



DATA COLLECTION REPORT

SITUATION OF CHILDREN IN THE TERRITORIES OF 3
MUNICIPALITIES IN NORTHERN KOSOVO



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ABBREVIATIONS

AI	Administrative Instruction
CRC	United Nations Convention on the Rights of the Child
CSW	Center for Social Work
EU	European Union
GDP	Gross domestic product
NGO	Non-governmental organization
MLSP	Ministry of Labour and Social Protection
OPSC	Optional Protocol on the Sale of Children, Child Prostitution and Child Pornography
OPAC	Optional Protocol on the Involvement of Children in Armed Conflicts

EXPRESSIONS OF APPRECIATION

In the preparation of this report, we acknowledge special recognition for the generous support to all employees in the organization Domovik who allocated their time in data collection and who actively participated in the creation of the structure of this report.

Also, we pay great gratitude to the actors of local self-governments in the municipalities of Zvečan, Leposavić and Zubin Potok, who directly participated in filling out the Matrix and defined questionnaires, as well as to the representatives of primary and secondary schools, preschool institutions, as well as to the representatives of the Centers for Social Work in the above-mentioned municipalities.

ABSTRACT

By producing this report (situational analysis with mapped services), which we present to you, we confirm Domovik's strategic commitment to invest in the construction of the System for collecting, monitoring and reporting on the situation of children, with the ultimate goal of providing policy makers, as well as other stakeholders, with relevant and reliable data for decision-making.

Throughout its long-standing existence, Domovik has made a significant contribution to improving the position of children and young people in the territory of 4 municipalities in the northern part of Kosovo through commitment and continuity in promoting children's rights.

Bearing in mind that for the preparation of this research, it was necessary to build the entire "infrastructure" – starting from the questionnaire, the network of associates, the network of contact persons, strengthen the capacities of all actors who participated in the completion of the questionnaire, it can be said that this is a special research venture in the field of improving children's rights in the territory of 3 municipalities (Zvečan, Leposavić and Zubin Potok) of the northern part of Kosovo (at the local level).

This report provides a current overview of the situation of children in the northern municipalities of Kosovo (Zvečan, Leposavić and Zubin Potok). It is the product of a series of interviews with local officials and individuals, as well as a review of documentation of key reports, studies, surveys conducted in the previous period in the field of child rights in Kosovo.

The report is divided into several sections, defining the importance of data collection and the necessity thereof in the creation of public policies for children. Next, the Convention on the Rights of the Child was presented, its importance as well as states' obligations to the Committee on the Rights of the Child in relation to monitoring the implementation of the Convention. The report also covers the context of Kosovo, which is reflected in its geographical, demographic, political and ethnic overview combined with the profiles of municipalities in the northern part of Kosovo. Also, due to the presence of a dual management system in the territory of the northern municipalities of Kosovo, an overview of the legislative framework of Kosovo and the Republic of Serbia has been prepared, which defines services in social protection, education and upbringing systems.

The main problem that has arisen throughout the process of collecting data from relevant institutions and departments within local self-governments is the lack of systematized data in the areas of social protection, education and juvenile justice. Institutions lack awareness of the importance of systematized data collection and show a low level of accountability towards the same. Reliable data would provide space for strategic planning and development of national policies, laws and programs, as well as the development of mechanisms for monitoring children's rights.

In short, at the municipal level, the key obstacle to the equal development of children is the lack of prioritisation of the rights of the child, which is particularly obvious in the

insufficient financing of services for children. There are limited efforts to understand the broad impact of poverty on children and action should be taken to overcome this. A broader consensus of the main actors and decision makers at the local and central levels is needed to ensure the fulfilment of children's rights. Another key area is the improvement of capacities at the municipal level for effective planning, creation of strategic documents and their implementation.

1. Significance of data collection

Reliable data on the position of children at the level of four northern municipalities in the territory of Kosovo (North Mitrovica, Zvečan, Leposavić, Zubin Potok) does not yet exist. The reasons for the unavailability of data can be found in the existence of a dual system, whereby it is difficult to determine which legislative policy is applied in a given situation. When we add the lack of cross-sectoral data on the position of children in northern Kosovo, to the presence of the dual system, we find that numerous analyses are not confirmed by relevant data from the field. In order to improve local systems for data collection and management, in the areas of education, social protection, health care, juvenile justice, as well as monitoring changes in social norms, Domovik strives to improve the availability of reliable classified data on the position of children in the territory of three municipalities in the northern part of Kosovo. Based on the available data, which are classified according to certain criteria, social and demographic variables, opportunities are created to facilitate the detection of potential risks and inequalities in the position of children. The available data can be used strategically to develop and implement national policies, laws and programs, as well as to develop mechanisms to monitor violations of children's rights and act in situations where children's rights are violated.

Data collection shall provide reliable data necessary for the development of policies and programs, as well as monitoring progress in the achievement of national policies and other objectives arising from prescribed international agreements.

Obligation to take action: national and international reporting obligations

More than two decades ago, the Plan of Action for the Implementation of the Declaration on the Survival, Protection and Development of Children in the 1990s requested the following:

"Each State should establish appropriate mechanisms for the regular and timely collection, analysis and publication of data needed to monitor relevant social indicators related to children's well-being... National leaders and decision-makers should periodically revise the human development indicators, as is being done with the economic development indicators..."

Governments that have signed the Declaration and Plan of Action "A world fit for children"¹ are also obliged to monitor progress in achieving the objectives and tasks of the Plan of Action:

"We will regularly monitor progress at the national, and if necessary regional, level and assess progress towards the goals and tasks in the Action Plan at the national, regional and global levels. Accordingly, we will strengthen our national capacity to collect statistical data, analyse and disaggregate data by gender, age and other relevant factors that can lead to differences and support a wide range of child-focused research." (A world fit for children, para. 60).

Likewise, the Millennium Declaration (para. 31) requires periodic progress reporting:

¹<https://childrenandarmedconflict.un.org/keydocuments/english/aworldfitforchil10.html>

"We request the General Assembly to review, on a regular basis, the progress made in the implementation of the provisions of this Declaration, and we request the Secretary-General to submit periodic reports for consideration by the General Assembly, as a basis for further activities."

The General Assembly resolution adopted on 25 September 2015 "**Transforming our world: 2030 Agenda for Sustainable Development**" establishes that, in order to successfully achieve the universal Sustainable Development Goals, "to help measure progress made and ensure that no one is left out, quality, available, timely, reliable sorted data will be required" (para. 48); recognises that "baseline data for several sub-goals are not yet available..." calls for "improving data collection and capacity building in Member States..."².

The main objective of collecting reliable data in the territory of the 4 northern municipalities of Kosovo is:

- to provide quality data for assessing the position of children in the territory of the northern part of Kosovo;
- to provide the data needed to monitor progress towards national targets, as a basis for further action;
- to collect disaggregated data to identify differences, with the goal of developing policies aimed at the social inclusion of the most vulnerable;
- to enable the verification of data from other sources and the results of targeted interventions;
- to collect data for national and global sustainable development indicators (SDGs);
- to generate comparable data to assess progress made in different areas and to direct additional efforts towards areas that require more attention;
- to generate behavioural and attitudinal data that are not available in other data sources

²https://mics-surveys-prod.s3.amazonaws.com/MICS6/Europe%20and%20Central%20Asia/Serbia/2019/Survey%20findings/Serbia%20%28National%20and%20Roma%20Settlements%29%202019%20MICS%20SFR_Serbian.pdf

2. Convention on the Rights of the Child

, as the most significant international document in the field of the rights of the child, was adopted on 20 November 1989 by the United Nations General Assembly. The event was preceded by several earlier documents that stressed the need to provide children with additional protection and care so that they can enjoy the human rights and freedoms enshrined in the UN Charter and the Universal Declaration of Human Rights.

The Convention on the Rights of the Child is the first international document on the protection and advancement of the development of children, which deals specifically and comprehensively with the rights of the child and which has a binding character. The Convention is a significant achievement in the development and strengthening of international law in the field of the rights of the child and the most important international treaty in this field, to which the European Court of Human Rights and the Human Rights Committee refer.

The Convention consists of 54 articles defining principles, different types of law, as well as the process of application, supervision and entry into force. The Convention on the Rights of the Child is often referred to as a catalogue of rights because it is based on the presumption of indivisibility of rights and the inability to place them in a hierarchical relationship³. According to the Convention on the Rights of the Child, the term child defines any human being under the age of eighteen, unless domestic legislation otherwise defines the year of attainment of adulthood. While starting from the presumption of the indivisibility of rights, the Convention nevertheless sets aside four rights and elevates them to the level of principles, which are standards for any document dealing with the protection of children, their well-being and the advancement of development.

The four basic principles of the Convention are:

- **Life, survival and development** – every child has an inalienable right to life, and the state has an obligation to ensure its survival and development;
- **Non-discrimination** – all rights apply to all children without discrimination;
- **Participation** – a child has the right to freely express his or her own opinion and the right to have his or her opinion taken into account in all matters and procedures that concern him or her;
- **The best interests of the child** – all actions concerning the child will be undertaken in accordance with their best interests.

The right to life, survival and development, as well as the principle of non-discrimination, are rights without which it would not be possible to talk about any other right. The best interests of the child and participation are directly related to the quality of implementation of the rights under the Convention, i.e. they ensure the quality of child care, their protection, encouragement and improvement of their development. These two principles, and in particular the way in which they will be implemented in order to protect and improve the rights of the child, are directly related to the image of the child/childhood that dominates a particular society⁴.

³Dejanovic V. (1999): Youth Participation – introductory considerations. U: Pešić, M., Branković, B., Tomanović-Mihajlović, S. and Dejanovic, V. (Eds.), Participation of young people under scrutiny. Yugoslav Centre for Child Rights: Belgrade.

