

## Bosnia and Herzegovina

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### Executive Summary

This past year, 2015, marked the twentieth anniversary of the Dayton Agreement ending the 1992–1995 war in Bosnia and Herzegovina. During the year, the country took encouraging steps on its path towards European integration. In February, the country's institutions and political leaders adopted a Written Commitment on Reforms and the European Union (EU) path. The Reform Agenda includes ambitious socio-economic, rule of law and public administration reforms, and is being implemented based on a comprehensive Joint Action Plan. In addition, the Stabilization and Association Agreement entered into force in June.

Also, 2015 was the first year of implementation of the new Country Programme within the Delivering as One framework. The United Nations Development Assistance Framework (UNDAF) was signed in June and the 2015–2016 Joint Work Plans will be signed upon approval of the recently formed Steering Committee. Activities in 2015 were implemented with full endorsement of all relevant governmental counterparts. During the year, UNICEF continued to implement five United Nations Joint Programmes, including the EU Flood Recovery Programme, which ended in October.

The roll-out of the Standard Operating Procedures for implementing the Delivering as One approach required substantial engagement of UNICEF resources. All UNICEF outputs of the United Nations joint work plans have a strong focus on reaching the most vulnerable children in Bosnia and Herzegovina, and 2015 saw progress and results in several areas.

In social protection and inclusion, UNICEF continued to develop capacities and formalize referrals among service providers from different social sectors (social protection, health, education, police, non-governmental organizations and media) in 15 municipalities. This resulted in the adoption and implementation of 15 local multi-sectoral Social Protection and Inclusion (SPI) Action Plans and functional referrals for children in need. In cooperation with the entity Ministries for Social Protection and three Faculties of Social Work, UNICEF contributed to strengthen the social protection system to respond to emergency through capacity development activities reaching 125 social workers and 30 representatives of civil protection and the Red Cross.

UNICEF continued its focus on strengthening systems for the protection of children in contact with the law, and on child-friendly access to justice. Alternative measures that divert children from formal proceedings and avoid negative impacts, such as police warnings, regular school attendance and community work, were developed and implemented in 15 municipalities. Up until 2015, and since the inception of the childcare reform process in Tuzla, more than 50 per cent of children in institutions were either reunited with their biological families, put into foster care or adopted. Referral mechanisms to better identify and respond to cases of violence involving children were strengthened in 15 municipalities, through capacity building of 100 police, social welfare, education and health professionals to apply Guidelines for Response to Violence Against Children.

Integrated early childhood development (IECD) services became available in 32 (22 per cent) municipalities of Bosnia and Herzegovina. They were delivered to more than 2,700 children and families, 25 per cent of which were children with developmental delays and disabilities or who came from marginalized groups, such as Roma. UNICEF supported capacity development of 125 service providers from health, education and social protection on IECD and early childhood intervention (ECI) at various levels and enhanced their competencies to deliver new services. In line with the early childhood development (ECD) Bosnia and Herzegovina Policy Framework, UNICEF supported the development of a programme document for IECD in Republika Srpska for 2016–2020 that complements the ECD Strategic Plan developed in the Federation for 2013–2017.

UNICEF continued advocacy to increase commitment towards immunization. As result of these efforts, both entities have initiated the process to review their multi-year immunization plans, which will be developed with the support of UNICEF in 2016.

Among the most significant results for 2015 in the field of education was the draft of a new Preschool Strategy Document for the country. This constitutes a major milestone in terms of coordination and common framework for the entire country. In addition, more than 2,200 children and youth from 50 cities were exposed to intercultural and peace-building initiatives.

In addition, 2015 marked the end of the EU-supported Flood Recovery Programme, which UNICEF implemented in partnership with the United Nations Development Programme. The initiative allowed UNICEF and partners to reach more than 60,000 children by increasing the quality of the learning environment in communities that had not received significant investment in education since the end of the war. The overall results of the programme have been widely recognized by beneficiaries, communities and donors. Moreover, the floods have generated significant momentum for the importance of mainstreaming disaster risk reduction in country development planning and programmes.

## Humanitarian Assistance

In 2015, UNICEF Bosnia and Herzegovina ended its humanitarian assistance for the historical May 2014 floods that affected close to one third of the country. The European Union (EU)-supported Flood Recovery Programme enabled more than 60,000 children to return to a high-quality learning environment after the devastating event. In a little more than a year, in close collaboration with the United Nations Development Programme (UNDP) and ministries of education, the Country Office (CO) was able to restore education and ensure the protection of children in affected municipalities, mainly through refurbishment of equipment and didactic materials in affected schools and the establishment of Child-Friendly Spaces (CFS) providing services to more than 2,800 boys and girls over a period of initially three to six months after the floods.

UNICEF Bosnia and Herzegovina procured and delivered 22,398 pieces of furniture to 101 schools, 123 didactic sets to 95 schools, and 8,570 items of sports equipment to 89 schools. The CO delivered laboratory equipment, including biology, chemistry and physics sets, to 84, 90 and 84 schools, respectively. Some 60 schools received information-technology labs, and more than 300 teachers have been trained on using the donated equipment. In addition, the reconstruction of eight facilities (mainly Centres for Social Work) was finalized in 2015. This enabled the provision of services for children and families in flood-affected areas.

This large-scale procurement endeavour required the establishment of innovative and close

monitoring mechanisms to ensure that all goods and services were delivered in line with UNICEF standards. The project team developed a comprehensive database to collect, capture and analyse school requests to verify that all procurement activities were in line with the needs of children in affected areas. Using open-source and free mobile data collection tools, UNICEF Bosnia and Herzegovina was able to monitor and map at the school Global Positioning System (GPS) coordinate level the status of refurbishment of schools by prioritizing the most affected areas. This effectively created a near real-time monitoring system that allowed the project team to rapidly follow up on any concerns from school directors to ensure accountability to the programme beneficiaries.

In the area of emergency services, psychosocial support was provided to approximately 3,000 children from flood-affected areas. Activities enabled the establishment of stronger connections with the local centres for mental health, which will serve as a basis for future cooperation within child protection programmes. Following large-scale establishment of CFS during 2014, UNICEF Bosnia and Herzegovina worked in 2015 in transitioning these spaces to other services for children, such as ECD centres and preschool facilities.

In the area of disaster risk reduction (DRR), UNICEF Bosnia and Herzegovina developed a comprehensive manual on social work in emergencies with all relevant state, academic and municipal-level stakeholders to increase preparedness and awareness of the role of Centres for Social Work in responding to disasters. The manual was used to train representatives of all Centres for Social Welfare who increased capacities to respond to emergencies. UNICEF Bosnia and Herzegovina also provided significant contributions to United Nations Country Team-wide DRR efforts in providing data to map hazards, vulnerabilities and risks in order to inform DRR interventions in the country and the development of a joint programme.

