. Overall security and safety compliance was 98.4%, Info sec 80% InfoSec training 100%. UN Women maintained both permanent offices at UN House and alternate offices-working remotely. In line with UNCT Guidance and protocols for return to Office, the staff returned to office in 50% of normal capacity of each office on rotational basis, depending on the availability of office space. The Office conducted its activities in line with 2022 Risk Register, and 2022 InfoSec Compliance Plan as part of the 2022-2023 BWP and in accordance with the guidelines and training provided by HQ and UNDSS. Mid-term review of the Risk Register was completed, and 2023 Risk Register created. At the end of the year, core delivery was 100% utilization 100%, non-core delivery was 92.07%. utilization is 95.21%. Detailed monthly delivery projections were made for all projects and budget revisions where necessary. The month-end check lists for

each month were prepared and submitted in a timely manner. The Office prepared internal delivery exercises with appropriate mitigation plan per each project. The year-end checklist is in preparation. The Office submitted donors reports on time. The supporting evidence is enclosed.

## OUTCOME XM-DAC-41146-SRB\_O\_2

### **Advancing partnerships and resourcing; Effectively influencing for impact & scale**

The output cluster was achieved. The Office maintained strong partnerships and initiated new ones with relevant stakeholders including government, independent bodies, civil society and development partners. The Office developed 43 new joint initiatives with key partners (list is attached). Partners were engaged in project activities, normative efforts, advocacy campaigns and marking important international days. The Office maintained partnership with Coordination Body for Gender Equality (CBGE) supporting the Government of Serbia to comply with national and international gender equality commitments and EU Gender Equality Acquis. CBGE acted as key partner in enhancing institutional framework for gender equality, implementing gender responsive budgeting, gender responsive governance, implementing advocacy campaigns and other strategic activities aimed at enhancing the overall position of women in Serbia. Other government and independent institutions partners include Ministry for Human and Minority Rights and Social Dialogue, Ministry of Labour, Employment, Veteran and Social Affairs, Ministry of Justice, Ministry of Finance, Ministry for the Protection of Environment, Ministry for Energy and Mining, Commissioner for the Protection of Equality, the Ombudsman, National Academy for Public Administration, State Audit Institution, Provincial Ombudsman, Provincial Secretariat for Finance, Provincial Secretariat for Social Policy, Demography and Gender Equality and Provincial Secretariat for Economy and Tourism. National partners were supported in drafting gender responsive policy, capacity building and project implementation. The EU Commission is funding the Serbian component of the Regional Project "Ending Violence against Women in the Western Balkan countries and Turkey: Implementing Norms, Changing Minds" and project "Support to Priority Actions for Gender Equality (GEF)". A proposal for the new phase of GEF project is being negotiated. The Ministry of Foreign Affairs of Norway is funding the project "Improved Safety of Women in Serbia". The Swedish International Development Cooperation Agency (Sida) are donors for the Joint Project "Integrated Response to Violence against Women and Girls in Serbia Phase III" and for Serbian component of the Regional Gender Responsive Budgeting Project. The Foreign Commonwealth Office of the United Kingdom is donor for the "Safeguarding Women and Girls in Serbia" project. A proposal for the new project phase was submitted. UN PRPD is funding the inception phase of the Joint UN Project on disability, spearheaded by UN Women in coordination with UNDP, OHCHR, UNICEF, ILO, and UNFPA. UN Trust Fund supports two women CSOs work on combating violence against women and girls with grants. A project proposal was submitted to US Embassy on combating gender-based violence against women and domestic violence with a focus on capacity building of judiciary, support services for victims and violence in digital environment. The Italian government approved the UN Women and UNFPA joint project "Peer Mentoring Program" with the goal to strengthen the role of youth in promotion of youth human rights, gender equality and increase their participation at local level. UN Women with UNDP, UNFPA, and UNESCO contributes to implementation of Regional Peacebuilding Fund project "Strengthening the role of youth in promoting increased mutual understanding, constructive narrative, respect for diversity, and trust in Albania, Bosnia and Herzegovina, Kosovo, North Macedonia, and Serbia". UN Women with UNOPS, UNICEF and UNFPA submitted a project proposal "Inclusive Crisis Response for Human Security" to UN Human Security Trust Fund with a strong disaster risk reduction, gender and LNOB focus. With FAO and UNEP, a draft pipeline initiative on food systems, to be funded through SDG Fund, was developed. Partnership was initiated with Agence Francaise de Development (AFD) on innovative and gender smart financing and policy. Cooperation with EBRD was established on the economic empowerment of women. UN Women established a Civil Society Engagement Group. Partnerships with private sector were established in pursuit of resource mobilization to support safe houses. Partnerships were made with a range of influencers, actors, Soccer