⁴Vranješević, J. Developmental-psychological aspect of the Convention on the Rights of the Child. Pedagogy, 2006, no. 4, str. 469-478

The Convention on the Rights of the Child with its comprehensiveness, i.e. by including the main economic, social, cultural, political and civil rights in the corpus of rights guaranteed to children, provides an image of the child that largely coincides with the new paradigm, i.e. the new concept of child/childhood. The Convention clearly opposes the traditional conception of a child as an emerging being, an immature, incompetent and incomplete future adult. At the basis of the Convention is the idea of a child as a subject, an active participant in the process of its own development, unlike the understanding of a child as an object, i.e. a passive recipient of care and protection of adults. In addition to the issue of children's development needs, the Convention also introduces the issue of competence, i.e. their development opportunities in the process of meeting these needs, emphasizing once again their active role in protecting and promoting their own development⁵.

The Convention on the Rights of the Child has its three optional protocols:

- *Optional Protocol to the Convention on the Rights of the Child on the Involvement of Children in Armed Conflicts;*
- *Optional Protocol to the Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography;*
- *Third Optional Protocol to the Convention on the Rights of the Child on Communication Procedures.*

2.1 States' obligations to the Committee on the Rights of the Child in relation to monitoring the implementation of the Convention

The implementation by States of their obligations under the Convention is monitored by the United Nations Committee on the Rights of the Child located in Geneva. In accordance with Article 44 Of the Convention on the Rights of the Child, Member States are obliged to submit periodical reports to the Committee on the Rights of the Child, for its consideration, on the manner in which the Convention is being applied and on the respect of the rights of the child guaranteed, as well as on the progress made over time.

The Republic of Serbia has so far twice submitted reports to the UN Committee on the Rights of the Child on the implementation of the Convention on the Rights of the Child in the Republic of Serbia – in 2007 and 2015. After the reports were discussed at the sessions of the Committee on the Rights of the Child (in 2008 and 2017), in which representatives of the delegation of the Republic of Serbia participated, recommendations and observations of the Committee related to the implementation of the Convention were sent to the state⁶. The recommendations and observations of the Committee on the Rights of the Child relate to a particular area of the rights of the child, and call upon the relevant institutions and organizations to take measures and activities to make progress in the realization of a particular right of the child.

The Republic of Serbia is a Contracting State of the Convention on the Rights of the Child (the Convention). By ratifying this document, the Republic of Serbia has assumed the obligation to report to the Convention's supervisory body, the Committee on the Rights of the Child (Committee), on the implementation of this international treaty, i.e. on the

⁵The same

⁶ The Committee on the Rights of the Child adopted [Concluding Observations on the Second and Third Periodic Reports on the Implementation of the Convention on the Rights of the Child in the Republic of Serbia](#) at its 2193rd Session.

realization of the rights of the child in Serbia. In order for the Committee to have a comprehensive view of the realization of the rights of the child, the opportunity to report before the Committee is given to civil society organizations, the ombudsperson, international organizations, as well as children themselves. The Committee particularly appreciates the reporting of children, considering that one of the basic principles of the Convention on the Rights of the Child - the right of the child to participate – is thus realized⁷.

In its concluding observations on the combined second and third periodic report of the Republic of Serbia in paragraph 3, point 4, the Committee on the Rights of the Child listed the factors and difficulties impeding the implementation of the Convention:

"The Committee recalls its previous concluding observations (see CRC/C/SRB/CO/1, para. 6) and notes that the **Member State continues to declare that it is unable to monitor the implementation of the Convention in Kosovo due to the fact that**, pursuant to resolution 1244 (1999), civilian authority is exercised there by the United Nations Interim Administration Mission in Kosovo (UNMIK). The Committee considers that the Convention is applied in Kosovo and therefore encourages UNMIK to provide the Committee, in cooperation with the Kosovo institutions, with information on the application of the Convention in Kosovo⁸. "

The adoption of the Convention on the Rights of the Child demonstrates the willingness of each individual Member State to take responsibility for the growth and well-being of an important part of society – children, through investments in children, as well as by adopting and implementing various measures to achieve the well-being of the youngest, and therefore the general well-being⁹.

Alternative report is a technical name given as:

- Country-specific report;
- Report on the situation of the rights of the child as defined by the Convention on the Rights of the Child (CRC), the Optional Protocol on the sale of children, child prostitution and child pornography (OPSC), and/or the Optional Protocol on the involvement of children in armed conflicts (OPAC);
- It is submitted by an individual, group or organization, which is independent of the government;
- Report to be submitted to the Committee on the Rights of the Child.

Children who come forward as defenders of the rights of the child – since they are part of an organization or group run by children, or act as representatives of children, may also submit an alternative report, films, studies, photographs, drawings or use any other means they consider appropriate to express their views. If they are unable or unwilling to submit their own report, they can contribute to an alternative report provided by adults. Whichever option they choose, their engagement must follow the 9 principles defined by the Committee's working methods on child participation. The alternative report must contain information about the rights of the child as defined by the Convention on the Rights of the Child (CRC), its Optional Protocol on the Sale of Children, Child Prostitution and Child Pornography (OPSC) and/or the Optional Protocol on the involvement of

⁷<https://cpd.org.rs/prava-deteta-u-srbiji/>

⁸https://tbinternet.ohchr.org/Treaties/CRC/Shared%20Documents/SRB/CRC_C_SRB_CO_2-3_26579_E.pdf

⁹<http://zadecu.org/convention-o-pravima-deteta-30-godina-od-njenog-osvajanja/>

children in armed conflicts (OPAC) in each country and how that country implements its obligations in accordance with the rights of the child.

Alternative reports are intended to complement those of States, which deal comprehensively with all children's rights. This is why alternative reports should also be comprehensive reports and why child rights defenders working on various child rights issues are strongly encouraged to work together as national coalitions to produce one comprehensive alternative report.

Alternative reports should cover the period from the Committee's last concluding observations to the deadline for submitting an alternative report.

Even if the country report integrates the implementation of the OPAC and/or OPSC, child rights representatives may decide to submit a separate report on one or both protocols, if they deem it relevant.

Working together with other children's rights representatives in a given country to produce a joint comprehensive alternative report that will have added value and that will:

- Increase the credibility of the report and your organization
- Encourage the identification of new partners and the creation of coalitions
- Launch debate on the human rights situation of children in the country
- Promote holistic and coordinated follow-up to the Committee's recommendations
- Provide solid information to the Committee in the preparation of its dialogue with the State

Alternative reports may be submitted in English, French or Spanish – three working languages of the Committee.

Submission of an alternative report to the Committee shall be carried out by uploading an electronic copy to [a secure online platform](#) provided by the Committee Secretariat at the Office of the High Commissioner for Human Rights (OHCHR). Once an alternative report has been submitted through a [secure online platform](#), it is downloaded and forwarded to the Committee by the Committee Secretariat at OHCHR.

3. Context of Kosovo

3.1 Local context in the municipalities in northern Kosovo

The northern part of Kosovo is an area north of the Ibar River, with a majority Serb population, living together with the Albanian, Bosniak, Gorani and Roma communities. The population is estimated at between 60,000 and 80,000. The exact number is not available because the 2011 census was not conducted in this part of Kosovo. Population figures were calculated based on estimates by the OSCE, UNHCR, ASK, representatives of municipalities and communities, information from the home services, schools and other sources. The area consists of four municipalities including North Mitrovica, Zvečan, Zubin Potok and Leposavić. North Mitrovica is a predominantly urban settlement, while the other three municipalities consist of predominantly rural areas, with small urban areas, surrounded by the mountains of Rogozna, Mokra Gora and the slopes of Kopaonik. The main economic pillar used to be Trepča, with several thousand employees, but in the last 20 years it has operated with significantly reduced capacities and is unable to provide jobs for as many people as before. The majority of employment is provided by the public sector, while the private sector is underdeveloped, dominated by micro and small enterprises, mainly in services and trade. In rural areas, small holdings produce fruit,

vegetables, dairy products, on a smaller scale, insufficient to cover the needs of the local market.

The area is considered as one of the economically most underdeveloped in Kosovo. In addition to the reduced operational capacity of Trepča, political instability has also created significant obstacles and bottlenecks to socio-economic development. Integration of these municipalities in Kosovo legal and institutional system started in 2013, after the signing of the Brussels Agreement by Belgrade and Pristina authorities, under the auspices of the European Union (EU).

Following the Brussels Agreement, the integration of the remaining Serbian institutions into Kosovo's legal and institutional system began. First of all, the process was successfully completed in the rule of law sector, including police, prosecutors, courts and civil protection. In addition, Serbian political representatives participated in several cycles of local and central elections and have their elected representatives in the Kosovo Assembly and the Kosovo Government. The same applies for municipal assemblies and their executive branches, where Serb political entities won majority votes.

3.2 Children's rights and dualism of the system in the northern part of Kosovo

The fact remains that all children living on the territory of the northern part of Kosovo should have the rights guaranteed by the UN Convention on the Rights of the Child and other international documents. However, the environment in which they reside is the main stumbling block in the exercise of these rights and has a negative impact on the quality of life of children and young people, and it is therefore necessary that the main actors create an enabling environment and support all processes in the protection of children's rights more actively.

A safe and predictable environment is important for policy, planning and action within public policies for improving the position of children, especially in relation to safety, the normative framework and the functioning of institutions in which rights are realized and the needs of children are met.

Institutions in which children's rights are exercised and their needs and interests are met are insufficiently functional, and public policies towards children do not sufficiently contain responsibilities towards children, which is reflected in the fact that children are not a priority insofar as it enables their best interests to be met and their position and rights are not sufficiently in the focus of the holders of responsibilities. Institutions responsible for the realization of the rights of the child in various aspects of the child's life are not adequately directed towards solving specific issues related to children.

