

1. EXECUTIVE SUMMARY

Civil conflict which gripped the southern part of the country in June 2010 caused UN to immediately shift its programme to an emergency mode. Leading the Water, Sanitation and Hygiene and Education clusters and the Gender Based Violence and Child Protection sub clusters, UNICEF coordinated the UN response to help meet the needs of about 400,000 children affected by the conflict. The US\$10.9 million raised for immediate response was used to provide health and nutrition supplies, water and sanitation supplies; establish Child Friendly Centres in 45 affected communities; and develop a 'Welcome to School' campaign.

Apart from emergency interventions, progress was made to reduce anaemia by 25% in the pilot province of Talas through distribution of Sprinkles (micronutrient food supplement for children under two years of age). The strategy combines sprinkles, proper diet during pregnancy, exclusive breastfeeding, ECD messages, and involvement of community members and local authorities. The Soros Foundation provided an additional US\$1.3 million that will benefit 128,000 additional children in three more provinces in 2011. The World Bank is planning to bring additional funding that will allow a nationwide coverage.

As the result of joint advocacy by UNICEF, EU and GTZ, Kyrgyzstan established the Ministry of Social Protection. That was one of the milestones in the strategy to reform social protection with integration of child protection.

Partnership was enhanced with the Soros and Aga Khan Foundations and with the Public Television and Radio to leverage funds for the production and national broadcast of a new series of 'Keremet Koch' to improve access to quality Early Childhood Development programmes.

A law on Juvenile Justice was drafted. The law, which defines the Juvenile Justice system and its components including mediation, diversion and alternative sanctions, will be presented to the new parliament along with the proposal for reform of the Child Protection System in the coming year.

The preparation process for the UN Development Assistance Framework (UNDAF) 2012-2016 was initiated and will be finalized in 2011. A CPD 2010-2016 was drafted and presented to the interim government during the annual review.

2. COUNTRY SITUATION AS AFFECTING CHILDREN AND WOMEN

Some civil tensions and conflict unfortunately marked 2010. Occurring in April and June from different provocations, these conflicts turned violent causing immense injury and considerable loss of life. An estimated 400,000 children were directly or indirectly affected by the conflict. People in affected communities reported experiencing fear, trauma and intimidation much after the events.

The formation of a new government in July and the holding of parliamentary elections in October were the promising political developments characterizing 2010, In contrast, the economy fared less well. National budget expenditure increased by US\$225 million,

even as extra budgetary funds were allocated to social payments and to reconstruction of the affected regions. A budget deficit of 7.7 per cent of GDP is expected in 2011.

PROGRESS TOWARDS ACHIEVING MDGS:

MDG 1: Between 2003 and 2008, notable success was achieved in reducing poverty from 64 percent to 31.7 percent, particularly extreme poverty from 28 percent to 6.1 percent. However, 48.5 per cent of children are living in poverty. Because of a projected decline of 3.5 per cent in GDP, it is likely that poverty and extreme poverty rates will show an increase for 2011.

Every second child in rural areas suffers from anaemia. Unless under-nutrition is reduced substantially, it will be extremely difficult to meet the MDG target. Under-nutrition causes enormous economic losses according to a joint World Bank/UNICEF report, which demonstrates that averting significant financial loss by scaling up high-impact cost-effective nutrition interventions is a highly effective strategic economic investment.

MDG 2: Progress was made towards the second MDG with 98.3 per cent of children (in the age cohort of the first nine years of school) enrolled and studying. However, falling educational standards and quality remain a serious concern. In the PISA international testing in 2009, Kyrgyzstan came last out of 65 countries. Insufficient financial allocation has had a negative impact on the material and technical status of the schools and on the quality of education.

Pre-school education is accessible to only 12 per cent of children aged 3-6 years nationwide with wide variations between urban (more than 27 per cent) and rural (less than 6 per cent) areas, and between the richest (47.4 per cent) and the poorest (7.1 per cent).

MDG 4 and 5: Maternal mortality fell in the first 8 months of 2010 by 20.8 per cent. Several public figures have indicated that health targets among the Millennium Development Goals are very unlikely to be met.¹ Infant mortality is showing stronger downward trends. The Ministry of Health reported an annual 7 per cent reduction to 25 per 1000 live births, and links this to improvements in perinatal services.²

MDG Goal 6: HIV continues to spread in Kyrgyzstan, mainly driven by injecting drug use (70%)³. An official number of 2,718 is believed to be as high as 9,000.

