

UNICEF ANNUAL REPORT for Bosnia & Herzegovina



1. EXECUTIVE SUMMARY

Social Protection and Inclusion (SPI) has been a key area of achievements both (i) at the policy level, with the finalisation and partial adoption of the Social Inclusion Strategy (SIS), which covers children and families, and the continued support to coordination mechanisms across sectors and across levels of government (State, Entity, Canton and Municipality) around SPI and, (ii) at the municipal level, with the development of SPI action plans (with a focus on children with disabilities) and with the implementation of Participatory Action Research activities to enable children to contribute to these municipal plans.

Integrated Early Childhood Development (IECD) was positioned on the agenda of Bosnia & Herzegovina (BiH): Entity situation analyses were used to advocate with decision-makers and to inform the cross-sectoral and participative development components of draft Entity ECD policies; three new IECD centres (with a focus on marginalised children) were established; and campaigns on the importance of early childhood development were promoted.

BiH intensified work in promoting Justice for Children, with the development of by-laws in Republika Srpska, the assessment of the Juvenile Justice system, and the establishment of governance structures in nine municipalities. Inclusive and intercultural education was promoted with schools and education authorities.

In some areas, progress has been slower than expected especially in relation to the adoption and implementation of policies and strategies at the different government levels. The process of establishment of new governments after the October elections, which is still on-going, also impacted the pace of implementation.

UNICEF maintained close partnerships with Government authorities at all levels. The partnership with the European Union has been instrumental in relation to SPI but also to ensure the inclusion of child-related issues in the EU Progress Report and the new Multi Annual Indicative Planning Document. Collaboration with UN Agencies has been strengthened especially around the MDG-F programmes. Partnerships with bilateral donors contributed to results especially in relation to Justice for Children (SDC, SIDA) and SPI (DFID and Government of Norway). Collaboration with NGOs, children's groups, the media and the private sector also played an important role.

An audit, which was conducted in July, concluded that all areas (governance, programme management, and operations support) are satisfactory.

2. COUNTRY SITUATION AS AFFECTING CHILDREN AND WOMEN

The year ended on a positive note with the liberalisation of visas for BiH citizens but, overall, according to the EU Report, progress towards EU membership and reforms remained slow. Attempts to facilitate constitutional reform were undertaken but limited progress was made and requirements for closure of the OHR were not met. The elections met international standards (OSCE/ODIHR) and, once governments are formed, are expected to open the ground for enhanced cooperation. As the pace of reforms accelerates, it will offer additional opportunities and mechanisms for enhanced

cooperation towards fulfillment of child rights. The progress in respect of the Millennium Development Goals (MDGs) is mixed as seen below.

MDG1: Despite a moderate economic recovery, 18.2% of the population still lives below the relative poverty line. Children are particularly affected and the most vulnerable are those without parental care, those with disability, Roma children, and those displaced and living in rural areas. Unemployment increased from 24.1% to 27.2% in 2010 and particularly affects young people (57.5%). While BiH spends 3 times more than the regional average on health and social work (4.56% of its GDP vs. 1.6%) the poorest are not adequately reached (the poorest quintile receives only 17%).

Over 80% of children under 6 months of age are not exclusively breastfed and malnutrition remains a concern (stunting: 7%; underweight children: 3.2%) especially among vulnerable groups. Roma children are five times more likely to be underweight and three times more prone to stunting. BiH also has the highest overweight prevalence in CEE/CIS: 27% of children aged 6-24 months are overweight.

MDG 2: A Framework Law on Pre-School Education makes one year of preschool education compulsory but implementation is slow and pre-school attendance is estimated at only 13% -. Gross enrollment and completion rates in primary education are 97.8% and 98% respectively leaving behind mostly children from vulnerable families. For instance, only about 50% of Roma children enroll in primary school and merely 32.6% complete it. Segregated education remains a concern as well as in-school discrimination.

MDG 3: While BiH has legal and institutional frameworks to promote gender equality, progress on the ground has been limited especially as regards employment practices, income distribution or political participation.

MDG 4: The child mortality rate of 14.4 is the second highest in SEE, after Albania. Immunization rates are as low as 80% for some vaccines and coverage is significantly lower for vulnerable groups (only 26% of children from socially excluded groups received vaccines as scheduled. Only 40% of Roma children are fully immunized). Increasing measles outbreaks, and stock-outs of vaccines indicate the challenges facing the health care system and the need to take corrective measures. **MDG 5:** Iron deficiency anaemia is high amongst pregnant (39%) and lactating women (48%) and among children.

MDG 6: HIV/AIDS prevalence is low (163 registered cases of HIV). Most HIV+ are men, and heterosexual sex is the most common mode of transmission. Although efforts have been made in prevention and treatment, the country faces challenges in terms of increased numbers of IDUs, sex workers, and STIs.

MDG 7: Access to safe drinking water is not yet ensured for the whole population and only 36% can access a centralised sewage system. BiH is also the most mine-endangered country in Europe with up to 220,000 mines still unexploded, directly affecting the safety of 900,000 people.

MDG 8: BiH adopted the Paris Declaration and agreed to fulfill 56 partner obligations under five main principles: ownership, integration, harmonization, results based management and shared responsibility. The MoFT, which chairs a Donor Coordination Forum, is leading the implementation of the Declaration

MDG Declaration: While there is a lack of statistics on children in institutions, child victims of violence and trafficking, there are indications that the number of children without primary caregivers placed in institutions is not decreasing, and that domestic violence continues to be of concern. The justice system for children needs to be further reformed, in line with international standards.

3. CP ANALYSIS & RESULT

3.1 CP Analysis

3.1.1 CP Overview:

The UNICEF BiH 2010-2014 Country Programme comprises two Programme Components: 1) Social policies and child rights monitoring; and 2) Integrated and Inclusive Systems for Children.

Overall, in 2010, out of 23 key results planned in the 2010-2011 Work Plans, 18 are on track (78%) and 5 have been constrained (22%):

- For the first programme, 5 out of 7 key results planned are on track and 2 have been constrained.
- For the second programme, 13 out of 16 key planned results are on track and 3 were constrained.

3.1.2 Programme Strategy

3.1.2.1 Capacity Development:

In line with the 2010-2014 Country Programme Action Plan for BiH and the UNICEF global Medium Term Strategic Plan (2006-2013), the Country Office (CO) has been providing support for national capacity building to fulfil children's rights, with emphasis on strengthening policy frameworks, inclusive service delivery and integrated protection systems, as well as key institutions.

Based on evidence collected since 2007 (including findings from a Country-Led Evaluation), capacity building strategies were developed and supported in priority areas such as: data collection and analysis, strategy and policy development, monitoring and evaluation, budgeting for children and strengthening systems across social sectors, to ensure a continuum of services, with a focus on the most vulnerable and marginalized children and families.

Support for capacity development was focused on: 1) strengthening policy making, planning and monitoring processes (e.g. SIS, ECD policies, juvenile justice strategy, DevInfo databases to monitor the status of children); 2) enhancing institutional and organizational capacity (e.g. Entity Ministries, BHMACH, Agency for Education, Public Health Institutes, Centres for Social Work, the media); 3) the development of individual capacities related to their obligations to realizing children's and women's rights (e.g. teachers, ECD staff); and 4) strengthening rights-holders' capacity to claim their rights (e.g. groups of children involved in participatory action research, child rights monitoring, action planning, fund-raising and implementation).

In 2010, UNICEF aimed at enhancing BiH's Social Protection and Inclusion System by analysing gaps in duty bearers' functions as well as the perceptions of children and parents. These baseline studies are used for strategic capacity-building interventions.

Experience shows that good results are achieved when support to strengthening capacities is mainstreamed into existing initiatives (such as pre-service and in-service training) to ensure sustainability, and when efforts are accompanied by social mobilization strategies. Enhanced partnerships with other UN agencies, civil society and community groups also help develop synergies and maximise resources for bigger impact.