Dualism in institutions and public policies in relation to children, at the normative level, is reflected in various regulations and the system of norms, as well as the lack of transparency in the functioning of public bodies and services.

Public institutions most often act reactively, in isolated actions within routine activities, insufficiently in partnership with each other and with civil society organizations, and there are rare examples of a proactive approach with civil society organizations and initiatives of cooperation.

There is insufficient trust and inadequate perception of the responsibility holders and public institutions in the local community on the usefulness and positive potential of mutual partnership and partnership with civil society organizations in relation to the improvement of the best interests of children.

Cooperation with holders of responsibilities and public institutions is ad hoc and non-continuous, often based on personal contacts, without institutionalizing knowledge and cooperation mechanisms, as well as without a clear vision of the purpose and well-being of children¹⁰.

¹⁰Strategy for Public Advocacy of Policies for Improving the Position of Children, Network of Organizations "Guardians of Children's Rights", December 2018

4. Strategic vision for improvement, data collection and coordination

After establishing long-term cooperation in promoting and protecting children's rights with major actors such as UNICEF, Save The Children, EU Office in Kosovo, as well as other local partners, Domovik defined areas of joint action in its strategic plan 2019-2023, with a special emphasis on improving data collection and coordination with all relevant actors at the local and national level. Accordingly, defining and adopting an agenda for data collection is the most appropriate way of promoting an integrated and systematic approach in the creation of analyses and dissemination of research data. With its strategic plan 2019-2023, Domovik will strive to:

- establish a **comprehensive data collection framework for data collection** in order to ensure the creation of statistical and other reports, as well as analysis based on data and proposals for policy-making, administrative instructions and the establishment of indicators and procedures for data collection, preparation of periodic reports and other documents;
- support local self-government units (municipalities) in the process of collecting primary statistics and various sets of data;
- sort the collected data by sex, age, urban and rural area, socio-economic characteristics of the family, etc.
- establish a **case management database** with the aim of digitising the collection of data for case management and the provision of services to children in need of protection as well as their families.

Over the last ten years, the need to define standards for assessing the impact of public policies has been emphasized. The introduction of an impact assessment system is being advocated for, as well as the definition of indicators for the assessment of the quality of regulations, as well as other initiatives for the management of public policies and legal regulations.

Policy impact analysis is a process that helps decision makers understand what desired or unwanted effects are created by measures that are created or implemented, both at the state level and at the level of local governments. Good design of measures and interventions requires that decision-makers first of all understand what the effects of proposed or adopted measures will be on citizens and institutions.

Public policies for children must be based on clear findings about key elements of all subsystems related to children, but also on cooperation with all actors, both at the national and local levels.

Interaction and cooperation between different social actors (policy makers, professionals, practitioners, academia, civil society organizations, citizens, etc.) is one of the preconditions for improving the process of responsible public policy making and efficient use of facts and data.

The formation of integrated teams for data-based policy-making is a growing practice at the EU level. These teams consist of: decision makers, representatives of the academic community, civil society organizations, researchers, practitioners, representatives of the target groups to which the policy applies.

In accordance with the above, there is a need to launch an initiative at the level of local self-governments in northern Kosovo to improve public policies, by initiating the construction of mechanisms for their creation based on data.

In four municipalities in northern Kosovo (North Mitrovica, Zvečan, Zubin Potok and Leposavić), institutions in which children's rights are exercised and their needs and interests are met, are insufficiently functional, and public policies about children do not contain sufficient responsibility towards children.

According to the insight into the available practice, in these municipalities, the approach in creating public policies related to children, based on available data and with the participation of all relevant social actors, is not sufficiently present.

In order to improve the mechanism of comprehensive response to the needs of children, in cooperation with representatives of local self-government, Domovik initiated the development of a protocol for the realization of the rights of the child at the local level, in the municipalities of Zvečan (adopted) and Zubin Potok (in the process of adoption). One of the measures recommended under the protocol is the formation of a multisectoral team (in accordance with Article 20 of the Law on Child Protection) for the development and monitoring of policies and measures for children at the local level. The multisectoral team will help reduce the gap that arises from the lack of overall capacity for drafting, implementation and monitoring, which significantly complicates the provision of services and the realization of the rights of the child.

5. Methodology

In order to respond to the need to create policies for children, Domovik, in cooperation with consultants, developed a methodology and instrument for data collection and analysis in order to monitor the situation in the field of child rights in northern Kosovo (hereinafter: Matrix).

The **Matrix** aims to collect data related to the position and rights of children in North Mitrovica, Zvečan, Zubin Potok and Leposavić.

Purpose of data collection:

The matrix aims to regularly collect and systematize data related to the position and rights of children. The data thus obtained may serve to: 1) conduct local public policies directed towards children; 2) plan short-term and long-term activities of local self-government units; 3) plan and implement public advocacy procedures to improve the position and rights of the child in certain areas; 4) report on the situation and rights of the child in the respective territories, in relation to local authorities, other authorities, international bodies and institutions dealing with the rights of the child.

Areas:

Monitoring of the situation of the rights of the child from northern Kosovo takes place in the following areas: 1) policies and regulations, 2) education and upbringing, 3) health care, 4) social protection, 5) juvenile justice, 6) responsible (local) governing.

The matrix is structured according to the specified areas.

The collected data:

Within these areas, data are collected with regard to the following parameters:

- 1) for the area of "policies and regulations (strategies, action plans, laws, by-laws)": priority sub-areas; adopted public policy documents, under the responsibility of local self-government; missing documents and the need for amendments to public policy documents, under the competence of local self-government;
- 2) for the areas of: education; health care; social protection; and juvenile justice: indicators; current services and measures; availability and implementation of services and measures; missing services and measures; missing resources for the implementation of services and measures;
- 3) for the area "responsible (local) governing": key factors for responsible (local) governing; description / assessment of the existence or functionality of factors for responsible (local) governing; identification and description of deficiencies of factors for responsible (local) governing, as well as identification of needs for improvement of these factors.

Time to which the collected data relates:

Data are collected for the previous calendar year, as at 31 December.

Method of collecting, processing and synthesizing data:

Data are collected at the level of local self-governments (municipalities), from all local actors that are relevant for each area. For the purposes of the data, a questionnaire is submitted to each institution in each municipality with the variables which are in the matrix and concern that particular institution.

The data obtained from each social actor are synthesized in the Matrix.

Systematization of data in the Matrix can be done for each municipality separately, as well as for all municipalities together. It is possible to keep data in separate matrices for each municipality, and, in addition, to keep a matrix in which the data for all municipalities are combined. The practical way of keeping data for municipalities both individually and together, requires the development of a computer program, which can enable easier systematization of data and is easier to manage.

Questionnaires:

The matrix is filled in based on the data obtained from the questionnaires. For the purposes of obtaining data and systematizing them in the Matrix, the following questionnaires were created:

- 1) Questionnaire for local self-government units;
- 2) Questionnaire for the field of education;
- 3) Questionnaire for the field of health care;
- 4) Questionnaire for the field of social protection;
- 5) Questionnaire for the field of juvenile justice.

The **data collection process** ran in 3 phases, with the **first phase** including the process of creating questionnaires and adapting them according to the areas defined in the pilot phase in the selected municipalities. **The second phase** included the field work of the engaged field researchers, which consisted of a series of individual interviews with relevant actors from the given areas. **The third phase** included the compilation of completed questionnaires from relevant municipalities and areas, as well as their synthesis according to the matrix defined by the approved instrument and the applied methodology. Also, in addition to the data collected from the field, a desk analysis of available reports on the position of children and young people was performed, as well as a review of legislative documents for a given area.

6. Profiles of municipalities in the northern part of Kosovo

6.1 Profile of Zvečan Municipality

The municipality of Zvečan is located in the valley of the river Ibar, surrounded by the mountains of Rogozna, Majdan and Kopaonik, with an area of 122 m². According to the municipality's website and the OSCE's municipal profile, there are about 17,000 residents living in the town of Zvečan and 35 surrounding villages. In addition to the majority Serb population, there are three villages of Žaže, Lipa and Boljetin, inhabited by the Albanian community (about 500 inhabitants), and about 300 members of the Bosniak community who live mainly in the town of Zvečan. The furnace led by Trepča, which used to be the main employer in the past, operates with limited capacities, so most of the work today is provided by public institutions in the local administration, education and health care. On the territory of the municipality there are several important cultural heritage objects, including the Zvečan fortress, the monasteries of Banjska, Sokolica and Devine vode, as well as the recently renovated spa resort Banjska with thermal mineral water springs used for wellness and medical purposes. As for health care, there is one family medicine center in the city of Zvečan and six additional dispensaries in the surrounding villages.

As for educational institutions, there are three primary schools, one secondary school, one kindergarten, four early childhood development centers, as well as a faculty of arts and two technical science colleges where electrical, mechanical and traffic engineering are taught.

Out of 35 villages in the municipality, several larger ones gravitating towards the urban part of the town are relatively well-accessible in terms of physical distance and quality of road infrastructure. Those are Korilje, Veliko Rudare and Mali Zvečan.

6.2 Profile of Zubin Potok Municipality

Zubin Potok is located in the northwestern part of Kosovo, in the upper part of the Ibar River valley between the mountains of Mokra Gora and Rogozna. It consists of the town of Zubin Potok and 63 surrounding villages, measuring 333 m². The exact number of inhabitants is not known since the census was not carried out in 2011. According to the municipal administration, there are about 15,200 residents, of whom 13,900 are Serbs and 1,300 Albanians living in the village of Čabra, near the border with South Mitrovica. The economy of the municipality of Zubin Potok is predominantly based on agriculture and small trade, while a significant number of people are employed in public institutions and Trepča. The municipality has the largest water reservoir in Kosovo, Lake Gazivode, built after the construction of the dam and hydroelectric power plant in the 1970s. It is rated as one of the most attractive regions for tourism development in Kosovo, with a beautiful lake and surrounding mountains, as well as cultural heritage sites such as the Duboki Potok Monastery.