## Summary Notes and Acronyms

BFH – Baby-Friendly Hospital  
CEE/CIS – Central and Eastern Europe and Commonwealth of Independent States  
CFS – Child-Friendly Spaces  
CMT – Country Management Team  
CO – Country Office  
CSW – Centres for Social Welfare  
CRC – Convention on the Rights of the Child  
DRR – disaster risk reduction  
ECD – early childhood development  
ECE – early childhood education  
ECI – early childhood intervention  
EU – European Union  
FBiH – Federation of Bosnia and Herzegovina  
FMoH – Federal Ministry of Health  
GAP – Gender Action Plan  
GPS – Global Positioning System  
HACT – Harmonized Approach to Cash Transfer  
ICT – information and communications technology  
IECD – integrated early childhood development  
IT – information technology  
KAP – Knowledge, Attitude and Practice

LSA – Local Staff Association  
MHRR – Ministry of Human Rights and Refugees  
MICS – Multiple Indicator Cluster Survey  
MODA – Multiple Overlapping Deprivation Analysis  
NGO – non-governmental organization  
ORR – Other Resources Regular  
PAS – Performance Appraisal System  
RKLA – Regional Knowledge and Learning Agenda  
RO – Regional Office  
RS – Republika Srpska  
SitAn – Situation Analysis  
SPI – Social Protection and Inclusion  
UNCT – United Nations Country Team  
UNDAF – United Nations Development Assistance Framework  
UNDP – United Nations Development Programme  
UNDSS – United Nations Department for Safety and Security  
WG – Working Group  
WHO – World Health Organization

## Capacity Development

In the area of social inclusion, UNICEF Bosnia and Herzegovina, in partnership with the Republika Srpska Faculty of Social Work and the Ministry of Education, increased the capacities of 50 social workers and school management in early identification and referral of primary schoolchildren facing social difficulties. This was coupled with the development of standards on social work in primary education. In addition 125 social workers and 30 representatives of civil protection and the Red Cross increased capacity to act in humanitarian settings.

In child protection, UNICEF Bosnia and Herzegovina supported capacity-development initiatives to strengthen the implementation of child-friendly procedures in a harmonized fashion throughout the country. In total, 742 police officers, social workers, lawyers, judges and prosecutors in both entities were certified after trainings. A comprehensive 18-month training programme was developed for witness support service providers at Cantonal/District Courts, Prosecutors' Offices, and Centres for Social Welfare (CSW) to better protect children in court proceedings.

The education system was strengthened through capacity development of 445 primary and secondary schoolteachers from 89 schools in inclusive education approaches. In cooperation with the Ministry of Education, 21 preschool teachers from all municipalities in Canton 10 improved their knowledge and skills in child-centred approaches, benefiting about 400 children. Through a United Nations joint programme, the Country Office (CO) supported greater social cohesion among 2,200 children and youth from 50 cities throughout the country through various initiatives on peaceful conflict resolution.

The health system was also strengthened through various initiatives. The first continuous early childhood intervention (ECI) education was conducted jointly with the Federal Ministry of Health, paediatric clinics and EDUS, a non-governmental organization (NGO). Some 27 service providers (paediatricians, nurses, preschool teachers and social workers) from 14 locations became certified professionals for the provision of ECI services. In addition, 125 professionals enhanced their capacities through in-service ECI training. Moreover, a Child Development Assessment Scale was standardized for all children in the country.

## Evidence Generation, Policy Dialogue and Advocacy

The 2015 Children's Equitable Access to Justice study identified issues and recommendations regarding the delivery of justice to children. According to the study, children are still not perceived as rights holders, while child-sensitive justice procedures often remain ad hoc. The recommendations highlight the need to strengthen capacities to identify the best interests of children and to support the capacity of children to access the justice system. Findings were presented and discussed at a national conference on justice for children in May in the presence of major stakeholders, and used to develop training programmes for legal aid providers, witness support officers and media professionals. In 2016, UNICEF Bosnia and Herzegovina plans to support related capacity development programmes with judicial and prosecutorial training centres, as well as work with child witnesses.

An international conference on early childhood education (ECE) organized in early 2015 maintained momentum and focus on early learning among key stakeholders with the presentation of results from the Regional Knowledge and Learning Agenda (RKLA) 3 evaluation findings. In addition, the findings of the external evaluation of the CO-supported preschool programme in Bosnia and Herzegovina highlighted the need for quality assurance and a more focused approach towards the inclusion of Roma children in preschools. Recommendations from these evaluations were used to develop the 2016–2021 Preschool Strategy for Bosnia and Herzegovina. Furthermore, as a result of joint European Union (EU) and CO advocacy efforts, Bosnia and Herzegovina agreed to participate in the 2018 round of the Programme for International Student Assessment – a first for the country – which will enable education professionals to evaluate the quality of education in comparison to other countries.

## Partnerships

Partnerships with academia initiated in 2014 with the signing of a Memorandum of Understanding with six universities were further strengthened and expanded with new agreements signed with Mostar University and two faculties of Sarajevo and Tuzla University in 2015. Within the framework of these Memorandums, UNICEF Bosnia and Herzegovina enhanced the understanding of child rights by facilitating interactive lessons for students and university staff in the country's major cities. More collaborations are planned for 2016, with the idea of strengthening child rights education as an interdisciplinary subject.

UNICEF Bosnia and Herzegovina has also supported academia in the preparatory process of applying for the Erasmus+ Call 2016, an EU-funded programme aimed at boosting the skills and employability of young people in Europe through transnational partnerships among education, training and youth institutions.

In cooperation with the Ministries for Social Protection/Policy, UNICEF Bosnia and Herzegovina engaged in collaboration with three universities/faculties of social work from Banja Luka, Mostar and Sarajevo in order to develop the Manual for Social Work for Emergencies Preparedness and Disaster Risk Reduction (DRR), which was published in September 2015. This was followed by four local-level trainings attended by representatives of all CSW in the country, a limited number of civil protection staff and Red Cross members. The training provided an opportunity for participants to share experiences in responding to the 2014 floods in line with the objective of strengthening local-level capacities to reach the most vulnerable in emergencies.

## External Communication and Public Advocacy

As of this year, the CO aligned its communication and advocacy activities with the Global Communication Strategy, structured around online and offline voice, reach and engagement.

Giving a voice to children, the CO produced and disseminated 63 media messages that reached close to 1 million people. The messages included human interest stories featuring children and their families voicing their issues and benefiting from UNICEF Bosnia and Herzegovina programmes from various parts of the country. As a side effect, the blog posts supported by the CO engaged volunteers and fans to provide school equipment, transport to schools or messages of encouragement to the most vulnerable children.

Interactive workshops with journalists, media professionals and child rights advocates around selected topics (justice for children, child poverty and immunization) engaged more than 100 participants and resulted in increased quantity and quality of media reports. Nurturing this media partnership yielded more than 80 per cent of positive (with the remaining 20 per cent neutral) media coverage on UNICEF Bosnia and Herzegovina and topics of interest for the promotion of child rights.

The annual media award served as a tool to promote good journalistic practices and as a mechanism to share lessons learned on ethical reporting on children, their rights and needs. The best journalistic contributions for promotion and protection of child rights in television, radio, as well as print and Internet media were selected out of 96 submissions received from 43 journalists.

Social media remained an important channel for maintaining social engagement with a broad public. The number of followers via Facebook increased to 12,770, Twitter to 2,342 and YouTube subscribers to 1,084 (as of December 2015).