3.1.2.2 Effective Advocacy:

In order to position ECD amongst BiH priorities, the CO implemented a comprehensive advocacy strategy around "ECD – Best start for every child" which included a) promoting two entity ECD situation analyses to identify and raise awareness on the situation of young children especially around pre-school (for whom facilities are meagre, especially in rural areas and for Roma children), nutrition/anaemia (especially high amongst pregnant

women) and low levels of immunisation, b) organising a high level ECD Conference, c) providing technical assistance for the design and implementation of ECD Policies, d) promoting ECD campaigns with Ambassador Dzeko and private companies (M-Tel and American Chamber of Commerce), e) promoting IECD centres as a sustainable low-cost model to improve ECD at the local level and f) advocating for ECD with EU, WB and NGOs.

To continue persuading decision-makers to improve social protection, UNICEF advocated around the concept "For every child" with governments at all levels, and in municipal referral systems. The CO also advocated the inclusion of SPI in the EU 2011 – 2013 MIPD for BiH; supported the WB to focus on children in their recommendations on reform of social assistance; strengthened relations with media (including through a journalistic award); and promoted advocacy materials (e.g., a documentary on children with Down Syndrome). To stimulate participation, UNICEF promoted a web platform (www.zasvakodijete.ba), supported a "Kids Festival" for children from different parts of the country and promoted "Walls of children's wishes and requests" to present children's wishes to decision-makers.

Advocacy to support MDGs and CRC with equity was also organized around the Regional Director's visit to BiH and around the CRC Anniversary (instead of the MDG Summit, which coincided with the country's electoral campaign). By formulating journalist-friendly messages supported by evidence-based arguments for sharpening policy to improve the lives of vulnerable children and families, the CO contributed to raise public awareness around disparities and the need to narrow the gaps.

Following a UNICEF study showing that one in four BiH households owns a weapon, UNICEF and UNDP initiated the campaign "Who is the next victim?" to mobilize governments, civil society, media and celebrities around the risk of Small Arms and Light Weapons (SALW).

3.1.2.3 Strategic Partnerships:

In a complex administrative structure, UNICEF's partnerships with government at all levels (State, Entity, Canton and Municipality) have been instrumental in facilitating horizontal and vertical coordination, particularly related to social protection and inclusion, ECD policies, and the reform of the justice system for children. Since EU accession is the main driver of change in BiH, the CO has been building on its partnerships with the EU, especially around SPI. Cooperation includes joint advocacy around Social Protection, ECD and the CRC, as well as contributing to the EU Progress Report and the new MIPD.

Besides the UNCT and its sub-groups, UNICEF partners with UN agencies in three MDG-F funded programmes; leads a working group on SPI that coordinates UN work in this area; coordinates a working-group to build on the MDG-F programme to further position the UN on Youth; and jointly advocates around SALW with UNDP. UNICEF has also strengthened partnerships with the WB (covered by an MOU) around Child Poverty; with SIDA, SDC, OSCE and Italian Cooperation around Juvenile Justice; with Save the Children Norway and the Soros Foundation around an alliance for "Righteous Education", which is now being expanded to include the wider international community.

Partnerships with local NGOs such as IBHI, Hi Neighbour, and Genesis have been invaluable to programme implementation and for strengthening civil society. Since partnerships with the private sector are important not only to raise funds but also to advocate for children's rights, the CO amplified its collaboration with M:tel to include joint advocacy activities around ECD; set up a strategic partnership with the American Chamber of Commerce involving fund-raising and visibility advocacy events around ECD;

and used the global international partnership with Pampers to increase visibility within the private sector.

The year 2010 was also used to strengthen partnerships with media for a better coverage of child-related topics (e.g. through capacity building and round- tables on immunization); a broader promotion of children's rights (e.g. through documentaries on education, programmes on HIV/AIDS), and MOUs were signed with two public broadcasters around children's rights.

3.1.2.4 Knowledge Management:

In order to enhance Knowledge Management (KM), the CO implemented a range of strategies to identify, create, distribute, and promote the use of data, information, lessons learned and experiences with partners and within the office. The CO supported and disseminated several research studies to generate and provide information on the most disadvantaged mainly through situation analyses (on ECD, Children Without Parental Care and Juvenile Justice) and KAP (Knowledge Attitudes and Practices) surveys with a focus on hard-to-reach Roma, rural and re-settled families (on ECD, immunisation and child safety).

UNICEF supported Municipalities to establish mechanisms to generate child related information through the introduction of municipal databases on child related indicators and the promotion of DevInfo. Knowledge sharing with external partners occurred regularly through meetings, working groups and training.

More advanced knowledge-sharing techniques were piloted. The most successful is the establishment of UNICEF fan pages on FaceBook, which reached about 2,500 fans in a few months. The CO continued piloting the SPIS programme web page, facilitating access by partners (including 50 government partners) to documents and reports within eight sub-projects and eight entity working groups. However, while a useful instrument for knowledge dissemination, it requires more technical knowledge and time than initially planned.

Key outcomes of discussions from the Communities of Practice were channelled through the SPIS programme. Eight entity Working Groups (WGs) with representatives from various ministries and administrative units were able to exchange knowledge and practices at local, Entity and State level. The WGs covered all aspects of Social Protection and Inclusion in BiH.

To enhance internal knowledge-sharing, a knowledge management (KM) folder was established on the shared drive with about 40 topics and the M&E Officer was nominated as KM focal point. While it facilitated access to selected information for documentation, reporting and briefing purposes (incl. for embassies, academia and ministries) it needs enhanced data base and searching systems to make it more effective. E-mail and paper documents as well as regular weekly all-staff meetings and programme coordination meetings remained key channels of knowledge sharing within the office.

3.1.2.5 C4D Communication for Development:

Situation Analyses on ECD and focus groups with vulnerable families identified a need for parenting education, especially in rural hard-to-reach areas, to improve practices related to pre-natal care, breastfeeding and nutrition, early learning, early stimulation and discipline. Based on these findings, key messages were developed, pre-tested and incorporated into video and print materials, to be disseminated through the media and during community parenting sessions.

The UN MDG-F Culture for Development programme conducted a survey to assess knowledge, opinions and behaviours of citizens with regard to culture and inter-cultural

tolerance. Based on the survey results, a Behaviour Change Communication Strategy was developed to foster positive attitudes towards intercultural cooperation, improve relations between different communities, and strengthen the school's role in promoting tolerance and intercultural education. Activities, based on the survey findings and analysis of the context, media and audiences, will take place in 2011. Since research showed differences between municipalities in terms of behaviours, media usage and coverage and target audiences, activities will be municipality-based.

An edutainment TV serial, "No risks", was produced as part of a Communication for Behaviour Change strategy developed by UNICEF, with stakeholders. This strategy was based on the results of a behaviour study on Most-At-Risk Adolescents with HIV/AIDS which confirmed the low level of awareness about risks and available services. In parallel, a strategy for social media campaign targeting young people is being developed. Young people will have an opportunity to share and receive information, and to actively participate in the campaign. Social media will also be used as an instrument to measure the impact of the overall campaign and to give directions for the work ahead. In 2010, the UN Secretary General's report to the General Assembly on "C4D programmes in the United Nations system" highlighted successful activities undertaken by UNICEF BiH and its NGO partner, Genesis, on Mine Risk Education through puppet shows in schools.

C4D will be further strengthened as a powerful strategy to promote behaviour changes across programmes, with the recent establishment of a C4D Officer position.

3.1.3 Normative Principles

3.1.3.1 Human Rights Based Approach to Cooperation:

The human-rights based approach (HRBA) underpins all UNICEF BiH programmes. Strategies and interventions are being fine-tuned to ensure a more systematic equity focus.