The primary health care system includes one family medicine centre and seven dispensaries in villages, while secondary health services are used in a hospital in North

Mitrovica. There are four primary and one secondary school in municipality as well as one pre-school facility.

6.3 Profile of Leposavić municipality

Leposavić Municipality is the northernmost municipality in Kosovo. It covers the area between the mountains of Rogozna and Kopaonik of about 750 km² and consists of the town settlement Leposavić and 72 villages. There are no official data on the population, but according to the municipal administration, the total population is estimated at 18,635. The majority community consists of Kosovo Serbs, along with 350 Bosniaks, 270 Albanians and 12 Roma. The Bosniak community mainly lives in the village of Rvatska, while the Albanian community lives in the villages of Ceranja, Bistrica and Košutovo, in a mountainous area near the border with the Podujevo municipality.

Apart from the Trepca mine (Crnac and Belo Brdo) and Flotacija, the economy of the Leposavić municipality is predominantly based on agriculture and small trade. Leposavić has good potential for tourism development in the Kopaonik Mountains and several thermal mineral water sources, but significant investments in infrastructure and services are needed. Lack of economic opportunities has led to unfavorable demographic trends because a large number of young people and families leave from remote mountain villages to Leposavić and other town settlements or abroad.

Primary health care consists of one family medicine center and 9 village dispensaries, not all of which are operational. In Leposavić, there are three primary schools, two secondary schools and three faculties, including sports, education and agriculture, as well as higher economic and traffic schools. As for preschool education, there are three facilities located in the town of Leposavić and two larger settlements - Sočanica and Lešak.

7. Legislative frameworks

7.1 Social protection

Social support and social services provided to vulnerable groups and individuals in a state of social need are a fundamental element of all European social systems. They contribute to social support for individuals, families and social inclusion of vulnerable groups through the protection of the fundamental rights and values on which European social systems are based.

In general, the social protection system must be based on the protection of human rights. Social protection can take various forms such as payment of regular monetary benefits, provision of food and other supplies, health care, housing, etc. Also, beneficiaries of social benefits can be different: unemployed persons, persons with special needs, families with a large number of members, etc. An effective social protection system should ensure the protection of marginalized groups and individuals who are unable to provide themselves with an adequate level of livelihood. This approach requires organized institutional and material support, with the aim of eliminating and mitigating social risks and differences. Social cohesion as a tendency of modern systems aims to ensure equality for all its members and reduce inequality and disparities.

7.1.1 Social protection in Kosovo (legislative framework)

Establishing international missions following the armed conflict in Kosovo has led to a completely different setup in financing the entire social protection system. Kosovo's institutions have fully inherited the system established by international organisations.

After the end of the conflict in 1999, UNMIK reactivated the Social Work Centres (CSR). These centres started providing social assistance in 2000. Following the adoption of the Constitutional Framework for Temporary Self-Government in Kosovo¹¹, the Ministry of Labour and Social Protection was formed. In September 2001, the Department of Social Protection (DSP) was established within the Ministry of Labour and Social Protection. The centres for social work are established by the municipality and the municipality is responsible for their activities, where it is the obligation of local self-government to provide funds for their functioning¹².

The social protection system in Kosovo consists of social assistance and social and family services. The social assistance scheme provides temporary financial assistance to families who are poor in accordance with the criteria stipulated by law. To be eligible for social assistance, all family members should have Kosovo documents and fall into one of the categories defined by law. Social assistance is reduced if the family gains some

¹¹<https://kryeministri.rks-gov.net/wp-content/uploads/2018/03/Ustav1.pdf>

¹²Social and Family Services Act – Articles 6 and 7

http://old.kuvendikosoves.org/common/docs/ligjet/2005_02-L17_en.pdf

other income, such as cash transfers or pensions from abroad. Social assistance is abolished if the income of the beneficiary family exceeds the minimum level for survival ("Ranking of the gross monthly standard").

7.1.1.1 Social Assistance Scheme Act No. 2003/1524 and Law No. 04/Z-09625 on amending Law No. 2003/15 on the social assistance scheme in Kosovo

The scheme provides financial assistance to families with incomes below a certain threshold, established by the Ministry of Labour and Social Protection and the Ministry of Finance, families with members in need of social assistance. The employment status of family members is the main factor for determining the qualification and amount of social benefits. The amount of the monthly allowance depends on the number of family members. There are two categories of beneficiary families based on income and based on ability to work¹³.

*7.1.1.2 Law No. 2004/32 on Family*¹⁴

The law establishes the basic principles of comprehensive protection for families and their members. This Act regulates the engagement relationship, marriage, relations between parents and children, adoption, guardianship, protection of children without parental care, family, property relations and special court proceedings in disputes arising from family relations, etc.

*7.1.1.3 Law No. 02/L-17 on Social and Family Services*¹⁵

This Law defines the area of providing social and family services and care to persons in need. The Law regulates the provision of social and family services to persons and families in a state of social need in Kosovo. Services are provided in the form of direct health care, counselling and material support. The Law also determines where social services can be provided, including homes, as well as special day care centres and institutions. Ministry of Labour and Social Protection manages special institutions for the provision of accommodation to persons with needs or provides emergency shelters for vulnerable individuals¹⁶.

*7.1.1.4 Law No. 03/L-22 on Material Support to Families of Children with Permanent Limited Abilities*¹⁷

This Act establishes assistance for families caring for children with limited physical and mental abilities until the age of 18. Material support is in the form of a monthly fee managed by the Ministry of Labour.

The municipality is responsible for ensuring, through the appropriate department, the provision of social and family services in its territory according to the standards set by the Ministry. Municipal departments provide social and family services in their territory through the activities of the social work centre or by providing financing or other material assistance to NGOs for the provision of these services (paragraph 6.3). The Municipal

¹³Law on the Social Assistance Scheme (2003/15) Article 4.1 points a and b in conjunction with Article 2 Law No. 04/Z096 on amending Law No. 2003/15 on the social assistance scheme in Kosovo.

¹⁴https://projuris.org/Zakoni_Kosova/Zakon_o_porodici_2006.pdf

¹⁵<https://gzk.rks-gov.net/ActDetail.aspx?ActID=2447>

¹⁶Branislav Ristić, Social Protection System in Kosovo, 2014, https://www.pravnapomoc.org/wp-content/uploads/2017/01/Sistem-socijalne-zakite-na-Kosovu_maj-2014.pdf

¹⁷<https://gzk.rks-gov.net/ActDetail.aspx?ActID=2689>

Department shall take measures to determine the nature and extent of social and family service needs in its areas. They prepare annual plans for the improvement of social and family services, keep data and statistics in accordance with the requirements of the Department to which they submit an annual report on activities in the field of social and family services at a given time interval, according to the Department's request in a given time interval. In order to promote community involvement and ensure transparency and greater transparency in its work, each department publishes its annual plan and annual report (paragraph 6.4). When drawing up their annual plans, departments are required to consult with social and family service beneficiaries, their representatives, non-governmental organizations and professional groups in their territory on the development, planning and performance of social and family services (paragraph 6.5). Each department seeks to provide the social work center in its territory with the necessary resources according to the established standards by the Ministry. This includes the type and number of professional staff to be recruited (paragraph 6.6).

In addition to providing resources for fulfilling the responsibilities of the social work centre set out in these and other relevant laws, municipal departments are allowed to provide or enable the provision of the following additional services through the social work centre and non-governmental organizations (paragraph 6.7)¹⁸:

- a) assistance for the performance of house chores, including, without limitation, cleaning, food preparation and washing of clothes for individuals who, due to old age, limited capacity or illness, are unable to perform these chores or have no family,
- b) immediate personal care in the home, including, without limitation, dressing, bathing, personal hygiene, assistance for the movement and lifting of individuals who, due to age, limited capacity or illness, cannot perform these actions, or are single persons, or do not have any other assistance;
- c) a center that individuals in a state of need can visit every day for socializing and eating, maintaining personal hygiene, performing occupational therapy and any other form of consulting and social care;
- d) specialist counselling services to addicts or those who have other psycho-social problems;
- e) financial assistance, provision of premises or expert advice to groups of persons in a state of social need or to those who care for them, in order to form mutual assistance groups and self-help groups;
- f) care for the housing of old and other persons in a state of social need;
- g) any other eligible service in this area.

With the approval of the Ministry, municipalities may jointly provide specialist or other social and family services in their territories (paragraph 6.9).

¹⁸http://old.kuvendikosoves.org/common/docs/ligjet/2005_02-L17_en.pdf (Social and Family Services Act)

7.1.2 Social protection according to the Law on Social Protection in the Republic of Serbia

The Law on Social Protection¹⁹ (according to the Serbian system) provides mechanisms for extending assistance to the poor, through larger amounts of transfers and increasing the number of beneficiaries, especially among multi-member households and households where all members are unfit for work. The law also includes strategic goals related to the reform of social services, and regulates rights, types of services, institutions and service providers, user groups, quality control mechanisms, establishment and financing competencies. Changes are particularly significant in the institutional and regulatory spheres – introduction of the Social Protection Chamber, licensing of professionals and service providers, introduction of the public service procurement institution, reformulation of control, expert review and inspection functions. Also, earmarked transfers from the budget of the Republic of Serbia for financing community services under the responsibility of local self-government units are envisaged: (a) services financed under this law by local self-government units in less developed municipalities; (b) services in municipalities in whose territory there are institutions for home accommodation in transformation, including the costs of the transformation of the institution; (c) innovative services and social protection services of special importance for the Republic of Serbia²⁰.