Nosocomial HIV infection among children raises big concerns with little investigation into HIV transmission, poor contact tracing and case finding. As of November 2010, 245 children were registered with HIV. Yet the number is believed to greatly exceed the official data.

3. CP ANALYSIS & RESULT

3.1 CP Analysis

3.1.1 CP Overview:

While UNICEF had to focus its attention on Emergency interventions from June 2010, significant achievements were made in the regular programme as well, especially in the areas of capacity development, advocacy, strategic partnerships, knowledge management, and Communication for Development.

¹ Vice Prime Minister Utomkhan Abdullaeva gave this prognosis at a press conference on 27 September 2010 (<http://kg.akipress.org/news:268481>)

² Ministry of Health, *Manas Taalimi Indicators, 2009*

³ UNODC estimates based on 25,000 IDU, UNODC study of 2006

A one-day training event was organised on Gender Mainstreaming for all Office Programme and Operations staff. The emergency situation in June highlighted the need for a WASH sector in UNICEF. WASH cluster was promptly activated, and contributed to establishment and maintenance of appropriate humanitarian coordination mechanisms, ensuring relevant needs assessment and analyses, etcetera. UNICEF provided life-savings supplies as part of its humanitarian support. However, the post-crisis analyses revealed serious systemic problems related to WASH, such dilapidating water and sewage treatment and distribution infrastructure, declining levels of sanitation and hygiene in educational and primary health care systems, poor waste management.

UNICEF ensured effective advocacy through the media, especially during the emergency operations. This included 1,500 media reports published on the impact of civil unrest and violence on children and women, as well as on UNICEF's relief operations and early recovery activities.

UNICEF was part of the Development Partners Coordination Council (DPCC), and initiated the establishment of two thematic groups on social protection and education. UNICEF and the World Bank continued their partnership to support the Ministry of Education and Science in the planning and development of the Fast Track Initiative II Grant. Two polio immunisation campaigns were successfully organized through a partnership between the Ministry of Health, UNICEF, WHO, USAID, National Red Crescent and community groups.

Within the UN Country Team, the Resident Coordinator's Office is compiling and sharing among agencies information on all UN supported studies and evaluations to allow for coordination and to avoid duplication. During the emergency in the south, OCHA led the 'Who Does What? When? Where?' Network, ensuring better coordination and instant sharing of information. The UN agencies also collaborated on rapid assessments carried out by the different clusters.

Communication for Development (C4D) has placed special focus on strengthening community-based, interactive communication approaches and mass media. During the emergency, a communication campaign addressing Gender-Based Violence and its prevention was implemented.

3.1.2 Programme Strategy

3.1.2.1 Capacity Development:

The activities carried out for capacity development in 2010 included a one-day training event on Gender Mainstreaming for all Office Programme and Operations staff. The training was organized as part of a UN consultancy to support UNCT Gender Mainstreaming and was useful as it allowed the staff to become more familiar with gender mainstreaming concepts for further internalization in the country programme.

The Deputy Representative and the Social Policy Officer attended a training event on Budget Policy and Investment for Children held in Istanbul from 22-26 March. The training contributed to the enhancement of knowledge and skills of participants in the area of budget work and Public Financing Management (PFM). A summary of the key elements of the training was presented to all programme staff.

The crisis in June highlighted the need for a WASH sector in UNICEF and for the establishment of a UNICEF-led WASH cluster. The cluster's achievements include establishment and maintenance of appropriate humanitarian coordination mechanisms, ensuring relevant needs assessment and analyses, planning and strategy development, application of standards, monitoring and reporting, advocacy and resource mobilization, and training and capacity building.

Immediate water supplies benefited 40,000 children and 10,000 women, who were unable to return to their homes. As part of the Welcome to School, UNICEF also responded by providing latrines to 25 schools and by initiating hygiene promotion campaign benefiting over 250,000 students in the south. Emergency water storage containers and water bladders were also provided to ten schools, as well as to 34 primary health facilities and hospitals, and six months' worth of water treatment chemical was provided to the Department of Water Supply for use in Osh city water treatment, benefiting at least 200,000 people. UNICEF is also supporting and coordinating the construction of 1,400 latrines in the transitional shelters that are being constructed.

3.1.2.2 Effective Advocacy:

UNICEF advocacy through the media, especially during the emergency in the south, increased manifold, with over 1,500 media reports published on the impact of the violence on children and women and UNICEF's relief operations. The media coverage included over 500 reports in the international press such as the Associated Press, IRIN, Al Jazeera, Reuters, the BBC, the Guardian, the International Herald Tribune, UN Radio, Eurasia News, and Deutsche Welle. As many as 19 feature stories on emergency and non-emergency programmes were placed on the regional and global websites. Over 20 interviews were given to international press exclusively, which subsequently appeared in the international news. UNICEF also facilitated the visit of a film crew, which made four video stories on the relief operations and the "Welcome to School" campaign.