At the municipal level, the CO supports local governments to assess local needs as well as duty bearers' capacities in the area of social protection and inclusion. Municipal Action plans are then developed and strategic capacity building interventions are implemented to address the gaps identified through these assessments.

Children's and youth's right to participate in local community decision making processes is promoted through the implementation of Participatory Action Researches (PAR) in 23 municipalities. Children and youth groups, supported by adult groups, conduct peer surveys to identify child and youth related priority issues. Based on the survey findings, PAR groups develop Action Plans identifying objectives, means for their achievement, and people and institutions (including private sector) that can assist. As these PAR groups are represented in the municipal SPIS MMBs, their Action Plans become an integral part of the official Municipal Action Plan, thus ensuring sustainability.

In 2010, UNICEF and UNDP implemented the MDG-F programme on "Democratic Economic Governance" in 13 new municipalities, applying the HRBA to promote access to improved social and utility services. The programme fosters participation in local government decision-making by vulnerable and excluded groups, through direct involvement in designing local action plans.

UNICEF continues to support the Ministry of Human Rights and Refugees (MoHRR) to report on the CRC and the Optional Protocols. The Ministry receives reports on CRC implementation in 20 municipalities, from local NGOs trained in CRC monitoring and reporting by UNICEF. The CO participated in the process of reporting on the two Optional Protocols and took part in the pre-sessional working group. Together with Save the Children Norway, UNICEF also supports Civil Society Organisations (CSOs) in preparation of their report. While the Committee on Child rights noted progress, their concluding

observations stressed the need to further harmonise legislation; establish policies/action plans/monitoring systems; allocate the necessary operational budget; and establish a centralized mechanism to collect disaggregated data.

3.1.3.2 Gender Equality and Mainstreaming:

In 2010, UNICEF, in coordination with other UN Agencies, conducted a BiH Gender Situation Analysis of BiH progress towards gender equity, implementation of the Law on Gender Equality, the Gender Action Plan and CEDAW recommendations. It concluded that BiH legislation in general lacks sufficient gender perspective and that harmonisation of BiH legislation with CEDAW requirements and EU standards is incomplete.

The report, which built on the findings of the 2009 Gender Scorecard, also assessed to what extent gender is mainstreamed in UN project planning and implementation processes, and concluded that gender mainstreaming needs strengthening in UN programmes through the involvement of gender experts in all programme phases; systematic training of UN staff; involvement of gender related NGOs; inclusion of gender-impact analyses and of regular UNCT and UNDAF gender-mainstreaming M&E; allocation of more funds at UNCT level for gender activities; and strengthened partnerships around gender at all levels of legislative and executive branches of power.

At the UNICEF CO level, special attention has been given to generating and analyzing disaggregated data including gender sensitive indicators in programme monitoring mechanisms, and incorporating gender analysis in SitAns, researches and studies. When supporting the design of policies, strategies and plans (e.g. ECD policies), UNICEF ensures that they promote the empowerment of women to take better care of their children. For example, NGO partners were sensitized on the need to have PCAs developed in a gender sensitive way that enables monitoring of women's and children's participation at the activity level. Progress reports are also scrutinized for reporting on gender specific results.

As part of the preparation for MICS4, UNICEF, UNIFEM, UNFPA and UNHCR agreed to include an extended module on violence against women as well as an additional module for Young Males, in order to obtain gender disaggregated data on HIV/AIDS, Sexual Behaviour and other socio-economic aspects of life, which are not traditionally collected within MICSs.

3.2 Programme Components:

Title: *Social policies and child rights monitoring*

Purpose:

The purpose of this programme component is to address gaps in institutional capacity for evidence-based policy design, implementation and planning at various governmental levels in BiH. It supports social sector reform, and formulation of policies and budgets, targeting vulnerable and socially excluded children, based on quantitative and qualitative analysis of disaggregated data and policy reviews across all social sectors. The main programme areas include social and economic policy development, communication for development (C4D) and partnerships for children's rights.

In terms of social and economic policy, the main five-year result planned is increased capacity for effective allocation of sufficient resources for children by the State-level MoCA, MoHRR, and Directorate of Economic Planning (DEP), entity and cantonal social sector ministries, and municipal governments. The programme provides technical

assistance to develop integrated policies and strategies to address the exclusion of vulnerable children and families and increase their access to basic social services. It supports State and Entity-level social-sector ministries and statistical agencies to use reliable, sex-disaggregated data on children, employing a mix of C4D, social mobilization and media strategies.

Together with the EU, Norway and DFID, this comprehensive Programme aims to strengthen Social Protection and Inclusion Systems (SPIS) for children. A joint UN programme on Democratic Economic Governance (DEG), funded by Spain through the MDG Achievement Fund, supports citizen participation in municipal governance to secure access to water.

Resources Used:

(Amounts in USD)

Description	RR	OR	TOTAL
Total approved as per CPD 2010-2014	1,450,000	4,770,000	6,220,000
Total approved for 2010 as per CPAP	270,000	1,260,000	1,530,000
Total spent for 2010 from all sources	268,702.36	1,557,197.91	1,825,900.27

Any special allocations (list): N/A

List of donors:

PBA Reference	Donor	Expenditure (in USD)
GC/2009/0084	RR	268,702.36
GS/2009/0041		39,831.19
SC/2007/0742	USAID	10,839.84
SC/2008/0171	United Kingdom - DfID	530,847.53
SC/2008/0916	Norway	11,200.00
SC/2008/1042	European Commission/EC	237,753.00
SC/2009/0840	UNDP (Spanish MDG-F DEG)	264,631.66
SC/2009/0927	European Commission/EC	462,094.69
TOTAL		1,825,900.27

Result Achieved:

An important step has been the finalisation of the Social Inclusion Strategy (SIS), which includes a comprehensive component on families and children. The SIS was adopted in the Federation of BiH and Brcko District, pending final adoption in Republika Srpska. Input from different partners, including UNICEF, contributed to its finalisation.

Within the framework of the SPIS (Social Protection and Inclusion Systems) programme, the Management Board (which includes State and Entity representatives and is headed by the Minister of Civil Affairs - MoCA) and other coordination mechanisms were strengthened setting the basis for enhanced cross-sectoral and cross-level coordination around SPIS and specifically around the SIS.

Increased awareness at all levels of the importance of SPI systems for children was achieved through regular communication and media activities (including with Goodwill Ambassador Dzeko).

At the local level, UNICEF contributed to strengthen coordination between the different sectors and service providers (including IECD centres, schools, centres for social work, institutions working with children with disabilities etcetera) resulting in enhanced social care for vulnerable children and their families.

By enhancing HRBA capacities, the programme supported the elaboration and implementation of human right based Municipal Action Plans (MAP) in 23 municipalities for social protection and inclusion of children, with a focus on children with disabilities (within SPIS) and on the mitigation of the impact of the increase of utility prices (within MDG-F Democratic Economic Governance - DEG). Participatory Action Research (PAR) activities were supported in 23 municipalities to enable children's participation resulting in action plans whose key priorities are included in the MAPs.

To strengthen data collection and analysis on children, integrated child-related indicator databases were implemented in 23 municipalities providing a solid foundation for regular data collection, including on issues related to economic and social marginalisation, to be used for strategy and policy development. Stronger cooperation between the Department for Economic Planning (DEP), Agencies for Statistics (at State and Entity levels), and Municipalities ensured data exchange, including through DevInfo.

UNICEF contributed to the improved knowledge and skills of government officials at all governance levels in the use of budgeting as a tool for child-related policy development.

To support CRC reporting, a network of 20 NGOs was established to monitor the CRC at local level. UNICEF also participated in the pre-session working group on the two Optional Protocols and, together with Save the Children Norway, supported the preparation of the civil society report.

The Ministry of Human Rights and Refugees (MoHRR) made recommendations on the state and entity legislations related to birth registration and trained social workers on monitoring the status of Roma children in local communities.