7.1.2.1 Beneficiaries of social protection

According to this law, the beneficiary of rights or social protection services is an individual or family that faces obstacles in meeting needs, as a result of which it cannot reach or maintain the quality of life or that does not have sufficient funds to meet basic life needs, and cannot achieve them by work, income from property or other sources. Beneficiaries are divided according to age, i.e. life expectancy into: minors, i.e. children; adults up to the age of 26, i.e. young people – when their health, safety and development are endangered due to family and other life circumstances, or if it is certain that they cannot reach the optimal level of development without the support of the social protection system²¹.

7.1.2.2 Social protection services

According to the Law on Social Protection, social protection services are activities providing support and assistance to the individual and the family for the purpose of improving, i.e. preserving the quality of life, eliminating or mitigating the risk of adverse living circumstances, as well as creating opportunities for them to live independently in society. By providing social protection services, the beneficiary can be helped to engage in social activities, as well as contribute to the improvement of his/her own and his/her family's well-being through his/her work or activities. Social protection services also help the beneficiary connect with people from their environment, but also influence the development of the supportive atmosphere and assistance to the beneficiary in their environment. Services contribute to the integration of beneficiaries, i.e. they help the

¹⁹https://www.paragraf.rs/propisi/zakon_o_socijalna_zastiti.html

²⁰Vladan Jovanović, Analysis of the social protection system, Belgrade, Association Duga, 2014, pg.14

²¹Ibid.

beneficiary to develop those forms of behavior that improve their relationships with other people, help solve life difficulties and enable the acceptance of positive social values and norms²².

7.1.2.3 Elements of social protection services

In order to be able to understand social protection services, it should be pointed out what elements they must have. Every social protection service, within the meaning of the Law on Social Protection and the Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services, must have a specification specifying which target group of services it refers to, the purpose of the service and which activities are implemented within the service. Specification is a closer determination of the service. The target group determines the circle of potential service beneficiaries. The purpose of the service is to indicate what we want to achieve for the beneficiary with the provision of the service, and the activities provide information on what needs to be done to meet the needs of certain beneficiary groups, i.e., to achieve the purpose of the service for a particular beneficiary group. Also, structural and functional standards are prescribed for social protection services. Structural standards define infrastructure conditions (in terms of location, space and equipment), as well as organizational and personnel conditions for the provision of services. Functional standards determine the value, quantitative and qualitative dimensions of professional procedures within the service provision²³.

7.1.2.4 Grouping of social protection services

When considering the legal typology of social protection services²⁴, we see that social protection services are grouped as follows:

- a) **assessment and planning services** – assessment of the condition, needs, strengths and risks of beneficiaries and other significant persons in their environment; assessment of guardians, foster parents and adoptive parents; development of an individual or family plan for the provision of services and legal protection measures and other assessments and plans;
- b) **daily services in the community** – day care; home help; shelter and other services that support the stay of the beneficiary in the family and in the immediate environment;
- c) **support services for independent living** – housing with support; personal assistance; training for independent living and other types of support necessary for active participation of beneficiaries in society;
- d) **counseling - therapeutic and social - educational services; accommodation services** – placement in a relative, foster or other family for adults and the elderly; home placement; placement in a shelter and other types of accommodation.

7.1.2.5 Role of the Municipality

If we bear in mind the importance of community services, which are recognized in the Law on Social Protection as being available to citizens, then it was also necessary to reduce the responsibility (competence) to move the provision of these services to the

²²Ibid.

²³Ibid.

²⁴See Article 40. Of the Law on Social Protection.

local level. The role of the municipality, i.e., the local self-government unit, is very important in providing community services. The role of these social actors in the development of services has been increased and refers to different groups of activities, such as initiating planning, partnership and innovation, but also the responsibility for the existence of services that are within their competence and for which there is a need among citizens. According to the Law on Local Self-Government, the municipality adopts development programs, including the development of social protection, and in the field of social protection, it establishes institutions, monitors and ensures their functioning, adopts regulations on rights in social protection, etc²⁵.

The need to develop more community services is aimed at increasing the capacity of the social protection system to enable beneficiaries to stay in their environment and integrate them into the environment in which they live. The following areas of social protection are within the competence of municipalities (local self-government units):

- daily community services
- support services for independent living, except housing services with support for persons with disabilities;
- housing services supported by persons with disabilities in local self-government units whose degree of development is determined in accordance with the regulations governing the classification of local self-government units according to the degree of development – above the republican average;
- counselling-therapeutic and social-educational services, except counselling and training of foster parents and adoptive parents;
- other social protection services in accordance with the needs of local self-government;
- one-time assistance and other forms of assistance;
- programs of work of institutions founded by local self-government units;
- programs for improving social protection in the local self-government unit;
- innovation services.

7.2 Education and upbringing

Two parallel education systems are currently in operation in Kosovo. One of them is managed by the Kosovo government, namely the Ministry of Education, Science and Technology (MONT), which provides education in Albanian, Turkish and Bosnian. The other one is managed by the Republic of Serbia and its Ministry of Education, Science and Technological Development and provides education in Serbian.

According to the legislative framework of the Republic of Serbia, education is the responsibility of the Ministry of Education and Sports of the Republic of Serbia, without any decentralization to municipalities.

7.2.1 Fundamentals of education and upbringing

The Law on the Basics of the Education and Teaching System regulates the basics of the system of preschool, primary and secondary education and adult education, including: principles, goals, outcomes, standards of education and upbringing,

²⁵ Ibid.

knowledge, skills and attitudes, manner and conditions for performing activities of preschool education and education, primary and secondary education and upbringing, types of education and upbringing programs, establishment, organization, financing and supervision of the work of educational and upbringing institutions, as well as other issues of importance for education and upbringing.²⁶

The specifics of performing activities of preschool education, primary education, secondary education and adult education shall be regulated by a separate law.

7.2.2 Law on Preschool Education

[The Law on Preschool Education](#)²⁷ regulates preschool education, as part of a unique system of education. Preschool education is realized in accordance with the Constitution, the law governing the basics of the education system, ratified international conventions and this law, starting from the rights of the child, development, educational, cultural, health and social needs of children and families with children of preschool age.

The activity of preschool education is an activity of direct social interest and is realized as a public service. The activity of preschool education, within the meaning of this Law, is the education of children of preschool age. Preschool age, within the meaning of this Law, means the age of children from six months to primary school.

The activity of preschool education is carried out in a preschool institution, and can exceptionally be carried out in a school, in accordance with the Law.

7.2.3 The Law on Primary Education

[The Law on Primary Education](#) regulates primary education, as part of a unified system of education. Primary education and upbringing shall be realized in accordance with the Constitution, the Law governing the basics of the education and upbringing system confirmed by international conventions, charters, agreements and this Law.

Basic education and upbringing are an activity of direct social interest and is realized as a public service. Educational work within the meaning of this Law includes teaching and other forms of organized work with students.

Primary education and upbringing activities are carried out by the elementary school. Exceptionally, the activity of basic education and upbringing is also performed by an educational centre as an institution in which, in addition to basic education and upbringing, i.e., pre-school and primary education and upbringing, secondary education and upbringing is realized. The school performs the activity of basic education by realizing the school program, in the school and other spaces, by organizing a separate school department.

7.2.4 The Law on Secondary Education

[The Law on Secondary Education](#)²⁸ regulates secondary education, as part of a unique system of education, including performance of secondary education, use of language, programs and examinations, rights, obligations and responsibilities of pupils, records and public documents, as well as other issues of importance for secondary education. Secondary education is achieved in accordance with the objectives defined by the law

²⁶<https://www.mpn.gov.rs/wp-content/uploads/2021/08/Zakon-o-osnovama-sistema-obrazovanja-i-vaspitanja.pdf>

²⁷ <https://www.mpn.gov.rs/dokumenta-i-propisi/zakonski-okvir/>

²⁸ [Law on Secondary Education of RS](#)

governing the basics of the education system. The activity of secondary education is performed in secondary school, namely: grammar school, vocational school, art school, school for students with developmental disabilities.

7.3 Juvenile Justice

The EU Commission has recognized that despite the existence of numerous international and European standards in the field of juvenile justice, the level of procedural safeguards for children in conflict with the law is insufficient to guarantee children effective participation in criminal proceedings and that mutual trust between Member States needs to be improved.

The main purpose of juvenile justice in Kosovo is to emphasize the well-being of juveniles and to ensure that any reaction to juvenile offenders is always commensurate with the circumstances of both the offender and the offence²⁹. Incorporating the UN Convention on the Rights of the Child into its constitution, Kosovo has made all provisions of this convention directly applicable by having supremacy over primary and secondary legislation in force.

The Law on Juvenile Justice³⁰ regulates actions against juvenile perpetrators, children involved and juvenile participants in proceedings before the bodies conducting criminal proceedings and execution of measures and sanctions against the perpetrators of juvenile criminal offence and protection of juveniles and children who are victims and injured from committed criminal offences. The purpose of the Juvenile Justice Act is to impose a measure or penalty in criminal proceedings against a juvenile person, perpetrator of a criminal offence, which best ensures the realization of his/her interests or that this interest of a juvenile is realized without conducting criminal proceedings against him/her, i.e. by suspending the proceedings initiated against a juvenile when justified and when the treatment of the juvenile or the suspension of such proceedings is conditioned on the fulfillment of certain obligations by the juvenile.