## South-South Cooperation and Triangular Cooperation

In June, the third International Technical Advisory Group Meeting on Home Visiting for Young Child Well-Being was co-organized with the UNICEF Regional Office (RO) in Sarajevo. It was the largest such meeting, gathering 57 UNICEF staff from 17 offices, RO advisers, colleagues from the World Health Organization (WHO), and a diverse group of well-known international and regional experts. The meeting was an opportunity for exchanging knowledge and best practices on the matter.

UNICEF Bosnia and Herzegovina presented the findings of research on the 'Impact Evaluation of IECD Home Visiting Services Provided to Families with Young Children in Bosnia and Herzegovina', commissioned jointly by the UNICEF RO, CO and Aga Khan University, under the work of RKLA 7. In addition, the CO shared the model of sustainable system for ECD and ECI services in Herzegovina, innovative training materials and instruments for the assessment of child development.

In addition, two experts from Bosnia and Herzegovina became master trainers for the CEE/CIS region on home visiting for young child well-being. The ECD Specialist was assigned to a one-month assignment in the State of Palestine, where she presented basic concepts and principles for setting up the ECD and ECI system to UNICEF staff. All ECD and ECI materials for professionals and parents previously developed by UNICEF Bosnia and Herzegovina were translated into Arabic for further adaptation and utilization in the State of Palestine and the Middle East and North Africa region.

The CO led interventions to overcome obstacles regarding a bilateral vaccine donation to Bosnia and Herzegovina from Turkey. As a result, the donation of vaccines for Bosnia and Herzegovina in the amount of US\$390,000 was pledged by the Government of Turkey.

### Identification and Promotion of Innovation

As part of the EU-supported Flood Recovery Programme described under the humanitarian assistance section of this report, UNICEF Bosnia and Herzegovina tested the use of open-source mobile data collection tools to accurately track at the Global Positioning System (GPS) coordinate level more than US\$2 million of school supplies reaching an estimated 60,000 children. This allowed UNICEF Bosnia and Herzegovina to capture a very accurate picture of its recovery efforts in order to ensure that the vulnerable communities affected by the floods received high-quality supplies in a timely manner to resume normal schooling activities. This information was uploaded onto an online web platform supported by local NGOs to ensure transparency and accountability to beneficiaries.

In line with the global Nutrition-Friendly Schools Initiative, UNICEF Bosnia and Herzegovina supported partners in implementing the Nutrition-Friendly Kindergarten Initiative. The initiative addressed all aspects of malnutrition, focusing on the development of a supportive kindergarten environment that promotes healthy nutrition and physical activity. It was implemented in 12 kindergartens across the country, which were selected based on Multiple Indicator Cluster Survey (MICS) data and the largest number of children with malnutrition. Key components included: a written nutrition-friendly kindergarten policy, enhancing awareness and capacity building of the kindergarten community, developing a nutrition and health-promoting school curriculum, creating a supportive kindergarten environment, and providing supportive kindergarten nutrition and health services. In total, about 50 workshops were held, including final evaluation workshops during which each kindergarten was assessed with regard to the fulfilment of Nutrition-Friendly Kindergarten Initiative criteria. Beneficiaries of this project included 220 kindergarten staff, 1,940 children and 3,800 parents.

### Support to Integration and Cross-Sectoral Linkages

UNICEF Bosnia and Herzegovina continued to develop capacities and formalize referrals among service providers from different social sectors, including social protection, health, education, police, NGO and media in 15 municipalities, which resulted in the adoption and implementation of 15 local multi-sectoral Social Protection and Inclusion (SPI) Action Plans (APs) and functional referrals for children in need. UNICEF Bosnia and Herzegovina also supported the development of a comprehensive database to administer and unify data collected through questionnaires from CSW, public health institutions, educational institutions, internal affairs, and judiciary and civil society organizations in target municipalities. The database contains all relevant sectoral data collected by SPI Commissions, and can generate sectoral and cross-sectoral reports. This database represents the first of its kind ever developed at the local community level.

Following up on impact evaluation findings, UNICEF Bosnia and Herzegovina provided assistance to the Federation of Bosnia and Herzegovina (FBiH) and the Republika Srpska (RS) IECD Working Group (WG) in capacity development of service providers from health, education and social protection on IECD and ECI to apply harmonized approaches and methodologies. As of 2015, IECD services became available in 32 municipalities. To sustain the innovative services on ECD and ECI in primary health care, UNICEF provided assistance to the Association of Paediatricians of Bosnia and Herzegovina to define a set of innovative services

and propose them for introduction into the standards and norms of health-care services. Once officially endorsed, the revised standards and norms will ensure access to quality IECD and ECI in the health centres, and will be the formal mechanism for fund-raising from the Health Insurance Funds.

The RS established a formal Government IECD coordination mechanism, and established a WG composed of representatives from the ministries of health and social welfare, education, and youth, family and sport tasked with building a sustainable system for IECD through development of a Protocol for inter-sectoral collaboration in ECD. The Protocol was endorsed by relevant ministries.

### **Service Delivery**

UNICEF Bosnia and Herzegovina supported municipalities in implementing new priority services for children identified in local situation assessments from SPI Commissions. The process resulted in the establishment of 14 new social services in Bosnia and Herzegovina. In 2015, more than 400 children (mainly children with disabilities) in need and 250 parents benefited from the new services and 9 out of 14 services have already been committed through municipal budget allocations for 2016.

UNICEF Bosnia and Herzegovina supported the IECD WG to strengthen the quality and continuity of ECD services for Roma and socially excluded families and young children through the provision of ECD services by mobile home visiting nurses. In total, 204 Roma children from 0 to age 6 and their families received parenting education and follow-up ECD services that were centre-based. The development of Roma children was assessed and preliminary data revealed delays in the socio-emotional domain.

The deinstitutionalization process has continued in three locations, and progress has been made despite challenges in the commitment of local and cantonal governments. In one of the targeted locations, 20 children have been reintegrated into their biological families and 36 children were prevented from being separated from their biological families. Training of 50 childcare professionals and recruitment of new foster families, and 31 awareness-raising events at the local level related to foster care have been supported in two locations.

To increase demand for preschool, UNICEF Bosnia and Herzegovina implemented the Preschool for All campaign in response to the 2014 Knowledge, Attitude and Practice (KAP) survey findings showing a lack of awareness about the importance of preschool for child development. The campaign's objective was to influence changes through multiple communication channels. The evaluation showed increased parental awareness about the importance of preschool education for child development; increases in positive attitudes towards early learning; and greater commitment of the Government in creating an enabling environment for early learning.

### **Human Rights-Based Approach to Cooperation**

UNICEF Bosnia and Herzegovina continued to support the Council for Children to strengthen the implementation of the Convention of the Rights of the Child (CRC). The Bosnia and Herzegovina Council of Ministers adopted the AP for Children in Bosnia and Herzegovina 2015–2018 after consultations with all partners involved in the 2011–2014 Action Plan, which saw 23 measures fully implemented, 23 implemented in a major part, 40 implemented in part, and 11 not implemented at all. Building on this, UNICEF Bosnia and Herzegovina supported the Ministry of Human Rights and Refugees (MHRR) in developing the new AP with eight objectives

ensuring the protection of the most vulnerable children, including minorities, children with disabilities and children in conflict with the law. The CO facilitated meetings of the Council for Children and the Thematic Group for the development of the Bosnia and Herzegovina reports for the two Optional Protocols of the CRC and for the development of approximately 30 official initiatives to be delivered to the lower levels of government.