Main challenges have been limited coordination between the different government institutions, insufficient human and financial resources and limited or uneven absorptive capacity in government partners. The inherent complexity of the SPIS programme related to the large number of areas and partners involved, ensures a cross-sectoral approach to social protection and inclusion but also poses an additional challenge to effective coordination, planning, implementation and reporting,. The geographical dispersion of target communities complicates delivery adding to delivery costs but allows the programme to also generate results in remote areas, with a focus on the most marginalized families. As agreed with partners, the SPIS programme has been adjusted to address these constraints and, as part of the ERM exercise, specific actions have been identified to address these risks in 2011.

Three studies undertaken in 2010 are instrumental to revise short and long-term SPI targets and strategies:

- Situation analysis on the status of children and on the policy context related to SPI;
- Study on inter-sectoral functions and competencies in health, education and social welfare;
- Survey on capacities, attitudes and perceptions of service providers, children and parents within SPIS.

The programme, which contributes to strengthen cooperation between different levels and sectors, has strong **strategic partnerships** with government institutions at all levels, communities, civil society NGOs. Key partners include: BiH Council of Ministers, MoCA, MoHRR, Directorate for Economic Planning (DEP), Entity Ministries of Social Welfare, Education and Health, Centres for Social Work (CSWs), 23 Municipalities and Cantonal Ministries. Other strategic partners include the European Union, DFID and the government of Norway for SPI, UN Agencies (for the MDG-F joint programme), media, NGOs, children, parents, schools, and the private sector.

Future Workplan:

The SPIS programme is being adjusted, based on the recent participatory mid-term review process of the programme and on the EU and DFID monitoring mission. Special focus will be put on ownership and sustainability of the programme to which end, efforts will continue to institutionalise governance structures and sustain key initiatives. The programme will: develop protocols and standards to address gaps in service delivery in social and child protection and IECD, strengthen centres for social work and referral mechanisms, and refine municipal SPI system models for future scaling up.

The programme will aim at supporting the implementation of the Social Inclusion Strategy, with a focus on children. Support will be provided to develop an M&E framework and local capacity in child responsive budgeting.

UNICEF will continue to support BiH social sector partners in data collection, analysis and M&E, including through MICS4.

At the local level, UNICEF will support further institutionalisation of the coordination mechanisms around SPI as well as the implementation of the municipal action plans and of the children and youth PAR groups. The NGO CRC network will be supported and possibly extended.

Evidence-based C4D will continue to support projects through campaigns and other key strategies.

Title: *Integrated and inclusive systems for children*

Purpose:

The elements of Component 2 aim to improve and strengthen integrated and inclusive systems for vulnerable children and their families.

In Health & Early Childhood Development (ECD), UNICEF works to develop policies, integrate services across sectors and address gaps affecting marginalized children and families. Supported by the EU, DFID, Norway and the private sector, the programme supports health, education and social protection ministries, and civil society to implement inclusive policies and strategies to improve child health and ECD services; implement immunization action plans; and improve knowledge of youth, women, NGOs and Government staff on HIV/AIDS prevention and reduction of stigma and discrimination.

The Child Protection (CP) element focuses on strengthening protection systems through decentralized inclusive services and referral mechanisms. Interventions seek to protect children and women from violence, maintain children with their families and promote alternatives to institutionalization and detention. A Justice for Children project, funded by SDC, SIDA and UNICEF, supports strategy development and services for the most vulnerable. UNICEF provides technical assistance to MoHRR and Juvenile Justice Coordination Body at policy level, and to Ministries of Justice and of Social Welfare to implement the national juvenile justice (JJ) strategy, and respond to children in contact with the law in line with international standards. CP also supports government institutions to develop child safety strategies and reduce the risks posed by landmines and Small Arms and Light Weapons (SALW).

Using the Child-Friendly School (CFS) approach, the Intercultural/Inclusive Education and Youth element supports education ministries, municipalities and CSOs to implement policies and strategies that raise the quality of basic education through institutional capacity building, child-centred learning and teaching methods, and standards for school readiness. It includes two joint UN MDG-F projects - Culture for Development,

undertaken jointly with UNDP/UNESCO, uses cultural heritage to promote inter-ethnic dialogue, conflict resolution and social inclusion; and a Youth Employment and Retention programme. As lead UN agency on preschool education, UNICEF focus in 2010 was on initiating the development of standards and increasing schools' capacity to address exclusion and to manage referral mechanisms at community level.

Resources Used:

(Amounts in USD)

Description	RR	OR	TOTAL
Total approved as per CPD 2010-2014	1,169,000	12,400,000	13,589,000
Total approved as per CPAP	254,000	3,651,000	3,905,000
Total spent for 2010 from all sources	244,146.80	3,095,494.82	3,339,641.62

List of donors:

PBA Reference	Donor	Expenditure (In USD)
GC/2009/0084	RR	244,146.80
GS/2009/0041		6,640.95
SC/2006/0570	Ireland	57,993.33
SC/2006/9901	Basic Education	237,879.84
SC/2006/9904	Child Protection	2,405.75
SC/2007/0450	Netherlands Committee	287,947.76
SC/2007/1029	Netherlands Committee	18,252.57
SC/2008/0171	United Kingdom - DfiD	5,570.55
SC/2008/0681	SIDA	175,165.82
SC/2008/0916	Norway	322,202.54
SC/2008/1042	European Commission/EC	219,178.75
SC/2008/1059	Netherlands	123,610.45
SC/2008/1100	UNDP (Spanish MDG-F C&D)	485,522.62
SC/2009/0642	UNDP (UNAIDS PAF)	37,584.23
SC/2009/0840	UNDP (Spanish MDG-F DEG)	10,587.46
SC/2009/0927	European Commission/EC	486,597.98
SC/2009/0952	Swiss Agency for Development	132,883.99
SC/2009/0955	UNICEF BiH	71,306.53
SC/2010/0018	UNDP (Spanish MDG-F YERP)	243,522.09
SC/2010/0099	Netherlands Committee	30,849.00
SC/2010/0150	SIDA	139,792.61
TOTAL		3,339,641.62

Result Achieved:

Focus on ECD resulted in significant progress with the finalisation of Entity situation analyses, drafting of Entity ECD policies by cross-sectoral working groups, opening of three new municipal IECD Centres and enhancement of ECD skills (125 staff and 33 preschool teachers). ECD was put on the BiH agenda and was recognised by high level authorities as an important area. In order to address nutrition, an assessment of infant child feeding practices started, with a focus on the nutritional status of Roma children.

To help overcome resistance to immunization, UNICEF contributed to the development of an immunization annual work plan, the promotion of communication campaigns (with health authorities, WHO and GAVI), the enhancement of health professionals' skills on

crisis communication (FBiH) and of media knowledge on immunisation. Mobile immunisation teams were also supported in RS to reach Roma children.

In education, important areas have been tackled (around CFS principles) with the development of plans in 44 schools and training of teachers and directors (benefiting 30,000 children including 100 with special needs). To promote inclusive and intercultural education, 12 segregated schools were sensitized and participated in conflict resolution projects, the skills of education professionals were strengthened on inclusive and intercultural education, a behaviour change communication strategy was developed, an education code of ethics was formulated, and project grants were provided to 15 schools (as part of MDG-F Culture for Development).

As part of a coalition on education, UNICEF, Save the Children, and the Soros Fund promoted a documentary illustrating the situation of education in the country. More international bodies were involved at the end of the year in further coordinating joint positions and support on critical issues related to education.

Within the MDG-F joint programme, support was intensified around youth and secondary education with the definition of life skills, key competencies and career development potential for better connection between the education system and the labour market. UNICEF also supported the development of a mapping of school curricula and practices, which will set the basis for further action in this area in 2011. Through a partnership with a Youth NGO, grants were provided for innovative projects, empowering young people.