The Juvenile Justice Act is persistent in providing what is in the best interests of minors. The measures imposed on minors include deterrence and correctional measures, and the penalties that can be imposed include fines, orders to work in the public interest and juvenile imprisonment. The duration of the imposed measures or penalties shall be at the discretion of the court in accordance with this Law.³¹

After more than two and a half years since it was reached, the Agreement on Justice between Pristina and Belgrade in Brussels began to be applied in practice from October 27, 2017. A single judicial system is now in operation, i.e., one Basic Court and one Basic Prosecutor's Office for the entire Mitrovica region, as stipulated in the February 2015 Agreement. Courts and prosecutors' offices operating under the system of the Republic of Serbia were shut down, and workers were integrated into the Kosovo judicial system. After two years of work, 45 judges and 261 workers are currently acting in the Basic Court in Mitrovica. This court covers seven municipalities - North Mitrovica, Leposavić,

²⁹Juvenile Justice Act, Article 4, Article 2

³⁰https://www.kosovopolic.com/wp-content/uploads/2019/10/ZAKONIK_BR_06_L-006_PRAVDE_O_MALOETNICIMA.pdf

³¹ https://www.kosovopolic.com/wp-content/uploads/2019/10/ZAKONIK_BR_06_L-006_PRAVDE_O_MALOETNICIMA.pdf

Zubin Potok, Zvečan, South Mitrovica, Vučitrn and Srbica. It has jurisdiction in criminal, civil, misdemeanor and juvenile delinquency cases.

At the Basic Court building in North Mitrovica, trials are held for serious crimes and general crime, and in the South Mitrovica there are trials on civil cases, misdemeanour and juvenile delinquency. It is the second building of the Basic Court in Mitrovica with departments in Leposavić, Zubin Potok, Srbica and Vučitrn.

8. Analysis of results - Findings from the questionnaire

8.1 Social protection

Data on the state and social protection services under the responsibility of local self-government units for 2020 were collected in the period from June to December 2021. The data collection process showed the distribution of the following services in the municipalities of Zvečan, Zubin Potok and Leposavić.

Municipality of Zvečan

Within the category of independent living support services, beneficiaries are provided with a **personal assistance** service carried out by the Social Work Centre with its competences within the social protection system of the Republic of Serbia. Personal assistants are available to children with special needs, and this service is realized by the Social Work Center in Zvečan through the project, but it does not exist as a continuous service because it is not defined by the municipal budget. The analysis showed that CSW has 4 beneficiaries (1 boy and 3 girls). Within this service, it is emphasized that it is necessary to create a database for the needs of personal assistance with the help of other institutions, all with the aim of obtaining reliable data about all those who needs help in the local community and, based on such available data, additional funds and resources can be requested to improve the service. In addition to the lack of financial resources, the Center for Social Work lacks the necessary space for working with children with developmental disabilities, as well as equipment. In addition to the necessary investment in the resources of the Center for Social Work, it was emphasized that parent education is also needed within this service.

Within the category of counselling-therapeutic and social-educational services, a **counselling service and support in cases of violence** is available to beneficiaries. Within this service, no additional information is available due to the lack of a system for tracking the number of beneficiaries covered by this service. It is necessary to improve the recording system that would generate data according to different parameters. In support of this service, additional financial and human resources are necessary.

Within the category of accommodation, beneficiaries can also use **the service of accommodation with relatives, foster parents or other families**. The Center for Social Work has 1 user of this service (a 16-year-old boy). In previous years, the Center for Social Work received support from UNICEF in the form of training professionals to improve foster care in the territory of the municipality of Zvečan.

INDICATORS - Social Protection Zvečan Municipality

Number of children aged up to 14 years in families who are beneficiaries of cash social assistance		62
Number of children with developmental disabilities using community social services:	child's personal companion (total)	4
	number of children – boys	1
	number of children – girls	3

Number of children using social services: placement in a relative, foster, or other family:	Number of children using accommodation in a relative, foster, or other family (total)	1
	number of children – boys	1
	number of children - age	16 years
Number of abused and neglected children registered in social work centres (total)		1

Municipality of Zubin Potok

Within the category of assessment and planning services, beneficiaries are provided with the service of **assessing the condition, needs, strengths and risks of beneficiaries (and other significant persons in their environment)**. The service implies a systematic process of collecting a variety of information about the user to determine their strengths and needs to determine the necessary interventions, services and measures. In addition to the initial assessment, an oral assessment is carried out in the Center for Social Work, and in cooperation with specialized institutions, a specialist assessment is also carried out. There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by type of service.

Within the category of assessment and planning services, the service of **assessments of guardians, foster parents and adoptive parents** is available to beneficiaries. It is realized through the teamwork of the professional service of the Center for Social Work. The assessment is carried out by professional staff of the Center for Social Work, consisting of a lawyer, social worker, educator and psychologist. There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by the type of service.

Within the category of assessment and planning services, beneficiaries can use the service of **developing an individual or family plan for the provision of services and legal protection measures (and other assessments and plans)**. In accordance with the regulations, the deadlines for the adoption and revision of plans are set - the initial plan of services is made within 15 days, the family plan within 60 days, the individual plan within 60 days and the plan for emancipation of young people before the age of 14. A review and evaluation are carried out every 6 months. There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by the type of service.

Within the category of Advisory-therapeutic and social-educational services, the following service is available to beneficiaries:

- **intensive support services for families in crisis.** Although the service is not formally developed, it is nonetheless informally provided to beneficiaries in the Social Work Centre. There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by the type of service.

- **maintaining family relations and family reunification.** There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by the type of service.
- **maintenance, counselling and support in cases of violence.** It is realized by the expert team of the Center for Social Work - special educator, psychologist, lawyer and social worker.

INDICATORS - Social Protection in Zubin Potok Municipality

Number of children receiving child benefit in rural areas (total)		819
Number of families using cash social assistance		342
Number of children aged up to 14 years in families who are beneficiaries of cash social assistance		262
Number of families of children with developmental disabilities using financial compensation for assistance and care of another person		16
Number of children using social services: placement in a relative, foster or other family:	Number of children using accommodation in a relative, foster or other family (total)	4
	number of children – boys	2
	number of children - girls	16, 17, 13,
	number of children - age	11 years

Municipality of Leposavić

Within the category of assessment and planning services, the following service is available to beneficiaries:

- **assessment of the condition, needs, strengths and risks of the beneficiary (and other significant persons in his/her environment).** There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by type of service
- **development of an individual or family plan for the provision of services and legal protection measures (and other assessments and plans).** Additional education of staff in the Center for Social Work is necessary. There is no data on the number of children using this service, all because of the lack of a system for recording beneficiaries by type of service.
- **shelter and other services (supporting the beneficiary's stay in the family and immediate environment).** The service exists and is available to beneficiaries. There is a shelter in Lipljan, and a Social Work Center has one case where a parent agreed to send a child.

Within the category of advisory-therapeutic and social-educational services, the following service is available to beneficiaries:

- **intensive support services for families in crisis,** which formally does not exist as a separate service but is implemented through an advisory character (only in the sense that everyone is given advice)
- **advising and supporting parents, foster parents and adoptive parents**

- service to support a family caring for their child or an adult family member with developmental disabilities
- service, maintenance of family relations and family reunification
- Service, maintenance, counselling and support in cases of violence

INDICATORS - Social Protection Leposavić Municipality

Number of families of children with developmental disabilities using financial compensation for assistance and care of another person	13
Additional information	
In total, there are 336 beneficiaries. They deal with material giving. Benefits for children with unemployed parents, where children are up to 5 years of age – 166 Benefits to single parents with children up to 18 years of age - 50	

8.2 Education and upbringing

Municipality of Zvečan

Data on the status and services of education in the jurisdiction of local self-government units for 2020 were collected in the period from June to December 2021. The data collection process showed the existence of the following services in the municipality of Zvečan according to defined categories.

- **Nursery (children from 6 months to 3 years)** – Regular school curriculum exists and is obtained from the Ministry of Education for each year. The service is available only in the Zvečan settlement, while in rural areas this service does not exist and beneficiaries from these areas mostly bring children to the "Lane" Preschool Institution in Zvečan. Number of children using the service 67 (37 boys and 30 girls). Until 2020, no comprehensive research was done for this age of children, there is a lack of younger professional staff, no speech therapist, no defectologist. Space is missing, as there are large groups of participants, especially at this time of the presence of COVID-19 virus. There is also a lack of didactic material, Lego, Montessori toys because they are safe for children of that age. The institution implements extracurricular activities (folklore and drama section). There is a lack of socialization of children in the open space i.e., organization of mini excursions with children. There is also a lack of additional educators to organize additional extracurricular activities.
- **Kindergarten (for children from 3 to 5 years)** - the institution has a regular school curriculum (teaching activity). The curriculum is received through the School Administration and from the RS Ministry of Education. The program is attended by 120 children (67 boys and 53 girls). In addition to the extra space they need to provide their services in rural areas, they lack the dental services they could have within the facility. The institution implements extracurricular activities through drama section and folklore.

- **Preparatory preschool program (from children aged 5 and a half to 6 and a half years)** – the institution has a regular school curriculum attended by 81 children (37 boys and 44 girls). The institution does not carry out extra-curricular activities.
- **Primary education (classes from grade 1 to 4)** – the institution has a regular school curriculum that is obtained from the Ministry of Education of the Republic of Serbia. The service is available in the settlement of Zvečan, as well as in rural areas (Žerovnica, Grabovac and Banjska). The regular program is attended by 298 children (138 boys and 160 girls) aged 7-11. They lack personal assistants as there are school children working under IOP 2. Each of these schools has adequate space for teaching, while they need tablets to monitor online classes. The institution regularly carries out extracurricular activities through drama, sports, environmental, choir and orchestra sections.
- **Primary education (classes from grade 5 to 8)** - the institution has a regular school curriculum within 3 elementary schools in Zvečan, Žerovnica and Banjska, which are attended by 329 students aged 11 to 15, of which 149 are boys and 180 girls. Schools carry out regular extracurricular activities through folklore, fairs, humanitarian actions, sports events and ecological sections.
- **Secondary education (classes from grade 1 to 4)** – institution (secondary school in Zvečan) implements a regular curriculum attended by 225 children aged 15 to 18, 102 of them are boys and 123 girls. Trained professors with knowledge in the field of nursing are missing. The school doesn't own its own building, so it's still short of space. The equipment for the nursing cabinet is missing. The institution does not carry out extra-curricular activities.