In partnership with UNICEF Moscow, the Russian version of feature stories and information about UNICEF emergency operation in Kyrgyzstan appeared on UNICEF Russia's website. In partnership with Kyrgyzstan's Presidential Administration and UNHCR, UNICEF organized a sizeable press trip made up of national and international media to highlight UNICEF and UNHCR recovery activities in the south.

UNICEF partnered with the two major universities in Bishkek to introduce a Child Rights Syllabus for the journalism faculties. The syllabus will help young journalists increase their understanding of and help improve the quality of reporting about child rights in the country. A new methodology for media content analysis has been piloted to assess the quantity and quality of information about children and their rights, disaggregated by sectors such as health, nutrition, education, child protection, and social protection. The assessment will help uncover the gaps and identify areas to improve UNICEF's work with the media as well as UNICEF visibility.

The UNICEF-supported portal www.baldar.kg was successfully promoted as a consolidated resource for professionals and parents reaching 250-300 hits per day. Its growing popularity makes it a promising resource for on-line partnership in the future.

However, some procedural ambiguity and regulatory requirements delayed the transfer of ownership of the portal to government.

3.1.2.3 Strategic Partnerships:

UNICEF's fostering of partnership with critical actors and development partners is guided by the Mid-Term Strategic Plan and aims to promote equity across all programmatic areas

Besides being part of the Development Partners Coordination Council (DPCC), UNICEF has initiated the establishment of two thematic groups on social protection and education. UNICEF chairs the social protection group, providing content and coordinating policy advice on reform.

UNICEF and the World Bank continued their partnership to support the Ministry of Education and Science in the planning and development of the Fast Track Initiative II Grant, designed to support the introduction and delivery of the Government's new school preparation programme in areas such as material capacity and professional support.

Led by UNICEF's Research, Monitoring and Evaluation project, a joint assessment of the Gulazyk/Sprinkles programme in Talas province was undertaken whose findings have guided the national scale-up strategy.

A Gender Based Violence (GBV) Prevention and Response Programme was launched in partnership with UNIFEM and UNFPA to address immediate to long-term needs of GBV survivors from the conflict-affected areas in the south. GBV is to be integrated into regular programming in all sectors.

In partnership with Save the Children, an in-depth assessment of the current situation of children and women in the post-conflict areas of southern Kyrgyzstan was conducted.

The strategic partnership developed with the World Bank resulted in joint implementation with the Ministry of Health through the Sector Wide Approach of a programme to prevent micronutrient deficiencies among vulnerable groups (1.0 million beneficiaries), and preparatory work for the implementation of a US\$11.0 million grant from the World Bank to the Ministry of Health on Results Based Financing in maternal and child health.

Partnership with the EU-supported Sector Policy Support Programme (SPSP) on social protection has continued. In 2010, the partnership was centred on the provision of analytical underpinnings for the reform strategy. UNICEF, EU and GTZ are engaging together in high-level advocacy on social protection administrative reform [with integration of child protection]

3.1.2.4 Knowledge Management:

Within the UN Country Team, the Resident Coordinator's Office is compiling and sharing among agencies all UN supported studies and evaluations to allow for coordination and to avoid duplication. During the emergency in Osh and Jalal-Abad, the UN led by OCHA, streamlined ICT resources across the agencies to support a 'Who Does What? When?

Where?’ Network, ensuring better coordination and instant sharing of information. The UN agencies also collaborated on rapid assessments carried out by the different clusters.

Within UNICEF, sharing of knowledge among the programme and operational staff on programmatic innovations was carried out through presentations on best practices and discussions during programme meetings leading, among other things, to proposal development. During the year, the country programme invited advisors from the regional office to introduce new approaches and to support further dialogue on areas of concern, such as human resource issues and various organizational directives.

3.1.2.5 C4D Communication for Development:

C4D placed a particular focus on strengthening community-based, interactive communication approaches and mass media. In partnership with the Republican Health Promotion Centre, training was organized to enhance the skills of health promotion specialists from all provinces for effective advocacy and media relationship. The interpersonal communication skills of village health committee volunteers were strengthened through training and video materials supported by UNICEF.