As part of SPIS, child protection referral systems were implemented in 10 municipalities and capacities of Centres for Social Work were strengthened. Initial results were achieved in Juvenile Justice (JJ) with the drafting of a JJ Strategy for 2010-2014 (based on an assessment of the existing strategy), the development of by-laws and training in RS along with the development of JJ Action Plans in nine municipalities focused on alternative care. The BiH Mine Action Centre was supported to monitor Mine Risk Education activities, apply quality control, organize training, develop a mine action assessment and planning model, and mark suspicious areas in 39 communities. Prevention from violence, landmines and SALW (Small Arms and Light Weapons) was introduced by the MoE into the education curriculum.

In terms of **emergency response**, UNICEF provided pumps, furniture and equipment to schools and ECD centres in the wake of the floods that occurred at the beginning and end of the year.

Main challenges have been the insufficient coordination mechanisms between government institutions, limited or uneven absorptive capacity in partners, anti-immunization sentiments, negative perceptions of children in contact with the justice system, and the sensitivity around education and judicial reform. Communication and strong partnerships proved to be good strategies to address those constraints.

Strategic studies

- Entity ECD SitAns
- Entity ECD knowledge attitudes and practice (KAP) surveys (with focus on Roma, rural and re-settled families).
- Entity Immunization KAP surveys (health-professionals and families)
- Behavioural Study on HIV/AIDS among IDUs
- FBiH SitAn on children without parental care
- KAP survey on Child Safety and SALW (with UNDP).
- RO assessment of the JJ system.

Key partners include State level MoCA, MoJ, DEP, Entity Ministries of Education, Health, Social Welfare and Justice, Education Departments in Brcko and Cantons, Agency for pre-primary, primary and secondary education, Pedagogical Institutes, Statistical Agencies, EU, NGOs, media, UN Agencies, World Bank, OSCE, Council of Europe etcetera. Partnerships with health authorities, WHO and GAVI were crucial in promoting immunization and countering negative perceptions/campaigns. Strengthened coordination with the Ministry of Justice (FBiH), MoHRR, OSCE and Italian Cooperation, led to improved conditions for juveniles in Tuzla Institution.

Future Workplan:

Building on the progress of this first CP year, the CO will continue to strengthen inclusive systems for service delivery by:

- Finalizing ECD policies; advocating for IECD centres' legalisation and expansion; promoting referral mechanisms; and expanding outreach to marginalized children
- Strengthening systems for child protection and justice for children
- Exploring ways to respond to pre-school needs
- Improving Roma children's preschool and primary school attendance
- Strengthening the integration of intercultural understanding, life skills and key competencies into primary and secondary curricula
- Empowering young people and promoting links between education and labour market
- Intensifying interventions around anaemia/nutrition, prioritizing Roma.
- Supporting crisis communications training, broadcasting of HIV-related TV serial, and developing messages for adolescents.

4. OPERATIONS & MANAGEMENT

4.1 Governance & Systems

4.1.1 Governance Structure:

UNICEF BiH went through an internal audit in July 2010 and all areas, including Governance, were rated as satisfactory.

In light of the new CP, and as recommended by the CMT, governance structures were revised in 2010 through a participatory process, which included an AMP all-staff workshop. To comply with all new rules and regulations, and to optimise governance structures, the CO revised: 1) ToRs and membership of all committees and groups (CMT, Emergency/Crisis Management Team, Fundraising Committee, PCA Review Committee, CRC, CRB, PSB, JCC, HRDC, Programme and Operations Group and weekly All Staff Meeting); 2) the ToA; and 3) the main workflows (SSA, TA, Supply, PCA and DCT).

The CMT met regularly during 2010 and took significant steps to improve operations and programme management mainly by: 1) leading and approving the above mentioned governance structures adjustments, 2) leading audit preparation and implementation of recommendations, 3) regularly monitoring main indicators through the Monthly Management Report (MMR) and OMR, 4) discussing human resource matters including staff morale and GSS follow-up.

Key annual management priorities and results for 2010 were defined through a participatory process and described in the AMP. Priorities and objectives, which are regularly discussed at the CMT, Programme Meetings and other fora, are closely linked to PER key assignments prepared by each SM with their supervisors. As part of this preparation process and to ensure full transparency, the CO initiated a practice to share key SM assignments among the whole team.

The CO has been focusing on improving communication and promoting participative processes. Steps taken to facilitate communication and transparency include: a) organisation of weekly all-staff meetings, b) distribution of CMT/FRC minutes to all Staff, c) joint discussion on key assignments, and d) participatory review of AMP components.

Ensuring staff well-being and maintaining high staff morale are constant priorities of the senior management and of the local Joint Consultative Committee (JCC). The JCC met twice this year, and discussed substantive issues, including Income Taxes and follow up to the Global Staff Survey.

4.1.2 Strategic Risk Management:

Risk Management: As part of the Enterprise Risk Management (ERM) initiative, all SMS were briefed and involved in the Risk and Control Self Assessment (RCSA) exercise and the simultaneous completion of the Risk Profile and Risk and Control Library, between July and December 2010.

In July, the Office of Internal Audit facilitated an ERM-RCSA training session for all Staff and the UNICEF CEE/CIS ERM focal point provided continued technical support.

Out of 83 indicative risks, the office identified seven risks as significant enough to warrant self-assessment and regular management attention during 2011. These seven risks were the basis of the RCSA process. Three working groups assessed existing controls and management response to these priority risks. They identified key actions expected to strengthen the functioning of the risk management practices. In keeping with the ERM philosophy, additional process controls were not added. The office will integrate Risk Management in the AMP and use the CMT and Programme Coordination Meetings to track and monitor the risks and oversee the functioning of risk controls and responses.

Emergency Preparedness and Response (EPR) and Business Continuity: The EPR and Business Continuity Plans were updated in October 2010, in consultation with all staff. The Early Warning Early Action website was updated in June and December, with key actions and risks (e.g. the floods that affected parts of BiH). The Security Plan was regularly updated and the Warden System was tested through an exercise in May.

In relation to ***H1N1***, staff received information on preventive and protective measures, the stock of Tami Flu was checked, and the security list updated. At UNCT level, several meetings were held to monitor the situation and ensure inter-agency coordination.

In response to the ***floods*** that affected BiH in January and December, UNICEF liaised with the authorities to monitor the situation and assess the needs, and coordinated with the UNCT. UNICEF provided support to schools, kindergartens and ECD centres through the provision of pumps, furniture and other equipment and materials.

Within the ***UNCT***, UNICEF has been promoting key initiatives to strengthen inter-agency coordination for disaster preparedness and response.

4.1.3 Evaluation:

As 2010 was the first year of a new CP, the IMEP mainly included baseline studies that contain some evaluative aspects which are used for advocacy and for adjusting programmes, as necessary.

A functional review and situation analysis of the social protection system was undertaken whose findings are being used for advocacy and to adjust the SPIS programme. They complement the recommendations made by two EU and one DFID monitoring missions, mainly on the ownership and sustainability of the programme and on the need to reduce its scope. All recommendations were discussed with partners and taken into account in

the current SPIS revision. They will also feed into a more systematic country-led evaluation planned for 2012. BiH also hosted a monitoring mission from the MDG-F Secretariat which made important recommendations related to ministries' representation in the Programme Management Committees.

Two entity situation analyses on ECD were extensively used for advocacy and ECD policy design. Both were led by working groups contributing to strengthen capacity at the local level. A communication strategy to support the immunization programme was built based on KAP surveys of health professionals and parents, with a special focus on hard to reach areas with Roma, rural and resettled families.

UNICEF supported a study on curricula from an intercultural perspective, and mapped teacher's competencies for intercultural education. These will serve to plan and streamline intercultural elements in formal education. A recent baseline study on 'Children Without Parental Care will be used to position this issue on the BiH agenda in 2011.