INDICATORS - Education and upbringing in Zvečan Municipality

Number of children included in pre-school education	Number of children included in pre-school education (total)	81
	number of children – boys	37
	number of children - girls	44
Number of institutions that include children in the preparatory preschool program one year before starting school		1
Number of children involved in primary education	Number of children involved in primary education (total)	627
	Number of children in rural areas (boys)	74
	Number of children in rural areas (girls)	97
	Number of children in the urban environment (boys)	213
	Number of children in the urban environment (girls)	243
Data on inclusion of children with developmental disabilities in inclusive primary education, based on data from the interdepartmental commission (total)		1
Number of children involved in secondary education	Number of children involved in secondary education (total)	225
	Number of children in the urban environment (boys)	102
	Number of children in the urban environment (girls)	123
Number of involved children with developmental disabilities in secondary education		2

Municipality of Zubin Potok

Data on the status and services of education in the jurisdiction of local self-government units for 2020 were collected in the period from June to December 2021. The data collection process showed the distribution of the following services in the municipality of Zubin Potok according to defined categories.

- **Nursery (children from 6 months to 3 years)** – the institution has a regular school curriculum and plans and implements its work plan every year. Every 4 years, a new "Development Planning" is implemented. All beneficiaries cooperate with educators and professional services on a daily basis. The institution has 95 beneficiaries aged up to 3 years (53 boys and 42 girls). The institution lacks comprehensive research on early development (using didactic boards, focus research centers). The institution owns an appropriate space. In addition to regular activities, extracurricular activities are also realized through the drama section, humanitarian actions, sports events, competitions, etc.
- **Kindergarten (for children from 3 to 5 years)** - the institution makes an annual plan every year, while every 4 years it creates a "development plan". The program is attended by 149 children aged 3 to 5, 85 of whom are boys and 64 girls. The institution lacks an action plan on compulsory learning of a foreign language in kindergarten, starting from 3rd year of age. The institution implements extracurricular activities through the drama section, humanitarian actions, sports events, competitions, etc.
- **Preparatory preschool program (from 5 and a half to 6 and a half years)** – the institution has a regular school plan. Every year, a new work plan is made and educators realize the planned activities on a daily basis. The program is attended by 67 children aged 6 to 7, 30 boys and 37 girls. The institution lacks a research centre using information technology and supporting equipment. In addition to the regular program, extracurricular activities are implemented through various sections, humanitarian actions, sports events, etc.
- **Primary education (classes from grade 1 to 4)** – Primary education in the municipality of Zubin Potok takes place in 3 elementary schools that have regular school plans.
 - Primary school "Jovan Cvijić" has 227 pupils aged 7 to 11 (113 boys and 114 girls)
 - Elementary school "Blagoje Radić" has 39 pupils aged 7 to 11 (20 boys and 19 girls)
 - Primary school "Petar Kočić" has 50 pupils aged 7 to 11Schools lack IT equipment (computers, projectors, interactive boards, didactic materials) for smooth functioning. In addition to the regular program, schools also carry out extra-curricular activities through sports events, various sections and humanitarian activities.
- **Primary education (classes from grade 5 to 8)** -
 - Primary school "Jovan Cvijić" has 281 pupils aged 11 to 15 (135 boys and 146 girls)

- Primary school "Blagoje Radić" has 38 pupils aged 11 to 15 (20 boys and 18 girls)
- Primary school "Petar Kočić" has 23 pupils aged 11 to 15 (11 boys and 12 girls)

In addition to the regular program, schools also carry out extra-curricular activities through sports events, various sections and humanitarian activities.

- **Secondary education (classes from grade 1 to 4)** – institution (realizes a regular school plan and program where 271 children aged 15 to 18 years attend, of which 119 are boys and 98 girls. Missing devices and equipment for the language laboratory (Russian, English and Latin). Realizes extracurricular activities.

INDICATORS - Education and upbringing in Zubin Potok municipality

Number of children included in pre-school education	67
Number of children involved in primary education	342
Number of children involved in secondary education	217

Municipality of Leposavić

Data on the status and services of education in the jurisdiction of local self-government units for 2020 were collected in the period from June to December 2021. The data collection process showed the existence of the following services in the municipality of Zvečan according to defined categories.

- **Nursery (children from 6 months to 3 years)** – the institution has a regular school curriculum and plans and implements its work plan every year. In the municipality of Leposavić and its surroundings, there are 3 institutions that provide services for children up to 3 years of age.
 - Preschool "Our Joy" has 256 children (129 boys and 127 girls)
 - Preschool "Happy Childhood" has 95 children (55 boys and 40 girls)
 - Bambi Preschool Institution has 81 children (37 boys and 44 girls).
 All beneficiaries cooperate with educators and professional services on a daily basis. The facility lacks equipment and didactic material. The institution does not carry out extra-curricular activities.
- **Kindergarten (for children from 3 to 5 years)** - the institution has an annual plan and program that is revised and supplemented every year.
 - PI "Our Joy" 171 (93 boys and 78 girls)
 Missing equipment, inventory and didactic material. The institution implements extracurricular activities through workshops, humanitarian actions, sports events, visits, English language, practical activities, etc.
- **Preparatory preschool program (from 5 and a half to 6 and a half years of age)** – the institution has a regular school plan that is updated every year.
 - PI "Our Joy" 89 children (50 boys and 39 girls)
 - PI "Happy Childhood" 37 children (16 boys and 21 girls)
 - PI "Bambi" 29 children (14 boys and 15 girls)

In addition to the regular curriculum, extracurricular activities are also realized through various excursions and stands, sections, humanitarian actions, sports events, etc.

- **Primary education (elementary classes from grade 1 to 4)** – Primary education in the municipality of Leposavić takes place in 3 elementary schools that have regular school plans.
 - Primary school “Leposavić” 309 pupils aged 7 to 11 (168 boys and 141 girls)
 - Primary school "Stana Bačanin" 205 pupils aged 7 to 11
 - Primary school "Vuk Karadžić" 115 pupils aged 7 to 11

Schools lack school inventory, IT equipment (computers, projectors, interactive boards, didactic materials), equipment for the gymnasium, costumes for the drama section for smooth functioning. In addition to the regular program, schools also carry out extra-curricular activities through sports events, various sections and humanitarian activities.

- **Primary education (classes from grade 5 to 8)** – the institution has a regular curriculum.
 - Primary school “Leposavić” 337 pupils aged 11 to 15
 - Primary school "Stana Bačanin" 184 pupils aged 11 to 15
 - Primary school "Vuk Karadžić" 114 pupils aged 11 to 15

In addition to the regular program, schools also carry out extra-curricular activities through sports events, various sections and humanitarian activities.

- **Secondary education (classes from 1 to 4 grades)** – is carried out in 2 secondary schools in the territory of the municipality of Leposavić:
 - “Nikola Tesla” Technical School with 282 students aged 15 to 18
 - Agricultural School "Priština Lešak" with 82 pupils aged 15-18

In addition to the regular school curriculum, the institution also carries out extracurricular activities through drama sections, sports activities, humanitarian actions, practical activities, research, etc.

INDICATORS - Education in Leposavić Municipality

Number of children included in pre-school education	432
Number of children with developmental disabilities involved in preschool education	2
Number of children covered by the preparatory pre-school program for children one year before starting school	155
Number of institutions that include children in the preparatory preschool program one year before starting school	3
Number of children involved in primary education	1264
Number of children with developmental disabilities included in special schools or departments within primary education, based on the data of the interdepartmental commission	8
Number of Roma, Ashkali and Egyptian children in primary education	2
Number of children with developmental disabilities continuing education after primary education	1
Number of children with developmental disabilities involved in secondary education	1
Number of Roma, Ashkali and Egyptian children involved in secondary education	1

8.3 Juvenile Justice – Municipalities in northern Kosovo

In the territory of 4 northern municipalities in Kosovo, there is no **juvenile counselling service**. There are counselling centres for victims of violence, but specific counselling centres for minors do not exist in any municipality in the North of Kosovo. If cases require the opinion of a psychologist, in court proceedings, support is requested from municipal institutions such as the Centre for Social Work or other centralised institutions in Pristina. As part of the missing services, the missing measures of resocialization of minors after the criminal offense has been committed are listed, as well as licensed counselling centers for minors who have behavioral problems, as well as a great need to educate new staff in the field of juvenile justice because in this current one, there are a total of 5 persons (officers) who deal with this problem in the territory of the northern part of Kosovo. Also, the lack of adequate space is a major problem when it comes to situations of interrogation of a minor.

The **Club and Day Service for children and young people with behavioural problems** does not exist at the local level, but it is of great importance when making correctional orders for minors. This could be an additional space for a minor to spend their time or perform certain measures.