This past year was the first year of the 2015–2019 Country Programme guided by the country Situation Analysis (SitAn), with a focus on equity. All outcomes and outputs of the United Nations joint work plans have a strong focus on reaching the most vulnerable communities in Bosnia and Herzegovina. In education, the CO started to develop a multi-year effort to increase access of Roma children to ECE. Child protection activities will focus on children in contact with the law and children in institutions. In health, UNICEF Bosnia and Herzegovina is supporting children with developmental delays and in social inclusion, the CO is targeting displaced families and children from poor areas.

UNICEF Bosnia and Herzegovina conducted a vulnerability mapping exercise to understand where children's rights were most deprived in a country with large geographic inequities. Using 13 indicators from MICS datasets, national statistics at the subnational level, United Nations research and programmatic considerations, the CO was able to use large amounts of data to guide the team in intervening in strategic municipalities that will reach the most vulnerable communities. For example, this analysis was used to validate consultations with local partners to strengthen preschool enrolment of Roma children in five municipalities.

## Gender Mainstreaming and Equality

The 2015–2019 United Nations Development Assistance Framework (UNDAF) for Bosnia and Herzegovina includes a results group on the empowerment of women led by UN Women. The group has been very active in increasing staff capacity in the area of gender. UNICEF is an active member of the results group, and four staff members attended one-day trainings organized by UN Women to strengthen gender programming.

In the reporting year, UNICEF Bosnia and Herzegovina also conducted a review of the 2014–2017 UNICEF Gender Action Plan (GAP) in light of the latest country SitAn. The review highlighted that gender inequities in Bosnia and Herzegovina are most significant in vulnerable communities such as Roma, especially in terms of the two GAP priorities of girls' education and ending child marriage. The objective of promoting gender-responsive adolescent health was also identified as a potential area of intervention in the country, as the latest MICS data indicate the country does not meet several GAP priority indicators, especially in the area of adolescent knowledge on HIV/AIDS.

UNICEF Bosnia and Herzegovina programmes on juvenile justice target specific vulnerabilities of adolescent boys as identified by the SitAn, which highlighted that boys are more likely to be in contact with the law.

In terms of reporting, the CO systematically captures data on boys and girls served through UNICEF Bosnia and Herzegovina programmes to highlight gender inequities in UNICEF's delivery of aid.

## Environmental Sustainability

In 2015, the CO assessed its environmental footprint by participating in the Greening UNICEF global initiative. Following the same methodology and using data from the previous year, it was

calculated that the total amount of greenhouse gas emissions was 64.6 tons carbon dioxide (1.6 tons per staff). Percentage greenhouse gas emission contributions were as follows: air travel 30 per cent; vehicles 34 per cent; public transport 1 per cent; refrigeration and air conditioning coolants 8 per cent; on-site fuel combustion 7 per cent; electricity 20 per cent; and heat/steam (natural gas) 0 per cent. Water use (in litres per staff per day) was 28.29 and paper use in sheets per staff per day was 9.65. The Country Management Team (CMT) has reviewed the report, including comparative reports from other offices, and concluded that it is best to continue mindful consumption of natural resources and production of harmful emissions.

## Effective Leadership

In 2015, the CO rolled out the 2015–2016 Annual Management Plan, aiming to define Key Programme and Operational Performance Indicators in line with organizational standards monitored and reviewed on a regular basis through the (CMT) and Mid-Year Review. The Enterprise Risk Management matrix was updated in February and high risks did not materialize. They were mitigated by actions that were successfully implemented during the course of the year.

Among these actions, the CO revised its emergency preparedness and response plans in light of the lessons of the 2014 floods and the refugee crisis that started affecting the Western Balkans region. The CO increased its emergency preparedness in all areas covered by the Core Commitments for Children in Humanitarian Action. The CO coordinated efforts with other key members of the United Nations Country Team (UNCT), signed two contingency Programme Cooperation Agreements for cross-sectoral humanitarian assistance and recruited a water, sanitation and hygiene expert to work on supplies and staffing needs in the event of related emergency scenarios.

UNICEF Bosnia and Herzegovina also actively participated to UNICEF's humanitarian action in the refugee and migrant crisis affecting the Western Balkans region. The UNICEF Bosnia and Herzegovina Representative served in several missions to support the establishment of UNICEF operations in Slovenia.

## Financial Resources Management

The CO has clear mechanisms and accountabilities in place to ensure adequate and timely management of contributions, budget control, financial procedures, bank reconciliations, accounting and liquidation of cash assistance. The CMT meets regularly to review and identify relevant actions on all Key Performance Indicators. In addition, the programme group closely monitors programme implementation. Overall, office results for 2015 indicate that UNICEF Bosnia and Herzegovina efficiently uses all available financial reports from the databases, VISION and InSight.

Reconciliation of bank accounts was continuously and timely prepared for all four accounts. There were no outstanding or non-reconciled financial accounting transactions in 2015. The CO has already started with preparations for a smooth transition to a Global Shared Service Centre, which will continue in 2016. Reports related to segregation of duties were regularly generated, reviewed and addressed.

The CO puts significant effort to ensure adequate Harmonized Approach to Cash Transfer (HACT) implementation. In 2015, the CO conducted seven micro-assessments. UNICEF also invested resources in capacity building of implementing partners through two HACT trainings held for a total of 103 participants. One-to-one HACT trainings were organized for implementing

partners that could not attend HACT training before project implementation. Some 27 spot checks were performed in 2015.

The Regional Report on Efforts to Strengthen HACT Implementation of UNICEF COs in the CEE/CIS region, prepared by the consultancy company Prime for Results International, rated the Bosnia and Herzegovina CO as being in compliance with the HACT framework.

## **Fund-Raising and Donor Relations**

In 2015, UNICEF Bosnia and Herzegovina developed the country fund-raising strategy to fund the 2015–2016 joint work plans of the new 2015–2019 Country Programme. This document was developed in line with the Resource Mobilization Strategy Action Plan from the CEE/CIS Region.

The CO mapped Country Programme Documents results with available donor strategies and interests to identify synergies in programmatic priorities with a variety of institutional donors. This analysis was used as the basis to approach more than 10 embassies, development banks and other donors. A total of US\$7.5 million of Other Resources Regular (ORR) was mobilized for the current programme cycle, leaving a funding gap of US\$16.5 million. The first year of the Country Programme was fully funded due to ORR earmarked for the Flood Recovery Programme, which equalled one fourth of total 2015 ORR funds, available and absorbed in 2015.

UNICEF Bosnia and Herzegovina also continued to maintain and strengthen partnerships with the Swedish International Development Agency and the Swiss Agency for Development and Cooperation on the implementation of the Justice for Children programme, and with other United Nations agencies on implementation of four joint programmes. Partnership with the EU continues, and despite numerous challenges faced with new PAGODA contractual modalities, the CO managed to bring the contracting process for the new three-year EU-funded project on childcare reform to its final phase, with the aim to start the project implementation in early 2016. A visit to the CO by the Dubai Cares delegation at the end of the year created an opportunity for consideration of continued cooperation on ECD.