As part of SPIS, UNICEF is strengthening capacity to assess, analyze and monitor the progress of SPI delivery, children's rights, poverty and exclusion. This includes promoting DevInfo, and piloting statistical surveys at municipal level to assess the status of children and families. This will complement MICS4, which will be conducted in 2011 and will include an equity focus through the inclusion of a Roma sample.

The CO has started to systematize management responses by producing a comprehensive table of recommendations and responses for reports produced in 2009 and 2010.

4.1.4 Information Technology and Communication:

The IT unit ensured that practices are in place to minimize the risk of service disruption and to ensure prompt recovery of services if a disruption occurs. Regular support was provided to the Banja Luka office in order to carry out maintenance, configure networks and resolve hardware and software problems. Continued availability of Information and Communication Technology (ICT) networks, systems, data, resources, and effective user support were ensured in 2010, in accordance with Information Technology Systems and Services (ITSS) objectives and standards.

In 2010, the CO replaced Firewall according to the new standard release (Cisco ASA 5510) and implemented the new ASDM tool. This allows for better monitoring of network traffic and quality of ISP internet link. A Video Conferencing unit (Polycom HDX 7001) was installed and utilized successfully several times in Q3 and Q4 of 2010. This will hopefully ensure lower ICT and transport costs while enabling closer communication between different offices, RO and HQ.

A stand-alone backup system device with larger capacity was procured as preparation for server virtualization. ProMS / PnP was upgraded to version 9.1. Satellite SIM cards were purchased for a BGAN device and satellite phones (LTA Thales) and IT equipment for BCP offsite location was procured, as preparation for emergency or business continuity issues, so as to allow for uninterrupted ICT support and service. Additionally, the CO installed a partition for servers in the server room in order to fully comply with UNICEF ICT standards.

During 2010 IT Equipment procured desktops, laptops, monitors, mobile phones for the CO staff as well as for consultants involved in the MDG-F funded programmes. Internet Explorer was upgraded to version 8 in preparation for the Windows 7 upgrade in early 2011 as per Organizational standards. The telecommunications environment regarding Internet and Telephone services was stable in 2010 and the UNICEF CO maintained contracts with local ISP (BiH Telecom).

4.2 Fin Res & Stewardship

4.2.1 Fund-raising & Donor Relations:

In 2010, the funded programme accounted for US\$11.7 million of which, US\$5.6 million were spent and US\$6.1 were re-phased to 2011 (including Thematic and Equity Funds received at year-end). Around US\$3 million came from the EU, DFID and the Government of Norway for SPIS; about US\$1.2 million from SDC and SIDA for Juvenile Justice; and US\$2 million from MDG-F Programmes. Thematic funding contributed US\$1.2 million to education, and local fund-raising provided about US\$142,000.

By the end of this first CP year, over US\$10 million OR were received, representing 56% of the CPAP OR ceiling. However, in view of the shrinking donor base and imminent closure of DFID, AECID and Dutch Cooperation, the CO has been exploring new fundraising opportunities through the FRC.

Fundraising activities included strengthening collaboration with the EU around SPIS; maintaining good relations with bilateral donors (SDC, SIDA, Norway, US Embassy/USAID); participating in RO lead proposals (EU proposal on violence prevention) and HQ initiatives (equity funds); liaising with the MDG-Fund; and building relationships with the private sector (M-Tel and American Chamber of Commerce). The CO presented a joint UN proposal to the EU on Annex VII (support to IDPs and returnees) and applied for CERF funds to respond to flooding in late 2010. The CO has been advocating also with the WB for the allocation of funds for the IECD and Education programmes and exploring new potential donors.

In terms of funding utilization, the CMT regularly reviews Office and Monthly Management Reports, which include key indicators related to a) implementation b) funding situation c) donor reports d) DCT and e) status of SSAs, PCAs, travel and supply. Donor reports are prepared by Programme staff and reviewed by the Deputy Representative. All donor reports were submitted on time and the CO is currently working with other UN agencies to define a common reporting template for EU funds. All PBAs were fully utilized before expiry. The office closely monitors disbursements and, as recommended by audit, is working to ensure more balanced disbursement patterns, and timely re-phasing of funds and requests for PBA extension.

4.2.2 Management of Financial and Other Assets:

In 2010, BiH went through an internal audit focused on the following areas: governance, programme management, and operations support. All areas were rated as satisfactory.

All financial closures (semi-annual, annual and monthly) were successfully completed in full compliance with deadlines, including bank reconciliations. The CO had no outstanding non-reconciled financial transaction in 2010. Based on DFAM's analysis, UNICEF BiH has been recognized as a "low risk" country, mainly because of the short timescale for bank recording and reconciliation and, as a result, only needs to submit reconciliation reports on a quarterly basis.

The CO continues to effectively optimize local bank account balances. Quarterly and monthly cash forecasts, bi-weekly replenishment requests, as well as month-end positions are all carefully reviewed and monitored, and are posted on the Bank Optimization site regularly. Operations uses Web Accounting portal as a useful tool for monitoring the status of various accounts (AP, AR, PAR, OBOs etc) and other financial indicators.

HACT has been fully implemented since April 2008 and all requests for cash transfers and utilization reports were submitted using the Funds Authorization and Certification of Expenditure (FACE) form. Partner profiles and micro-assessments are prepared for new

partners and updated for existing partners, and potential risks associated with future collaboration are assessed by programme and operations. Assurance activities are implemented on a regular basis through spot checks and findings are shared with all staff. Refresher training was organized in November 2010. As per Audit recommendations, criteria for spot checks were developed in August and joint Programme/Operations Spot Checks were initiated in November.

Outstanding DCT over 9 months has always been below 5%, all PBAs were used before expiry, and 100% of RR were spent by year-end.

Savings were realized by continued subleasing of office premises to UNIFEM and by using UNDP Long-Term Agreements for stationery and office supplies. The greatest savings are expected through the growing use of ICT technology (video conferencing) as well as through the reduction of banking fees which have been re-negotiated as part of a new banking contract, signed in December.

4.2.3 Supply:

In the context of a Middle Income Country, the supply component continues to be relatively small at around US\$ 600,000 representing 10% of the total CP implementation. However, the strategic use of supplies has been important to contribute to key programmes especially in relation to SPIS, IECD and Education, and in most cases was directed towards schools, IECD Centres and other service centres.

Supplies have been used to equip six IECD centres with furniture and didactic materials, to enable provision of integrated ECD services to families and children. In order to support immunization, the CO was involved in off-shore procurement of Hib Vaccines, syringes and fridge tags for FBiH, RS and Brcko District. The office supported and coordinated efforts with RS and FBiH PHIs in customs clearance procedures and in-country transportation.

Other supplies include IDD laboratory equipment for RS Clinical Centre in Banja Luka, Gestalt psychological tests for SPIS municipalities, training kits, didactic materials, permanent mine signs, office materials and IT equipment. Additionally, in response to floods, water pumps and boilers were procured for flooded schools.

UNICEF provision of different printed materials was critical to support advocacy and communication around IECD, Education and SPIS as well as raising UNICEF visibility through a brochure on the new CP.

Apart from off-shore supplies for immunization, nearly all the supplies were procured locally, supporting local markets and enabling the procurement of quality supplies at competitive prices. The Supply Volume Plan was completed in March 2010 and reviewed throughout the year to ensure monitoring of implementation of supply activities.

4.3 Human Resource Capacity:

The CO finalized the recruitment of three key positions (two NO1s and one L3) to support ECD and SPIS implementation, and to strengthen Child Protection, within the new CP. Recruitment followed Competency Based Interviewing principles.

In a context where technical assistance is a crucial part of UNICEF cooperation the CO established a roster of consultants, maintained and monitored by HR section, and a procedure for including and selecting consultants.