Following the outbreak of polio in neighbouring countries, C4D helped the Ministry of Health develop and carry out a social mobilization and mass media campaign in support of polio vaccination. Over 8,000 village health volunteers were mobilized across the country to deliver messages to every family with children up to 5 years of age. Over 600 volunteers from the National Red Crescent Society and local NGOs reached out to the affected communities in Osh and Jalal-Abad.

C4D continued supporting the ECD programme through production and telecast of ‘Keremet Koch’ (Magic Journey), an educational animated TV programme, which contributes to development of social and cognitive skills among preschool children. Due to partnership with the National Broadcasting Company, the programme is accessible by all children, especially those living in rural and remote areas where preschool education is virtually non-existent.

Following the emergency, a GBV communications campaign was implemented to raise awareness among local communities in affected areas of prevention of GBV and referral mechanisms. Over 100 local community activists were trained on GBV prevention and social mobilization for a public awareness generation campaign and two local civil society organizations organized informational seminars and other activities.

UNICEF supported and facilitated the development of a communication strategy addressing stigma and discrimination against HIV positive women and children, which included contributions from UNICEF programme sections, UNAIDS, government bodies and civil society. As a result, the strategy will become part of a new national programme on HIV and AIDS for 2012-2016. In Osh province, problems of stigma and discrimination against women and children were acknowledged by the governor’s office and a special plan of action was developed within the governor’s administration including the health, education and social sectors.

3.1.3 Normative Principles

3.1.3.1 Human Rights Based Approach to Cooperation:

Despite the challenges posed by the emergency and other domestic priorities, the Government of Kyrgyzstan managed to finalize and submit on time its first Universal Periodic Report (UPR) along with the Convention on the Rights of the Child (CRC) National Report. The former report was reviewed by the Working Group established at the Human Rights Council in May. Out of 78 recommendations to Kyrgyzstan, 24 were related to children. UNICEF, along with other UN agencies including OHCHR, will support national partners in implementing the UPR's key recommendations.

UNICEF facilitated an inclusive and transparent process of developing the combined third and fourth interim Kyrgyz State Party reports on implementation of the CRC. All provinces and sectors have contributed to the elaboration of the report and provided feedback on the draft. UNICEF supported the organization of wide consultations at national and local levels between the Government and NGOs to discuss progress in the implementation of children's rights and the obstacles remaining.

The CRC report was adopted by the Government and sent to the UN Committee on the Rights of the Child by the Ministry of Foreign Affairs.

UNICEF is one of four UN agencies partnering in a Joint Proposal co-funded by the European Union for the operationalisation of Good Governance for Social Justice. The main objective of the project is empowerment of local authorities and civil society organisations in the area of human rights and good governance for improved social service delivery to the most vulnerable populations, including women, youth and children. Implementation was planned for September 2010 but the finalization process and approval by the government were delayed. Agreement by the EU to fund the project was approved in December 2010.

3.1.3.2 Gender Equality and Mainstreaming:

UNCT Kyrgyzstan's Gender Mainstreaming Strategy for 2010-2015 was developed and approved following a Gender Mainstreaming (GM) Review in March. The recommendations are to improve capacity in GM; enhance staff and management accountability for GM; incorporate GM at all levels of programme design, policy and advocacy; and improve monitoring of budget allocations. In line with the recommendations, a one-day training on gender equality and mainstreaming conducted by a Gender Consultant was held in March 2010 for UNICEF staff to develop their skills in gender mainstreaming. Also, a Gender Focal Team of two persons was created as opposed to a single Focal Point to address and strengthen Gender Mainstreaming.

Following the emergency, UNICEF played a key role in leading the Gender Based Violence (GBV) sub-cluster, and in launching an immediate response to GBV through project interventions and a GBV communication campaign aimed at prevention and awareness. These interventions resulted in 1) increased capacity of GBV partners to identify those affected by GBV and raise awareness for its prevention, 2) development of a form of referral mechanism and access to information by GBV victims (via distribution of a GBV referral card and coordination among existing service providers), and 3)

improved awareness among the wider public on GBV prevention via the communication campaign.

In November, UNICEF organized and facilitated a training on care for those affected by GBV and a GBV Coordination Mechanism workshop for partners from four sectors (psychosocial, health, legal and security), promoting beneficiary-oriented services, and multi-sectoral cooperation and coordination on GBV issues. The training was further replicated at the local level in Osh city for a wider range of actors including local authorities and community activists.

UNICEF supported a study on the impact of the financial and food crisis on livelihoods in Kyrgyzstan with a specific focus on women and children. The findings of the qualitative study will be reflected in the development of the next CPD and programme components.