The **mediation** service exists throughout the territory of the Mitrovica region, which is regulated by law. The mediation process is used by both the court and the prosecution, both in criminal and civil cases. This form of dispute resolution is exclusively used when certain conditions are met by law. Mediation is available to everyone, there are licensed mediators who are hired through the Mediation Center to act on cases. The number of mediators is determined by the number of the population. Neither the court nor the prosecutor's office keeps statistics on the number of cases resolved through mediation. A service for **developing volunteer capacities (involving volunteers in activities with children)** exists through the civil sector. The services are available to all interested parties. The court and the prosecutor's office have volunteering programs concerning work in these institutions and these are mostly administrative tasks. It is necessary to establish cooperation in terms of volunteering between the court and the prosecutor's office, as well as other institutions, in order to create a single work plan of volunteers who could gain an overall picture of the functioning of these institutions.

The service of **warning and guidance measures (court reprimand and special obligations)** is implemented and is available to beneficiaries. These measures are imposed by the court on minors with the aim of avoiding the introduction of a minor child into a more serious procedure. These measures are exclusively available to the perpetrators of criminal offences, but all of these are different from case to case and type of offence committed.

The service of **enhanced surveillance measure** is carried out through:

- Strengthened supervision by parents, adoptive parents or guardians
- Enhanced supervision by guardianship authorities
- Strengthened supervision in the second family
- Increased supervision with Day Service in the appropriate institution for the upbringing and education of minors

These types of measures are carried out under the supervision of the court. All these measures are imposed for a fixed period, which have an assessment period if they do not give the desired effects, these measures can be replaced by the court. In cooperation with other institutions, these measures are implemented, measures of increased supervision by the social work center and by parents are current. Increased supervision in another family is difficult because it is necessary to first form such families in which this measure would be implemented, this measure is not popular in our decisions.

The service of the **institutional measure** is implemented and is available to beneficiaries through:

- Referral to an educational institution
- Referral to an educational-correctional facility
- Referral to a special treatment and training facility

Institutional correctional measures are:

- placement of minors in an educational institution
- placement of minors in an educational-correctional institution
- referral of minors to a special care facility

These measures shall be imposed on a minor whose best interests have been met by isolation from his or her earlier environment and by a long-term measure that provides the minor with the opportunity for upbringing, rehabilitation or treatment.

INDICATORS – Juvenile Justice

Number and type of specialized services/measures/programs available to children and families in the field of juvenile justice	Number of specialized services/measures/programs	7
	Mediation	1
	Consultation and Opinions Centre for Social Work	6
Established a multi-ministerial local team to protect children from abuse and neglect		NO
Number of juvenile cases Pre-trial	Criminal juvenile cases at the beginning of the year	2
	Criminal juvenile cases received during the year	5
	Criminal juvenile cases solved in a year	5
	Unsolved juvenile criminal cases	2
Number of juvenile cases Main raid	Criminal juvenile cases at the beginning of the year	71
	Criminal juvenile cases received during the year	15
	Criminal juvenile cases solved in a year	28
	Unsolved juvenile criminal cases	58

9. RECOMMENDATIONS

Social protection

Within the area for Social Protection, all municipalities in northern Kosovo should, in accordance with their capabilities, improve the form of recording beneficiaries and cases and thus increase data transparency. This deficiency could be eliminated by establishing and creating a unified database. The scope for improving this segment is reflected in the establishment of a comprehensive data collection framework. The available data are not systematized and reliable, and a special confusion is created by the dual system, within which individual institutions function. Overcoming this problem is reflected in the creation of a software digitized mechanism for data collection, which would be systematized into quantitative and qualitative data (according to gender, level of education, nationality, social and ethnic entity). Also, it is necessary to work on processes to raise awareness among institutions about the importance of systematized data collection and to point out the clear responsibility of institutions for collecting them. Reliable data would provide space for strategic planning and development of national policies, laws and programs, as well as the development of mechanisms for monitoring children's rights.

Due to the inability of institutions in the field of social protection to offer services defined by law, it is necessary to continuously point out the importance of institutionalized cooperation with the civil sector and the application of a proactive approach with the aim of achieving long-term cooperation and support in the provision of services or resources that the institution itself does not achieve. Moreover, there was a need to allocate additional donor funds to organizations with a mandate of children's rights, as well as the continued empowerment of the civil sector profiled in the field of children's rights in the four municipalities in northern Kosovo, given the current situation that indicates a lack of operational organizations in these environments.

It is common knowledge that in the territory of four municipalities of the northern part of Kosovo (North Mitrovica, Zvečan, Zubin Potok and Leposavić), the dualism of the system (Kosovo and the Republic of Serbia) is present, which contributes to the fact that it is very difficult to determine which legislative policy is applied in a given situation. When this fact is added to the non-transparency regarding the availability of data related to children and young people, we also come to the situation that additional efforts are needed from all actors in synthesizing this data where we need systems that would enable the generation, reporting and use of data. Accordingly, it is necessary to strengthen both human and financial resources and to provide access to information within both systems.

Particular focus should be focused on marginalized groups that are even more vulnerable - Roma, Ashkali and Egyptian communities that, despite the presence of a dual system, still face problems in obtaining personal documents. This affects their ability to access social protection services.

Upbringing and education

Within the field of education in the territory of the four municipalities of the northern part of Kosovo (North Mitrovica, Zvečan, Zubin Potok and Leposavić), it is necessary to enable institutions and schools as holders of social changes to continuously develop the

competences of teaching staff and to create or develop existing participatory content. In addition to the implementation of the regular curriculum, institutions and schools should, with the help of civil society organizations, improve the content of extracurricular activities and provide additional support in human resources. It is also necessary to organize and provide specialist courses and trainings for teachers in schools, for different educational levels.

Continuous cooperation between local self-government, civil society and schools and institutions would open space for improvement of infrastructure, construction of new ones, reconstruction of existing ones and also adaptation of alternative spaces (by organizing services within primary and secondary schools with the option of use and other public or private facilities), then improvement of the library fund and interactive spaces, introduction of innovative and flexible educational programs (by creating various video and audio content). Mutual cooperation would enable better detection and responses to the needs of children with special educational needs, by developing programs for active participation of parents.

In this area, too, it is necessary to improve the system for generating, reporting and using data on the basis of which mechanisms for identifying potential problems would be created as well as preventive programs.

Juvenile Justice

After the integration of the Serbian judiciary into Kosovo, the Basic Court in Mitrovica and its subsidiary departments finally started operating in 2018. Politically, it was a significant step in normalizing the situation in the region. In practice, Kosovo's institutions failed to prepare for all those years behind and had to improvise at the last minute. In such a situation, within the framework of juvenile justice, additional efforts by all actors (local self-government, central authorities, civil sector and international organizations) are needed to improve the field of services, which would be reflected through:

- professional specialization of professionals for work with minors, within all institutions dealing with children's rights, given the specificity of the age group, which furthermore requires continuous training of professional staff who would be closely specialized for work with minors and certain vulnerable groups within this category of minors.
- continuous emphasis on the importance of institutionalized cooperation with the civil sector and the application of a proactive approach with the aim of achieving long-term cooperation and support in the provision of services or resources that the institution itself does not achieve.
- continuous engagement of various actors in the realization of children's rights (NGOs, local self-governments, international donors)
- additional infrastructure initiatives
- additional engagement of human resources due to the presence of language barriers (assignment of subjects by language, because the work is divided along ethnic lines).
- improving the methodology for collecting reliable statistical data in accordance with the relevant legislation on juvenile justice.

Responsible governing at the local level

Within the area of responsible governing at the local level, municipalities in northern Kosovo (Zvečan, Leposavić, Zubin Potok) showed a different level of development and care for the best interests of the child, which is reflected in the different degree of availability of services for children and young people. The basis of the normative framework in the system of child protection in local communities is the Law on Local Self-Government, both under the³² Serbian system and under the Kosovo system³³. The data collection process carried out in the past period has shown multiple shortcomings that need to be addressed by involving all relevant actors. By acting together, the efficiency and degree of development of local self-governments can be improved through:

- establishing a systematic and continuous monitoring of the situation of children and young people and through the formation of an official body within municipal institutions, which would furthermore cooperate closely with all organizations dealing with child protection and the civil sector. In addition to reporting on the situation of children and young people, the independent monitoring body would also make suggestions, develop policies and strategies in relation to identified needs.
- establishing a mechanism for collecting cross-sectoral data on the situation of children (not available and not collected systematically and continuously)
- establishing and strengthening the capacities of the multisectoral child protection team at the municipal level
- ensuring technical and financial conditions to support social, educational and health care for children and young people
- developing a strategic approach in the area of poverty reduction at the local level (strategies, administrative instructions, protocols, regulations) as well as defining priorities in resource building in the distribution of income and budgeting for the establishment and improvement of services
- initiating the process for children to be in focus through the implementation of the "municipality fit for children" model
- advocacy to increase public budgets for services related to children
- establishing the process of transparency of municipalities due to the presence of dualisms in institutions and public policies in relation to children, which are reflected at the normative level in various regulations and standards system, as well as the absence of transparency in the functioning of public bodies and services
- improving cooperation with holders of responsibilities and public institutions, which is ad hoc and non-continuous, often based on personal contacts, without institutionalizing knowledge and cooperation mechanisms, as well as without a clear vision of the purpose and well-being of children.

The decentralization process has proved challenging, as municipalities in many cases do not have the technical capacity to meet the requirements in accordance with national

³²http://www.paragraf.rs/regulations/law_o_lokalna_samoupravi.html

³³<https://mapl.rks-gov.net/en/legislacioni-dhe-politikat-sr/ligjet-per-veteqeverisjen-lokale-sr/>

legislation (lack of budget – children do not receive the social protection services they need). The long-standing problem of political instability in municipalities in northern Kosovo still limits the central and local authorities' response to the realization of children's rights. Public institutions most often act reactively, in isolated actions within routine activities, insufficiently in partnership with each other and with civil society organizations, and there are rare examples of a proactive approach with civil society organizations and initiatives of cooperation.