In order to address learning gaps, the office supported workshops on communication, team-building and emergency preparedness. The CO also supported participation by two

SMs in the LDI, two SMs in the supervision skills workshop, six SMs in competency based interviews training, three SMs in a training on Social Work with Children, two SMs in a PFP training as well as staff participation in regional and global meetings.

Refresher presentations were organized on learning opportunities, new contractual obligations, UN Charter and Conflict of Interest, and SMs are periodically encouraged to refresh their knowledge with available UNICEF trainings. New staff members received a welcome briefing package and induction training.

In order to continue to follow-up on the GSS and to improve work efficiency, communication, empowerment, work/life balance and career development, the CO organized a team-building event, implemented an additional staff survey to explore specific areas, and organized a workshop which resulted in the adoption of an action plan around the following areas: a) Values/Code of Conduct/Communication and Team Spirit, b) Priorities/Meetings and Lighter Processes and c) Empowerment. During the Annual Review, progress was noted in most areas and it was agreed to continue monitoring the plan during 2011 and to work on communication/conflict resolution at the Staff Retreat in early 2011.

The CO observes the minimum standards on HIV/AIDS in the workplace (PEP kits and condoms are available in the office) and a workshop was held in 2010. Periodic medical examinations continued and were highly valued by staff.

PERs were completed on time and discussions were held with supervisors. Key assignments were also discussed and shared with all staff. The majority of CO Job Profiles were updated during 2010.

4.4 Other Issues

4.4.1 Management Areas Requiring Improvement:

Efficiency gains and savings were realized in 2010 through continued subleasing of office premises to UNIFEM and by using UNDP Long-Term Agreements for stationery and office supplies. The greatest savings are expected through the anticipated increase in 2011 of use of ICT technology (video conferencing for meetings and web-ex sessions) as well as through the reduction of banking fees which have been re-negotiated as part of a new banking contract, signed in December.

Additionally, as per Executive Director's Memo from December 2010 related to Cost Control, the CO will continue to review its expenditures, especially in the areas of travel, conferences and meetings and rent, with aim of reducing these to ensure savings and more efficient use of our resources.

4.4.2 Changes in AMP:

Key annual priorities will be defined at an AMP workshop early 2011. As discussed at the annual review, main changes will include greater focus on pre-school child, youth, children without parental care, and justice for children, with continued emphasis on equity, especially under the Integrated Early Childhood and Development initiative.

Given that all management mechanisms were revised in early 2010 (workflows, committees, ToA) and were rated as satisfactory by the OIA, the CO does not foresee major changes for 2011, except in the travel workflow, which was identified at the annual review as an area for improvement.

5. STUDIES, SURVEYS, EVALUATIONS & PUBLICATIONS

5.1 List of Studies, Surveys & Evaluations:

1. *Small Arms and Child Safety Survey 2009*
2. *Functional review of the social protection and inclusion system for children in BiH*
3. *Baseline Study on Children Without Parental Care (Situation analysis of the protection of children without parental care in FBiH and Implementation of Policy Documents on protection of children without parental care and families at risk of separation in FBiH 2006-2016.)*
4. *Situation Analysis of Early Childhood (Situation Analysis in the field of Early Childhood Development)*
5. *Study on poverty assessment of children (An Analysis of Child Poverty and Exclusion in Bosnia and Herzegovina)*
6. *Study/situation analysis on social protection and inclusion system in BiH (EU Social Inclusion methodology) (Study of the situation of vulnerable groups of children and policy framework and strategies that support the services of social protection and inclusion of children in BiH)*
7. *Assessment of attitudes towards multiculturalism (Enhancing intercultural understanding and cooperation – KAP Survey)*
8. *JJ Assessment (Report on Juvenile Justice in Bosnia and Herzegovina)*
9. *Research on perceptions, attitudes and practices (PAP) of service providers in the Social Protection and Inclusion System*
10. *Research on perceptions, needs and claims of beneficiaries on social protection and inclusion*
11. *KAP Survey on Immunization and child rearing practices (The study of knowledge attitude and practice of routine immunization with new vaccines and public trust in health systems and interventions in the Federation of Bosnia and Herzegovina)*

5.2 List of Other Publications

1. *UNICEF in Bosnia and Herzegovina working with and for children*

6. INNOVATION & LESSONS LEARNED:

Title: *UN MDG-F Joint Programme on "Culture for Development" - Lessons learned from BiH*

Contact Person: Anne-Claire Dufay (adufay@unicef.org) or Sanja Kabil (skabil@unicef.org)

Abstract:

With support from the Government of Spain, UNICEF, UNESCO and UNDP jointly have been implementing an innovative MDG-F UN Joint Programme on Culture for Development in BiH.

A recent independent evaluation reflects positively on the advantages of such joint programmes (JPs) focused on inter-cultural understanding in a post-conflict and complex country context. This JP offers a successful platform to ensure effective coordination, promote synergies based on the comparative advantages of each agency and Ministry, and avoid duplication. The government's ownership of this programme has been commended in the evaluation, and joint programme strategies upheld as best practices.

In the context of current global efforts to reinforce UN coherence and UN joint programming, sharing the lessons learned from this JP including best practices and challenges will help to inform possible similar initiatives in the future in BiH, with potential for replication as relevant in other countries.

Innovation or Lessons Learned:

This JP is regarded by the participating agencies as a successful attempt to work in unison. It offers a platform to enhance coordination, to converge in common target locations and avoid duplication, and to further position the UN around education and culture.

There is consensus within and outside the UN that the coordination mechanisms among the participating agencies and their partners are effective and the resulting convergence between diverse parties and stakeholders is a notable achievement of the JP.

Two factors appear to be critical to this successful coordination namely, the personal commitment of the programme officers at the technical level, and the institutional support from senior management both within UN and in government.

The level of local ownership was very high and most managerial decisions were shared between the government and UN partners. Overall coordination was effective between all partners at various levels. The programme has also advanced the technical capabilities of those institutions in charge of cultural and educational development in BiH, and helped to start important legal reforms.

Public calls were seen as a very positive strategy in selecting target municipalities and developing their capacities, even though this led to initial delays in implementation.

Changing beliefs and behaviors in a post-conflict environment is a long-term endeavor. Hence, efforts to promote cross-cultural understanding will require continued support to build on positive achievements and deliver sustainable results.

As for all MDG-F JP, one of the challenges will be the continuity/expansion of UN Agencies support after the MDG-Fund contribution terminates due to the need to raise alternative funding but also due to the MDG-F identity which undermines UN visibility.

Among constraints encountered, the leading ones relate to initial hesitation, within governmental and non-governmental partners as well as in UN agencies, to tackle delicate and complex cultural aspects; the preparatory time required to achieve commonality of objectives among partners and with the counterparts in government at various levels, the slow screening process for selecting target municipalities for inclusion in the JP and for obtaining public inputs in the selection process, the need to provide for capacity building of implementing partners in order to ensure effective implementation, and the challenge of ensuring broader public-private partnership within the programme.

Potential Application:

An innovative joint UN programme such as this JP in BiH has the potential to be implemented in other post-conflict contexts where there is a need to promote tolerance and inter-cultural education.

Since the MDG-F funds will not be available beyond the three year project period, it is essential to explore other sources for future funding. It is equally important to build on initial results achieved and ensure sustainability. As potential funding sources, two options are:

(1) To access EU IPA funds: Both at the state and local level, there is overwhelming agreement that the JP contributes to EU integration processes, and therefore qualifies for funding support from EU.

(2) To tap the private sector: This is frequently suggested by stakeholders and respondents as a funding resource, especially in respect of elements in the JP related to cultural tourism.

Issue/Background:

A key principle of this JP on Culture for Development in BiH is the belief that cultural development can result in political and socio-economic development, and that the promotion of wider tolerance, acceptance and understanding can enhance the prospects of meeting key MDG indicators with greater equity. To tackle the complexities of promoting attitudinal shifts and cultural understanding, the JP has drawn on the expertise and consensus of UN agencies and government partners, while respecting cultural sensitivities. While the JP as a whole aims, among others, at improving cross-cultural understanding and tolerance towards diversity, UNICEF has focused on the inter-cultural education component.