UNICEF is an active member of the United Nations Gender Thematic Group, which recently contributed to the 16 day campaign on eliminating violence against women by improving awareness of violence against women and implementing specifically targeted activities through theatre and arts in the crisis affected provinces.

3.2 Programme Components:

SI 001 – The Social Policy Reform and Communication Programme aims at contributing to the country’s efforts to develop evidence-based social and budget policies that positively impact on child development, protection and welfare. Overall, this component assists governmental and non-governmental actors to design, develop and implement strategies and programmes aimed at protecting children’s rights. This is achieved by addressing the determinants and consequences of social exclusion and by focusing on child and family poverty and deprivation, i.e. 1) children deprived of parental care; 2) children in conflict with the law; 3) children subject to abuse and exploitation; and 4) children with disabilities.

SI 002 – Access to Social Services This programme component includes Health/Nutrition and Education/ECD projects and seeks to assist the Government to implement system reforms in the health and education sectors that ensure the access of children and women, including the most vulnerable and socially excluded, to quality services for individual and social development. Families and communities are empowered to demand better quality services and to take appropriate actions themselves to monitor progress in child development. Building the capacity of service providers and facilitating acquisition of knowledge and skills represent another major strategy pursued by the programme.

4. OPERATIONS & MANAGEMENT

4.1 Governance & Systems

4.1.1 Governance Structure:

The office developed a comprehensive Rolling Management Plan (RMP) for 2010/11. The RMP presents the management priorities of the office for 2010-2011, and serves as an action plan to achieve agreed results. The plan was finalized with the participation of and in consultation with Country Office staff during a two-day retreat in February. The

membership of all committees and of the Country Management Team were reviewed, revised and noted in the RMP 2010/2011.

A total of five CMT meetings, two Operations meetings and nine All Staff Meetings were conducted this year. In addition, five Programme Meetings were conducted where progress on implementation was assessed and the standard set of programme implementation indicators were reviewed and discussed by programme staff. One Programme Planning Retreat was held in November to review this year's achievements and planned results for next year.

The Annual Review was held on 10 December to review progress towards implementation of the RWP 2010-2011, and to brief partners on UNICEF preparation of the next CPD 2012-2016. The review was chaired by the Vice Prime Minister.

Operation Base in Osh:

To support the emergency response in the south, a decision was made to establish a UNICEF temporary office in Osh, and requiring it to wind up at the end of 2010. However, in view of expanded UNICEF activities in Osh and Jalalabad, and after consultation with the Regional Director and Regional Chief of Operations, it was decided to extend UNICEF's presence in Osh until the end of 2011. In December, the official request to endorse the establishment of a zone office in Osh until the end of 2011, with possible extensions depending on requirements and funding, was submitted to the Programme Budget Review.

4.1.2 Strategic Risk Management and Emergency Preparedness:

The Early Warning – Early Action plan had been in place but was updated, reflecting the experience gained from addressing emergency situations in 2010 and to address potential risks from future natural or man-made emergencies. A Sub-Regional Contingency Plan to support the emergency affected areas was developed in May and updated in June with support from the Regional Office. The process of preparation of the Contingency Plan helped sensitize the staff to potential emergencies and the possible implications for the office, as well as its priorities.

This year was the first time UNICEF Kyrgyzstan has been part of the DIPECHO-funded project 'Supporting Disaster Risk Reduction amongst Vulnerable Communities and Institutions in Central Asia', focused on pre-school education. Although the project's implementation was delayed due to the emergency, it helped raise the profile of disaster risk reduction in the country office.

Prior to the occurrence of the emergency, UNICEF had basic emergency supplies pre-positioned in Osh after an agreement with a UN partner for storage, and some funding was secured for emergency supplies as part of the DIPECHO-funded disaster risk reduction project. Following the June 2010 emergency, UNICEF began more systematic pre-positioning. It also carried out a Lessons Learned exercise in November 2010 using the June emergency as a case study, for improved emergency preparedness and response, better knowledge management, and capacity building.

4.1.3 Evaluation:

The Country Office (CO) has an IMEP based on which data collection, monitoring, and evaluation activities are planned and scheduled. Intranet Evaluation Facility is used to strengthen the quality of project and overall performance evaluations including of the MTR. As local capacity to undertake evaluation is limited, evaluations mostly involve foreign expertise, including academic institutions (e.g. Edinburgh University), leading thematic agencies (US CDC), and well-known experts.