To ensure the quality of donor reporting, UNICEF Bosnia and Herzegovina organized regular field visits with partners and donors. Through good planning, all 15 donor reports were submitted on time, meeting the UNICEF standard and more than achieving the regional benchmark. Feedback from the RO and donors was always positive, confirming the quality of CO reporting capacities.

## **Evaluation**

UNICEF Bosnia and Herzegovina maintains and uses an up-to-date PRIME to plan monitoring and evaluation activities. In 2015, the CO finalized the i) Dropout Study; ii) National Multiple Overlapping Deprivation Analysis conducted in collaboration with the Innocenti Research Centre; iii) Evaluation of the SPI System; and iv) Child Poverty Study. In order to ensure wide dissemination of results and to better influence policy dialogue and fund-raising, UNICEF Bosnia and Herzegovina introduced a new practice of repackaging these studies into reader-friendly fact sheets with infographics. This approach is being considered for use by the other United Nations agencies in Bosnia and Herzegovina, as it facilitates understanding of key messages and issues, hence promoting discussions and facilitating fund-raising.

Upon recommendation of the RO, the 'Impact Evaluation of IECD Home Visiting Services

Provided to Families with Young Children in Bosnia and Herzegovina' competed for integration into the Best of UNICEF Research in 2015. The evaluation was conducted across nine cantons and health centres, covering 400 young children and their families. The report compared the quality of care for children and families who had received IECD services for more than six months as opposed to less than six months. Results were significantly better as shown by lower maternal depressive symptoms, lower parental stress, better caregiver-child interaction, greater early learning opportunities and quality of care in the home environment, and a higher level of parental involvement in activities to promote their children's development. With respect to children's early development, findings pertaining to receptive vocabulary among younger children (8–16 months old) showed the case group had significantly greater receptive vocabulary than the comparison group. For older children (17–36 months old) in expressive vocabulary, the case group did significantly better than the comparison group. The evaluation findings were disseminated and used as described under the Evidence Generation, Policy Dialogue and Advocacy section of this report.

### **Efficiency Gains and Cost Savings**

Bosnia and Herzegovina is a Delivering as One country. With the signing of the 2015–2019 UNDAF and adoption of the Business Operation Strategy, the UNCT in the country has made significant steps towards strengthening its operational cohesion.

The UNCT implemented various initiatives for business operations harmonization among United Nations agencies. The Business Operation Strategy identifies five business operations that can add value to the quality and efficiency of the United Nations in Bosnia and Herzegovina. Leveraging the move to the common United Nations House, agencies have seen an opportunity to share more resources and reduce costs for common services beyond those that were first identified in the Strategy. Common services such as in-house printing arrangements, conferencing rooms, equipment sharing, internships, translation rosters, information and communications technology (ICT) and security support have emerged as areas for further collaboration and rationalization.

In 2015, the UNCT obtained US\$50,000 from the United Nations Development Operations Coordination Office's Business Operations Innovation Fund for the creation of the United Nations Integrated Service Management System, which, under the leadership of the Operations Management Team, will be used to:

1. Create a one-stop shop for all common services requirements;
2. Increase efficiency;
3. Simplify the processes and stream;
4. Make service utilization and requests easier for end users;
5. Reduce the accounting burden; and
6. Increase transparency and accessibility of the services provided.

### **Supply Management**

The volume of supply for 2015 was planned in the amount of US\$1,589,300, representing 24.7 per cent of the total annual CO budget. The total spent in 2015 was US\$1,719,661, representing 28.9 per cent of the budget. The trend of increased procurement in 2014 and 2015 (in comparison with 2013 and earlier years) was due to the supply component of the 2014 Floods Recovery Programme.

As a part of Young Child Well-Being programme, 10 ECD Centres were equipped with: furniture, information-technology equipment, toys, books and didactic materials. Various supplies have been procured as part of the Child Rights Monitoring and Social Protection Programme in order to equip Centres for Social Work, health centres and kindergartens.

As part of the joint EU-supported Recovery Programme, UNDP has undertaken the reconstruction of two kindergartens and one school on behalf of UNICEF, while UNICEF closely monitored implementation of all of these activities. UNICEF reconstructed and refurbished nine flood-affected facilities.

All supplies were procured from the local market, with proven records of good-quality products and services, thus contributing to the local economy and ensuring cost-effectiveness. A supply plan was completed in early 2015, regularly amended and reviewed by the CMT. Procurement-related activities included a physical inventory of operations and programme supplies completed as per UNICEF rules.

<b>UNICEF Bosnia and Herzegovina 2015</b>	<b>Value in US\$</b>
Programme supplies	1,413,764
Operational supplies	41,178
Construction UNICEF	105,814
Construction UNDP	149,844
Services	9,061
<b>TOTAL</b>	<b>1,719,661</b>

### **Security for Staff and Premises**

UNICEF Bosnia and Herzegovina continues to strengthen security for staff and premises. Based on a United Nations Department for Safety and Security (UNDSS) recommendation to enhance security in the United Nations House and a Security Management Team decision from 31 March 2015, the number of security guards in the United Nations House increased by four, resulting in more thorough security checks of persons and vehicles as well as increased overall safety. Based on the Security Management Team decision, the CO procured five digital VHF radios to be distributed to the Representative, Deputy Representative, Operations Manager, Administrative /Human Resources Assistant and ICT Assistant.

The current Security Plan was reviewed and updated along with the Security Risk Assessment, and is ready for endorsement and submission to UNICEF headquarters (UNICEF Security Focal Points actively participated in the review and update). UNICEF Security Focal Points also participated in regular meetings held by UNDSS.

During the year, two building evacuations and one warden exercise were conducted successfully, with excellent response rates from UNICEF Bosnia and Herzegovina staff. The UNICEF Business Continuity Plan was updated and tested. Security personnel and dependents lists, as well as a CO warden list, were regularly updated and shared with headquarters, the RO and UNDSS.

All new staff, consultants and contractors attended initial security briefings conducted by UNDSS. In addition, all staff completed both Basic and Advanced Security in the Field (UNDSS) courses prior to authorization for any CO-sponsored official travel.

Security advisories received from UNDSS and headquarters have been regularly shared with all staff, including the reminder for registration of all international trips in the UNDSS Trip system.

## Human Resources

The CMT regularly promoted human capacity development through continuous learning within and outside the organization. Three staff members were given opportunities for stretch assignments. A number of staff members completed a self-directed learning initiative for undergraduate and post-graduate studies, in addition to receiving benefits from flexible working arrangements.

Staff are regularly updated on new human resources guidelines. The CO made significant investments to meet the Status Files Digitization Project requirements that were successfully completed by 31 December.

The Human Resources section maintained a roster of consultants and provided guidance on and participated in the selection of consultants and individual contractors. Human Resources participated in recruitment procedures for six announced vacancies. Competency-based interviewing principles were used for all staff positions.

Performance Appraisal System (PAS) and e-PAS reviews were completed on time. Performance reviews were completed between all supervisees and their supervisors.

Management and the Local Staff Association (LSA) cooperated and met regularly either formally or informally. Two joint consultative committee meetings were held in 2015 to discuss topics such as a staff retreat action plan, team-building activities, office events and changes in the LSA Committee. Minutes are shared with the RO and Regional Staff Association. Implementation of action points is monitored by LSA and management. The CMT raised the need for a third Joint Consultative Committee to meet UNICEF benchmarks, but it was agreed that there were not additional agenda items to discuss in 2015.