Strategy and Implementation:

The following have been applied as key strategies:

- Creating strong up/downstream linkages, to promote the required change in the governance structure;
- Promoting culture as income-generating and developmental, and changing perspectives on the status of culture industries;
- Enhancing the developmental dimension of the cultural industries, cultural tourism, and of the associated investment strategies;
- Aligning development programming with EU accession processes;
- Promoting social inclusion and intercultural tolerance, peace-building, and inclusive education through 'child-friendly schools';
- Developing a Communication strategy to promote cultural tolerance; and
- Creating local networks to foster reconciliation.

The above strategies have resulted in several positive measures and intermediate outcomes. Among others:

- (1) The JP has strengthened management skills at the local level in order to: (i) enhance coordination between different levels of government in BiH; (ii) better align with EU processes; and (iii) improve BiH's implementation of international conventions related to culture and/or education by strengthening policy/legal frameworks.
- (2) Schools have been strategic targets, given the importance of educational content and in-school interactions in forming values, attitudes, and behaviour patterns. These have been empowered to deliver the social cohesion approach to the education cadres and children and through them to the parents and the community.
- (3) In parallel, a behaviour-change communications strategy promoting social cohesion, tolerance, and understanding has been implemented for broadest and sustained impact. In addition, the JP has helped in creating local networks to foster reconciliation.
- (4) The JP has highlighted how cultural industries (e.g., tourism) are important for livelihoods and have potential for further economic development.

Progress and Results:

One of the outstanding results is the smooth cooperation resulting from the high level of ownership by government partners. This has been acknowledged not only by government, but also by Civil Society and Private Sector stakeholders.

The programme is producing concrete results in terms of helping the country to align with EU processes and requirements. Most informants in the mid-term evaluation, and an overwhelming 88.4% of respondents in the online survey, thought that the programme contributes to progress towards EU integration. Schools are extremely

important in forming values and attitudes. A total of 30 schools were provided with training on intercultural understanding, further fostered through a national student-exchange programme. Two important documents were developed: Analysis of existing curricula and primary school practices from an intercultural education perspective; and Mapping of Teachers' Competencies for Inclusive and Intercultural Education.

At the Entity and State level, there was wide acknowledgment that developing the cultural sector would not only serve as a source of income but could also reduce intercultural tensions. The programme has realistic expectations of what it can achieve in a limited period, but, despite obvious difficulties, it has provided solid examples of the positive steps that can be taken towards improving intercultural dynamics.

Next Steps:

Key strategies will remain the same. Next steps under this programme include work to reinforce and improve articulation of the education component and the national ownership of the programme, through integration of the members of the Education Working Group into the programme management committee (process and policy levels).

The programme will make sure that the concept of "inclusion" is not misinterpreted to refer only to Roma or those with special needs, especially during training programmes at the local level.

Partnerships with the EU and the private sector will be strengthened in order to build on results achieved so far and promote the future sustainability of the programme.

Title: Integrated Early Childhood and Development – Innovative approach in BiH

Contact Person: Anne-Claire Dufay (adufay@unicef.org) or Selena Bajraktarevic (sbajraktarevic@unicef.org)

Abstract:

This intervention, which combines policy support and service development, represents an innovative approach in the BiH context as it builds on emerging BiH and European approaches to ECD to respond to the great need for preschool education, Early Childhood Intervention (ECI) services including social protection and inclusion services, education, health and nutrition care, and child safety and injury prevention.

This Integrated Early Childhood and Development (IECD) initiative is part of the Social Protection and Inclusion System programme and contributes to achieving its goals by promoting the inclusion of young children. It also offers a strong opportunity to strengthen the equity focus by reaching the most vulnerable children.

The IECD Centres being promoted as part of this initiative represent an innovative modality to provide universal and inclusive services for early childhood development and protection, with a focus on the most vulnerable children in BiH and the active participation of local communities.

Innovation or Lessons Learned:

Through this IECD initiative, UNICEF was able to mobilise key actors across various social sectors (health, education and social welfare, as well as the media and the private sector) around common goals related to IECD.

The development and introduction of community based innovative Integrated ECD services was an opportunity for government authorities to address the vacuum in service provision resulting from system reform processes implemented during the transition

from centralised to decentralised systems and structures.

The role and strategic positioning of the local community in decision and policy making processes for children and families is crucial. A challenge is now to ensure the equal participation of community representatives in policy making processes at the higher level.

Potential Application:

The sustainability of this innovative community-based model of IECD services is being ensured through:

- a participatory planning and development process involving all key stakeholders from health, education, and social protection systems at all levels;
- building on and complementing existing resources in communities;
- developing comprehensive training manuals through a participatory development process;
- maximising the use of local professionals in specific roles - leadership, coordination, training
- The development of IECD policies that will represent a framework for IECD interventions.

Issue/Background:

In BiH, over 200,000 children live in or are at-risk of poverty and exclusion, and they are mostly from minority groups such as Roma or IDPs.

It is estimated that 7.4% of children are moderately stunted, and 2.5% (2.7% girls/2.3% boys) are severely stunted. Around 93% of children (95.3% boys/92.0% girls) aged 36-59 months do not have access to pre-school education. Apart from health services, no early childhood services are available for children under 36 months, due to existing gaps in the planning and delivery of social services.

Strategy and Implementation:

Based on Entity situation analyses of ECD in two entities of BiH, UNICEF has been supporting the development of ECD Policies and Strategic Plans in the two entities. All key ministries in both entities and the State are fully involved and dedicated to this planning process.

This initiative seeks to identify and serve vulnerable young children and their parents, with the goal of improving parenting skills and children's development, preparing them for success in school and life. More intensive and enriched services are provided for the most vulnerable and excluded parents and children up to 6 years of age.

The programme builds on existing local services, strengthens referral mechanisms and promotes outreach work. When needed, IECD centres are established and feature an array of services for parents and children from pre-conception up to 6 years of age, with priority given to the period from pre-conception to three years of age. IECD centres are open to families of all income levels and ethnicities, with emphasis on identifying and including the most vulnerable, low-income and "excluded" families, through home visits and sessions on parenting skills. They are located in buildings selected by communities. Locally recruited professionals, paraprofessionals and volunteers are engaged to provide services.

Progress and Results:

Key results achieved were as follows:

- ECD was placed on the agenda of BiH.

- Two comprehensive ECD situation analyses were conducted in the two selected entities.
- An ECD Policy was developed and adopted by the inter-sectoral FBiH ECD Policy Working Group.
- Based on MOUs signed with Municipalities, five IECDs centres were set up and are offering integrated ECD services accessible to children and families (1,241 children received 4,296 integrated ECD services benefiting their growth and development and 1,486 parents improved their knowledge related to IECD).

Major challenges faced during implementation include :

- The complexity of the process involved in working simultaneously on implementing innovative ECD services which target the most vulnerable, while contributing to the process of designing ECD Policies and strategic plans;
- Defining an adequate legal status for the IECD centres;
- Facilitating coordination among, and working with, representatives of the health, education and social protection sectors, and guiding them toward achieving common results and goals for children;
- Ensuring equal participation and representation of all people involved in the process, in particular community representatives and government officials from the State, Entity and Canton levels.

Next Steps:

UNICEF and relevant BiH authorities will:

- Introduce integrated ECD services for families and children in rural areas, and further strengthen the equity focus;
- Establish a system for early detection and intervention;
- Continue to address the issue of the legal status of ECD centres;
- Continue raising awareness of, and commitment to, ECD among policy makers, professionals and parents;
- Advocate with Entity and State Parliamentarians to adopt the ECD Policy and to increase their commitment for incorporating the innovative community model of integrated ECD services into the existing system.