Betting clubs, sportsmen and women, media and the academia in support of the advocacy and activities; implementation. The Office provides gender-related advice to UNCT as Chair of the Gender Thematic Group.

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##### **Effective normative, programmatic and coordination products, services and processes**

The Output cluster is considered achieved as UN Women developed effective normative, programmatic, and coordination products and processes in the reporting period. UN Women is recognized as a knowledge hub on achieving gender equality. The Head of Office Chairs the Gender Thematic Group. Regular inputs are provided to all UN entities in Serbia and processes such as gender review of Joint Work Plan, application of UNCT Gender Markers, UNCT SWAP Gender Equality Scorecard and annual UNCT Serbia reporting processes. UN Women coordinates the GTG platform for cooperation with women CSOs called Open Doors. In the reporting period, UN Women organized, facilitated or contributed to 61 discussions on various topics on gender equality and women empowerment. The topics are listed in the enclosed attachment as well as the supporting documents. The Office produced or contributed to 47 knowledge products such as situational and sectoral analysis, policy guidelines and other research products, including 7 interagency knowledge products. UN Women Communication capacities provide a foundation for effective advocacy on gender equality and women empowerment. Cooperation with the civil society was strengthened with the establishment of the UN Women Civil Society Engagement Group resulting in a position paper on potential normative interventions pertaining to gender equality and women empowerment. In the online sphere, UN Women continues to generate discussion on different gender equality issues among stakeholders and wider audience, through Serbia's Facebook page with 8,304 followers. The online presence increased targeting different and younger audiences with the launch of the Instagram account with the overall estimated reach of 3.5k.

#### OUTCOME XM-DAC-41146-SRB\_O\_3

##### **Advancing business transformation**

The Cluster is considered achieved since the business transformation was advance and indicators reached. Following a limited Audited in 2021, the UN Women Internal Audit Service (IAS) rated the Office as satisfactory meaning that "The assessed governance arrangements, risk management practices and controls were adequately established and functioning well. Issues identified by the audit, if any, are unlikely to affect the achievement of the objectives of the audited entity/area . " UN Women followed up on the two recommendations to address the areas for improvement, one high and one medium. A Case Study on Electronic Monitoring System was produced capturing lesson learned, specific risks and mitigation strategies in cases of high scale procurement was made. To address the Audit recommendation to strengthen Office structure, the Office received support from ECA RO with core funds for gradual transition to the full Delegation of Authority and the establishment of posts for the Operations Analyst, and Administrative Assistant who were recruited in August 2022. The Office updated the Organigram in line the Change Management typology. The Office participated in annual LSSC exercise and BOS 2.0 review. All inputs were given in a timely manner and were submitted for review. Operations Analyst participated The staff supporting operations took part in the BOS 2.0 intermediate training and CIPS 3 certification as well as numerous Quantum-related trainings. The staff is now skilled and empowered to support business transformation and support the delivery of the triple mandate.

**Nurturing an empowered workforce and advancing an inclusive UN-Women culture**

The Output Cluster is achieved. The staff have adequate capacity and is accountable to deliver in support of achieve gender equality and women empowerment. In the reporting period, the staff completed implementation of their learning plans according to identified learning goals for 2022. In the reporting period, all staff members completed the mandatory trainings. The staff made use of various learning opportunities, the available in-house trainings, as well as the trainings provided by ECA RO, HQ etc. as per their individual learning plans, available funds and time-permitting. Annual performance reviews were conducted in a timely manner and suggestions made by Head of Office and relevant supervisors to each staff member for further knowledge and skills improvement.