Based on an impact evaluation of the Gulazyk programme in Talas and its positive results, the programme is being scaled-up nationally by UNICEF and its partners. The CO supported national M&E capacity building by conducting, in cooperation with IPEN, a series of M&E workshops for the Government and national counterparts during 2009-2010.

The Annual Management Plan (AMP) includes a wide range of management performance indicators which provide the basis for review of management performance by the various office committees and during programme meetings. The CMT met regularly and a set of management performance indicators was reviewed and monitored. These are related to financial implementation, timely cash advance liquidations, resource mobilization for thematic and emergency activities, human resources, and learning processes. The CO continued to place significant emphasis on timely reporting to donors.

In 2010, 161 Direct Cash Transfers were issued to more than 40 partners. Due to the increasing number of implementing partners, monitoring tools were developed to track proper use and implementation of Project Cooperation Agreements (PCAs) and Small Scale Funding Agreement (SSFAs). Along with field trips, these tools contribute invaluablely to monitoring and reporting of UNICEF programmes. The key financial indicators for Emergency and Early Recovery programme management have been closely monitored on a weekly basis. A minimum stock of supplies, to meet the basic needs of 10,000 families, was maintained in Osh for an immediate response in case of emergency.

While UNICEF Kyrgyzstan improved many systems and processes for operations and programmes in 2009, some unavoidable factors hindered their comprehensive and systematic use in 2010, including the deteriorating security context, and the fact that some positions remained vacant for several months.

4.1.4 Information Technology and Communication:

The CO upgraded ProMS 8.5 to ProMS 9.1. The Briefing Book 5.5 continued to be updated automatically on a daily basis. All required updates of anti-virus 'Symantec Endpoint Protection 11' system were duly applied to servers and desktops in the office.

The Office Profile Database was updated regularly. The country office information profile includes the following: Basic Information, Firewall, Hardware, IT Staffing Information, LAN, Messaging and Collaboration, Radio, Software, Support, Telecoms Equipment, Telecoms General, WAN, Windows XP Inventory, Website Hosting.

The annual Microsoft products inventory form currently in use was signed and sent to the Global Help Desk.

As part of KIRA's Contingency Plan the CO procured 20 laptops, HF and VHF equipment, Telecommunication kits, Thuraya satellite phones, BGAN and Solar System in 2010. MS Windows XP was installed in computers in accordance with UNICEF standards.

With reference to the Operations Work Plan 2010, the IT Assistant conducted a range of individual training for all KIRA staff on Lotus, Microsoft Office, CITRIX, Business Everywhere and other systems.

4.2 Fin Res & Stewardship

4.2.1 Fund-raising & Donor Relations:

The CO submitted all donor reports on time and managed to ensure continued quality and more than 95% expenditure rates. The CO leveraged funds from major donors in support of regular programme objectives, and since June it made great efforts to mobilise resources for its emergency response and early recovery programmes. The regular Country Programme had a budget of US\$3 million; with emergency the budget increased to around US\$14 million.

At the country level, despite the small number of local donors, the office has been in regular contact with development partners to provide updates on the ongoing programmes and identify opportunities for resource mobilization. The office produced communication and fund-raising materials, including situation reports, proposals, press releases, human interest stories and briefing packages. Input was prepared for next year's UNICEF Humanitarian Action Report - the first time Kyrgyzstan has been included in the report as an individual country. The CO benefited from EMOPS support for several emergency funding requests (EPF) at the onset of the crises in April and June.

The Representative gave numerous interviews to the media to increase the visibility of UNICEF emergency programmes and outline resource requirements. During the Representative's visit to Geneva in July, the RO organized fundraising events, including briefings to the Geneva-based press corps and the High-Level Working Group of donor governments as well as National Committees via video-conference. National Committees continue to play a crucial role in providing non-earmarked funds. The office also participated in a major donor conference held in Bishkek on 27 July 2010.

The fundraising efforts this year led to several new or renewed donor relationships, including recent funds from CERF, OFDA, Spain, Netherlands, Russia, DFID and the Immediate Response Facility under the Peace Building Fund. The funding outlook for 2011 looks challenging given global events but UNICEF Kyrgyzstan will continue to expand its relations with donors at all levels.

4.2.2 Management of Financial and Other Assets:

Monitoring of programme implementation was improved through regular analysis and presentations of implementation data during Programme and CMT meetings. ORR and ORE funds were reviewed regularly and re-phased based on the planned programme

activities. RR funds were analysed and reallocated between projects during the course of the year.