A staff retreat was held in June to respond to priority staff issues identified by the Global Staff Survey. A WG was tasked with developing an office improvement action plan, which was implemented by October. The plan has been maintained and will be revised to address issues raised by staff.

The CO observes the minimum standards on HIV/AIDS in the workplace. Post-exposure prophylaxis kits, condoms and first aid kits are available in the office.

## Effective Use of Information and Communication Technology

Continued availability of ICT resources and efficient user support were ensured through effective technical maintenance of ICT infrastructure and in accordance with Information Technology Solutions and Services objectives and standards.

The UNICEF-standard cloud-based business software solution Office 365 was continuously upgraded and improved, boosting organizational effectiveness and efficiency and creating a fully mobile workspace. Providing free access to Office 365 online applications and automatic backup, improving business continuity, reduces the local hardware footprint and energy consumption in the server room.

As part of a joint United Nations agency incentive, the ICT WG applied for and received funds

from the United Nations Development Operations Coordination Office for the UN Integrated Services Management System project, using Microsoft cloud-based technologies to create a platform that can improve the usage and delivery of common base services, create a one-stop shop for all common services requirements, increase efficiency, simplify the processes and stream, reduce accounting burdens, and increase transparency and accessibility of the services provided.

The platform should be easily accessible through web or mobile applications, combining different technologies and using advantages of the United Nations federation platform without the need for additional usernames/passwords beyond the agency-specific ones already in use. Divided in separate LOT-s for Roster Management (Interns, Translators, Consultants, etc.), Provision and Operational Support (UN House Management, Maintenance, etc.), Recourse reservation and usage (conference rooms, driver's pool, vehicles, etc.), Security and Warden System and Programme Support.

In 2015, the Information Technology (IT) Assistant provided IT expertise and advisory services to programmes in procurement of IT cabinets and applications for primary and secondary schools in flooded areas, as part of the EU Flood Recovery Programme activities.

The IT Assistant also provided substantive support to the Child Rights Monitoring and SPI sections to select a vendor for designing and developing a database solution for a local municipality's CSW as part of the Annex VII project. The IT Assistant was part of the selection panel for IT-related consultancy required for the project.

## Programme Components from Results Assessment Module

### ANALYSIS BY OUTCOME AND OUTPUT RESULTS

**OUTCOME 1:** By 2019, relevant government institutions are strengthened to monitor child rights, reduce poverty and provide inclusive access to social protection services, including for the most marginalized children, especially Roma children and girls and boys with disabilities.

#### **Analytical statement of progress:**

Overall, child rights monitoring has been strengthened through the adoption of the Action Plan for children 2015–2018, supported by WGs that will monitor implementation and reporting. Reports on two additional Optional Protocols have been finalized and officially submitted to the Committee on the Rights of the Child. Although the Council for Children strengthened its role as the most relevant government body in the area of child rights monitoring, membership from the state level may be a constraint for implementation, given the fragmented authorities at lower levels of governance. UNICEF's cooperation with the Bosnia and Herzegovina Agency for Statistics has continued under a collaboration in publishing the first regional National Multiple Overlapping Deprivation Analysis, which will be used as a planning tool.

Despite all efforts invested to support the relevant governments to develop and adopt the SPI countrywide policy framework and relevant entity/district road maps/strategic directions for the SPI sector, the adoption has not taken place as of yet, as it lacked political endorsement from one entity. In light of the EU pre-accession agenda and Europe 2020 Strategy, this is a missed opportunity for Bosnia and Herzegovina to come up with a comprehensive strategic social protection approach.

In addition, there has not been progress towards the adoption of new social protection legislation in FBiH, as a pre-condition to harmonize the social benefits for vulnerable children and families between the 10 cantons. However, available data indicate that the UNICEF-supported SPI programme significantly contributed to moving social protection reform processes into the desired direction. The SPI interventions, both at policy and local levels, have positively impacted the lives of vulnerable groups of children, primarily children with disabilities and their families (evaluation available). As for Roma children, there has not been much progress made in the first year of new Country Programme implementation, mainly due to funding constraints.

Even though the countrywide SPI policy-level adoption and moving forward the legislation reform in FBiH are lagging behind, SPI successfully promoted and supported local governments to develop multi-sectoral social protection systems through the establishment of services, local governance coordination mechanisms, protocols of cooperation and referral mechanisms. In partnership with UNDP, UNICEF is adding the social development perspective to ongoing development interventions, which has been very much appreciated by the local counterparts.

Currently, there is no systematic approach to tackling child poverty in Bosnia and Herzegovina, nor there is a pre-condition for better targeting until the status-based non-contributory benefits are addressed. Child cash benefits exist in the majority of the country (RS, District Brcko and 5 out of 10 cantons of FBiH); however, the actual cash benefit amounts are less likely to significantly contribute to child poverty reduction. Therefore, the CO approach is to tackle this issue through ensuring access to the proper social protection services, which are tailored at local levels to address the specific needs of vulnerable children and families. In 2015, UNICEF managed to support 15 additional municipalities in ensuring new or improving existing SPI services, by addressing both supply and demand, including through social mobilization components.

**OUTPUT 1:** The Bosnia and Herzegovina Council for Children systematically monitors child rights and reports to relevant international and national institutions.

**Analytical statement of progress:**

The Bosnia and Herzegovina Council for Children has been very active in 2015, under the leadership of the MHRR. The Council members held consultative sessions where the AP for Children 2015–2018 was developed in a participatory and evidence-based manner. The results of the previous AP for Children 2010–2014 were recorded and served as the basis for the development of the current AP. The AP for children was adopted by the Bosnia and Herzegovina Council for Ministers in June 2015, following a public presentation of the document and endorsement by the MHRR Minister.

Furthermore, the Council for Children, with UNICEF support, developed two Optional Protocol reports due this year (Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography; and Optional Protocol to the Convention on the Rights of the Child on the involvement of children in armed conflict). The reports were submitted to the Committee on the Rights of the Child in September 2015.

UNICEF has continually supported the work of the Council for Children, and plans to further invest in its capacity building. The Council for Children strengthened its role as the most relevant government body when it comes to child rights monitoring by generating the results described above. In October 2015, the Council for Children established three expert WGs: harmonization of legislation and promotion of children's rights education, non-discrimination and

the best interests of a child, and special protection measures. These WGs will be working on the advocacy and mobilization of decision makers to support the implementation of APs for children.

**OUTPUT 2:** Statistical institutions in Bosnia and Herzegovina are strengthened in the collection and analysis of social statistics, including poverty measures.

**Analytical statement of progress:**

UNICEF's cooperation with the Bosnia and Herzegovina Agency for Statistics continued to be successful in 2015. The Agency applied for and received IPA funds for the implementation of the European System for Social Protection Statistics (ESSPROS) (under a capacity-building component), leading to further progress in implementation in 2015. UNICEF plans to continue to support capacity building in the System in 2016, once the IPA support ceases. The TransMonnEE database, supported by UNICEF, was finalized in October 2015. With UNICEF support, a Multiple Overlapping Deprivation Analysis (MODA) was finalized and disseminated, in cooperation with the Bosnia and Herzegovina Agency for Statistics. This marked the first UNICEF regional MODA completed and it will serve as a policy and planning tool for evidence-based programming. The disability SitAn has been delayed due to lack of qualified applicants.

**OUTPUT 3:** Social protection and population policies, strategies and legislation are developed and/or amended to reflect the needs of the most vulnerable population.

**Analytical statement of progress:**

The completion of the analysis of implementation of the current-entity strategies for persons with disabilities was extended until January 2016, due to delays and difficulties in the coordination with the RS NGO sector. The analysis (entity reports with recommendations) will be completed and disseminated in January/February 2016, as a basis for the new strategy development. As per the joint work plan, UNICEF and UNDP are closely collaborating under this activity with key entity partners, including the Councils for Persons with Disabilities.

The development of the Social Protection Strategy for RS was postponed until 2016 due to competing priorities in 2015. The work on the development of Federal Development Strategy is currently on hold since the Federal Government did not approve the activity due to a lack of funding. However, the work on the finalization of the FBiH legislation in the area of disability will continue, and UNICEF will ensure that the guidelines for the establishment of day care services (2014) are translated into primary and secondary legislation. As for the establishment of the coordination mechanisms in the SPI area, the countrywide Policy Coordination Framework has received positive endorsement from all relevant parties except from the RS. Therefore, the preconditions for the establishment of the formal coordination mechanisms have not been met as of yet.

As far as Social Work in Primary Schools in RS, the standards have been developed, presented to the stakeholders and approved by the RS Ministry of Education. The standards include forms and procedures for early identification, referral, monitoring and evaluation of social work in schools, which have been developed and reviewed jointly by the RS Faculty of Social Work, RS Ministry of Education and UNICEF. The next step will be to pilot the standards and monitor and evaluate their implementation as of the coming school semester.

**OUTPUT 4:** Integrated systems of social protection and inclusion are developed in selected municipalities, with a focus on the most vulnerable population.

**Analytical statement of progress:**

Overall, there has been significant progress under this output. The SPI methodology, piloted and evaluated in the previous Country Programme, has been successfully scaled up in 13 municipalities. In addition, UNICEF supported peer-to-peer sharing between municipalities and within regions to scale up and share good practice models of the SPI model, without additional funds. Within joint United Nations projects, 15 Municipal SPI Commissions have developed and adopted special-focus projects targeting priority issues that emerged through local-level SitAns. Some of the new services established through this approach include: counselling and referrals for children coming from poor families, counselling centres for parents and children with disabilities, day care services for children with disabilities, speech therapy, etc. Thus far, 10 municipalities have developed multi-sectoral SPI APs and all but one have allocated implementation budgets. The majority of the new services are planned to be sustained through the local budgets as of the beginning of 2016.

UNICEF has cooperated with entity ministries and three universities/faculties of social work in order to develop the Manual for Social Work in Emergencies, adopted and published in September 2015. This was followed by four regional trainings, reaching all CSW in the country, as well as Civil Protection representatives to a certain extent. Inclusive child participation at the local level of governance improved, with more than 800 children –152 of them with disabilities – directly participating in social mobilization and media activities, thus establishing the linkage with decision makers and service providers at the local level. The communication for social change strategies enabled children to identify and address issues affecting their lives, and as well as to advocate for changes at the local governance level.

**OUTCOME 2:** By 2019, an increased number of young boys and girls, including hard-to-reach children, Roma children and children with disabilities, have access to quality health services, including IECD.

**Analytical statement of progress:**

Improving access to quality health and IECD services to young boys and girls, including hard-to-reach children, Roma and children with developmental delays and disabilities, has been the key priority in 2015 under the Health and IECD programme. In the area of research and advocacy, an evaluation of the impact of IECD services on the well-being and care of families and children, and identification of bottlenecks for access to quality IECD services in Bosnia and Herzegovina, has been carried out by Aga Khan University. The findings indicated that the quality of care for children who had received IECD services for more than six months, compared with those who had received IECD for less than six months, was significantly better, as shown by lower maternal depression symptoms, lower parental stress, better caregiver-child interaction, greater early learning opportunities and quality of care in the home environment, and a higher level of parental involvement in activities to promote their children's development.

To support local capacity building, UNICEF provided technical assistance to an entity IECD WG in strengthening knowledge of service providers from health, education and social protection on IECD and ECI in applying harmonized approaches and methodologies. IECD services became available in 32 (22 per cent) municipalities in Bosnia and Herzegovina. In order to sustain the innovative services on ECD and ECI in primary health care, UNICEF provided technical assistance to the Association of Paediatricians of Bosnia and Herzegovina to define a set of innovative services and propose them for introduction into the standards and norms of health-care services. The set of innovative services was submitted for approval of the Minister of Health. The endorsement of the revised standards and norms of health-care services will ensure access to quality IECD and ECI in health centres, and will be the formal mechanism for

fund-raising from the Health Insurance Funds.

UNICEF supported the Government of the RS to increase the access to quality health and IECD services. The most significant results achieved in the RS were the establishment of the formal government IECD coordination mechanism, and setting up the IECD RS WG, which consisted of representatives from the ministries of health and social welfare, education, and youth, family and sport. The assignment of the WG was to collaborate in building the sustainable system for IECD through development of a protocol for inter-sectoral collaboration in ECD. The protocol has been signed by the three ministers of health, education, and family, youth and sport. In addition, the WG drafted a programme document for IECD in the RS for 2016–2020. Once adopted by the Government of the RS, it will oblige all relevant ministries to develop APs to ensure access to quality health, ECD, ECI nutrition and immunization services to families and children in the RS.

The role of UNICEF as a key advocate for all children for protection against vaccine-preventable diseases was highly appreciated by all government representatives, health professionals and families with children. UNICEF has been leading the interventions in overcoming obstacles in the provision of vaccines, and initiating dialogue between Bosnia and Herzegovina and Turkey regarding the bilateral vaccine supply donation from Turkey. Donations delivery has been pledged. At the request of the Ministerial Health Conference and the Ministry of Civil Affairs, UNICEF will further assist the Government of Bosnia and Herzegovina in the development process of the Comprehensive Multi-Year Immunization Plan and advancing multi-year strategic planning, reviewing and harmonizing national immunization schedules and types of vaccines based on the latest technical guidance and supply trends; strengthening local licensing, including utilizing expedited procedures; and considering joint procurement approaches to ensure cost-efficiency. A significant result achieved by UNICEF in this sector is the strategic shift in the workforce involved in primary health care, focusing on transformation of services provided by paediatricians and nurses for families with children from 0 to 8 years old, with a special focus on young children. The transformation of the workforce in paediatrics has been initiated by the revision of standards and norms of health-care services and the introduction of innovative services for ECD and ECI.

**OUTPUT 1:** Strengthened systems and capacities for equitable provision of quality health services, including ECD/ECI services, nutrition and immunization, especially for the most vulnerable and excluded children.

**Analytical statement of progress:**

UNICEF supported the Government of FBiH in enforcing the by-law for continued professional education on ECI. The first workshop was organized based on the basic programme for ECI (one of three programmes in the by-law) and conducted jointly with the Federal Ministry of Health (FMoH), Sarajevo University Clinical Centre (Paediatrics Clinic) and the NGO EDUS. Service providers from 14 locations gained new competencies on ECI and became certified professionals by the FMoH for provision of ECI services. In addition, UNICEF supported the entity ECD WG to enhance competencies of 125 ECD and ECI professionals through organization of in-service ECI training.