4.2.3 Supply:

In 2010 the Supply section serviced the needs of two major components - regular programming and emergency, and processed supplies and related services to a total of approximately US\$5.2 million as follows:

- 20% was used for Operational needs (US\$950,000), while 80 % addressed Programme needs (US\$4.2 million).
- 25% (US\$1.25 million) was funded by Regular Programme funds and the 75% (US\$3.9 million) by Emergency PBAs.
- 85% (US\$4.5 million) of procurement was offshore, including Direct Orders, while 15% (US\$700,000) was procured locally.

At the beginning of the year, a Supply Plan for approximately US\$ 300,000 was prepared to form part of the Rolling Management Plan. During the first three months of the year, 75% of the 2009 obligatory requisitions were completed, with the rest of the OBOs finalized by midyear.

With the immediate release of Supply Division logisticians and human resource support from the Regional Office, the Country Office managed to deliver its first load of humanitarian supplies (medical and water and sanitation) to the affected area within the first week after the events. An agreement based on UNICEF exemption from demurrage fees was reached with a private company which exclusively controlled the airport freight zone until the end of the year. UNICEF Osh Operations base runs a warehouse in Osh with stock prepositioned for further distribution.

Throughout the year, the CO continued to extend support to the Procurement Services for orders of the Ministry of Health dating back to 2008 and 2009. Those included stocks of vaccines and vaccine-related supplies and, within the framework of the World Bank and UNICEF's Memorandum of Understanding, a stock of vitamin and mineral premix. The delivery of premix was delayed for technical reasons, and in May the shipment finally reached Bishkek.

During the year, 56 bids and 25 CRCs were announced and processed, in comparison to 44 and 12 in 2009. A PCA Committee was formed in the autumn to review PCAs.

4.3 Human Resource Capacity:

This year 31 recruitments were made including the regular planned recruitment, as well as emergency recruitment related to establishment of the Osh Operations base. Three recruitments for the posts of ECD Officer, Admin/HR Assistant and Driver were endorsed by PBR in 2009. The NO-C Education post was abolished and a NO-B ECD Officer post was created instead. Two TFT posts (Admin/HR Assistant and Driver) were changed into FT posts and filled in early January 2010.

Other staff recruitments for Bishkek CO and Osh Operations base were as follows:

1. Health & Nutrition Officer, NOB/FT/RR
2. Child Protection Officer, NOA/FT/RR

3. Emergency Manager, P4/FT/OR
4. DIPECHO Programme Assistant, GS6/TA/OR
5. ECD Officer, NOB/TA/RR (in absence of staff member on SLWOP)
6. Health & Nutrition Programme Assistant, GS6/TA/RR
(in absence of staff member on SLWOP)
7. Health & Nutrition Programme Assistant, GS5/TA/RR.

4.4 Other Issues

4.4.1 Management Areas Requiring Improvement:

In June 2010, UNICEF established temporary office in Osh with preliminary agreement that it will be functional till the end of 2010. In December 2010, the PBR has approved the continuation of the Zone Office till the end of 2011. The overall Ops Base 2010 budget for Osh comprised of USD 1,323,733. The major expenditures were associated with the cost of 1 armoured vehicle (USD 196,370), 2 4WD soft skin vehicles (USD 139,574) and freight costs (USD 575,000). Another substantive cost amounting to USD 127,883 represented emergency telecommunication expenditures for the Ops Base including HF, VHF, Telecommunication kits, Thuraya, BGAN, Solar system and laptops. The recurring operating expenses included cost of rent, utilities, communication cost and stationery. In 2010, the cost of common services and the rental of the Ops base premises were shared with OHCHR on a two-tier basis. The first tier refers to proportional cost sharing based on the number of staff and work stations (Internet, IT Services) and the second tier provides for proportional cost sharing by net sq.m (rent, utilities, security, compound maintenance, support staff salaries).

4.4.2 Changes in AMP:

The CO developed a comprehensive Rolling Management Plan (RMP) for 2010/11. The RMP presents the management priorities of the office for 2010-2011, and serves as an action plan to achieve agreed results. The plan was finalized with the participation of and in consultation with Country Office staff during a two-day retreat in February. The membership of all committees and of the Country Management Team were reviewed, revised and noted in the RMP 2010/2011.

A total of five CMT meetings, two Operations meetings and nine All Staff Meetings were conducted this year. In addition, five Programme Meetings were conducted where progress on implementation was assessed and the standard set of programme implementation indicators were reviewed and discussed by programme staff. One Programme Planning Retreat was held in November to review this year's achievements and planned results for next year.

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5. STUDIES, SURVEYS, EVALUATIONS & PUBLICATIONS

5.1 List of Studies, Surveys & Evaluations:

- 1. Assessment of risk factors of death of children under 2 at home and first day of hospitalization*
- 2. Financially feasible scenarios for the equitable expansion of preschool education in Kyrgyzstan*
- 3. Survey on nutritional status of women and children under five in emergency affected areas*
- 4. Study on prevalence and dynamics of violence in schools in the KR*
- 5. In-depth assessment of the current status of children and women in affected areas*
- 6. Rapid Health and Nutrition Cluster Needs assessment in Osh and Jalal-Abad provinces (jointly with UNFPA and WHO)*

5.2 List of Other Publications

- 1. National Study on Child Abuse and Neglect*
- 2. National Report on Child Poverty and Disparities*
- 3. The Situation of Children of Kyrgyzstan*
- 4. Juvenile Justice Manual*
- 5. Compilation of Peace Education Lesson Plans (grade 1-11)*
- 6. Materials for the training on nutrition*
- 7. Guideline on Monitoring of implementation of Law on breast-feeding*
- 8. UNICEF Emergency Response*
- 9. Pocket Guide for Juvenile Justice*
- 10. Materials for trainings for medical workers*
- 11. Desk book of neonatologist*
- 12. Guideline on feeding of children deprived of breast feeding*

6. INNOVATION & LESSONS LEARNED:

Title: *Lessons Learned on Emergency 2010*

Contact Person: Srdjan Stojanovic, sstojanovic@unicef.org

Abstract:

UNICEF carried out a Lessons Learned exercise in November 2010, taking the June 2010 emergency as a case study, using its key lessons for improved emergency preparedness and response, better knowledge management, and enhanced capacity to tackle future emergencies. The results of the Lessons Learned exercise were shared with all staff in Kyrgyzstan, as well as with the Regional Office and HQ.

Innovation or Lessons Learned:

On the positive side, there were several strengths noted in the process of tackling the emergency. UNICEF responded very quickly to a major emergency that occurred in June 2010 in Kyrgyzstan. The RO/HQ both were kept informed on the situation and SITREPs were produced very fast and of good quality. Initial funds (loans) were available within a short time; the surge capacity team members from UNICEF and through stand-by partners joined the team very quickly. UNICEF staff, including surge capacity colleagues,

took part in various rapid assessments. UNICEF Copenhagen supply warehouse was quick to respond (within 1 week of disaster). Existing supplies were speedily released to the counterparts. UNICEF established partnerships with government and NGO partners. The Cluster system was promptly established and in general worked well. The Osh office as well was established fast and UNICEF presence in the emergency site allowed for effective rapid response.

Among the limitations of the emergency-related process, the following were highlighted. In the early weeks especially, UNICEF faced problems in accessing some of the most affected areas, making it difficult to undertake field assessments in some areas. Lack of rapid initial assessments and of the required critical data came in the way of effective planning. Other constraints were: insufficient preparation of UNICEF staff with appropriate skills to tackle emergencies; difficulties for UNICEF in implementing CCCs due to evolving nature of the cluster approach, e.g., WASH had no partners; limited stock of supplies prior to emergency; insufficient capacity in counterparts to distribute the huge volume of supplies once they started arriving; the focus of the initial response on supplies and not on other components of the programme; and the fact that no adequate baseline information was available to help shape the programme with greater specificity.

A number of recommendations were made for the way forward.

Potential Application:

The Lessons Learned report can be useful for other country offices and equally for RO/HQ. The experience and knowledge gained from this exercise offer valuable pointers for shaping future actions during emergencies and in terms of emergency response preparedness. These can be applied internally to other emergencies in the country or outside by other countries and offices seeking to address the challenges and risks posed by emergencies.

Issue/Background:

In June 2010 civil clashes led to grave injuries and loss of life in Osh and Jalal-Abad and resulted in internal displacement of around 300,000 people and 75,000 fleeing into Uzbekistan. In total about 1.1 million people, of which 400,000 children were in need of humanitarian assistance.

Strategy and Implementation:

Lessons learned have been useful in revising the emergency strategy for the country programme and UNDAF in Kyrgyzstan.

Progress and Results:

Recommendations from the exercise have been used in various preparedness actions, and have been reflected in the intranet-based Early Warning-Early Action for Kyrgyzstan.

Next Steps:

Some of the Action points emerging from the Lessons Learned Exercise were acted upon immediately after the exercise, while the remaining will be addressed in early 2011.