Setting up the system for the provision of harmonized quality ECD and ECI services has been ensured by UNICEF support to the Federal IECD WG to develop parent education curricula for professionals and guide for parents on child development and stimulation. Furthermore, the Child Development Assessment Scale has been developed and standardized for children in Bosnia and Herzegovina through research conducted among 1,300 children (from 0 to age 6),

including Roma children. The standardization process is being finalized and the scale will be launched and disseminated early next year.

UNICEF supported the entity IECD WG to strengthen the quality and continuity of ECD services for Roma and socially excluded families and young children through the provision of ECD services by intensive mobile home visiting nurses. In total, 204 Roma children from 0 to age 6 and their families received parenting education and follow-up ECD services that were centre-based. The development of Roma children was assessed and preliminary data revealed delays in the socio-emotional domain.

With UNICEF advocacy efforts, the European Immunization Week has been marked jointly by state, entity, DB government and the World Health Organization (WHO). The joint statement emphasizing political commitment to quality immunization was signed and issued by all ministries of health. In order to regain the confidence of professionals in safe and continued immunization, UNICEF supported the FMOH to conduct six Cantonal Round Tables for 150 paediatricians, nurses and epidemiologists. The recommendations from these consultations underlined poor communication on immunization, prompting UNICEF to coordinate and provide technical assistance to entity ministries of health and Public Health Institutes to organize a workshop on immunization for media representatives and health professionals. This resulted in the development of an AP for continued communication and promotion of immunization.

With UNICEF support, the Agency for Healthcare Quality and Accreditation revised baby-friendly accreditation standards, assessed the quality of health care in maternity wards and accredited 11 Baby-Friendly Hospitals (BFHs). In addition, 43 health professionals were trained on maternal and BFH standards, and became certified as External BFH Assessors. The Nutrition-Friendly Kindergarten Initiative was implemented in 12 preschools in the country, 8 of which adopted revised nutrition menus that were jointly developed by the Ministry of Health, Public Health Institutes and Association of Chefs based on WHO and UNICEF recommendations. UNICEF advocated with the Ministry of Education to adopt the Initiative into preschool education strategy and policy documents and to scale it up in all kindergartens. These efforts will continue in 2016.

**OUTPUT 2:** Increased awareness of parents and the Government on immunization, ECD and adequate nutrition of girls and boys.

**Analytical statement of progress:**

Confidence in immunization with paediatricians and their roles were examined through the survey conducted among 44 paediatricians in FBiH during the 'Paediatrics: Issues and prospective' conference. According to survey results, paediatricians' perception on their role in communicating and convincing parents to immunize their children is undermined, and they are not their key source of information.

The methodology for the focus groups with Roma parents on child health, nutrition, development, immunization and responsive parenting is being developed and will be tested in pilot Roma communities. Following this, the finalization methodology will be incorporated into baseline and KAP research within the Roma Preschool Project, targeting specific populations of Roma parents in five selected municipalities.

**OUTCOME 3:** Cross-sectoral

**Analytical statement of progress:**

UNICEF, in collaboration with the UNCT, was able to finalize its first joint work plan for the 2015–2016 period which required significant efforts in terms of coordination and adapting to new standard operating procedures for Delivering as One. The CO documented key challenges met during this process, which included: i) different methodologies in terms of planning; ii) developing joint outputs with other United Nations agencies; and iii) delays in getting the plans signed by the Government of Bosnia and Herzegovina. The CO successfully overcame these challenges by being pragmatic and finding suitable solutions to ensure delivery of programme results.

This past year was also the first year of the 2015–2019 UNDAF for Bosnia and Herzegovina, where UNICEF is chairing two results groups on Social Inclusion and Monitoring & Evaluation. UNICEF was an active participant of the UNDAF results structure and, among others, was tasked with leading the development of the UNDAF Monitoring & Evaluation reporting tool for the 2015 United Nations Results Report, which was approved by UNCT.

In 2015, UNICEF was able to complete and meet all of its internal reporting obligations, including updating of the Annual Management Plan, Enterprise Risk Management matrix, Early Warning Early Action and PRIME. In terms of donor reporting, the CO submitted all of its donor reports on time, meeting UNICEF global benchmarks. In terms of Other Resources (OR) expenditure, the CO achieved a 99 per cent utilization rate, underlying the need for strong resource mobilization to meet the Country Programme objectives. To support this effort, the CO also developed a resource mobilization strategy in line with the regional strategy in terms of approaching both traditional institutional donors but also exploring emerging donors and the private sector. While the CO explored opportunities in terms of private fund-raising and partnerships, progress in this area has been limited due to competing priorities in terms of resource mobilization.

In terms of cross-sectoral programme management, efforts to reach the most vulnerable populations, such as Roma, children with disabilities, children without parental care and displaced populations, have been enabled through sustained data collection from partners and government institutions. The CO conducted an extensive vulnerability analysis to map vulnerabilities in the country using openly available data and open-source Geographic Information System software. The results of this analysis will be available to the programme team when making strategic programmatic decisions.

**OUTPUT 1:** Programme planning, coordination and management are supported.

**Analytical statement of progress:**

UNICEF planning and coordination is effectively supporting implementation of the Country Programme in the reporting period, and all key benchmarks were met. Cross-sectoral programmatic areas, such as increasing focus on Roma, adolescents and implementation of DRR, are being systematically streamlined in all outcomes, and increased coordination is allowing the CO to target the most vulnerable children in Bosnia and Herzegovina.

In this first semester, the CMT approved a strategy to focus programmes in strategic municipalities, and this will create synergies in partnering with local authorities and understanding the needs of local communities. The emergency and recovery programme that started as a response to the historical floods of May 2014 – which is under the overall coordination of the Deputy Representative – was completed on time with full expenditure and excellent feedback from beneficiaries. UNICEF is working closely with the United Nations Chief

Technical Advisor on Disaster Risk Reduction on mapping, hazards, vulnerabilities and risks in Bosnia and Herzegovina. Based on a UNCT decision, UNICEF might participate in a joint United Nations proposal on DRR for 2016.

**OUTPUT 2:** Enhanced knowledge of relevant stakeholders about child rights and increased public engagement to support UNICEF’s activities are focused on the most vulnerable children in Bosnia and Herzegovina.

**Analytical statement of progress:**

As of this year, the CO aligned its communication and advocacy activities with the Global Communication Strategy, structured around online and offline voice, reach and engagement.

Giving a voice to children, the CO produced and disseminated 63 media messages that reached close to 1 million people. The messages included human interest stories featuring children and their families voicing their issues and benefiting from UNICEF programmes from various parts of the country. As a side effect, the blog posts supported by UNICEF engaged volunteers and fans to provide school equipment, transport to schools or encouragement messages to the most vulnerable children.

Interactive workshops with journalists, media professionals and child rights advocates around selected topics (justice for children, child poverty and immunization) engaged more than 100 participants and resulted in increased quantity and quality of media reports. Nurturing this media partnership yielded more than 80 per cent of positive (with the remaining 20 per cent neutral) media coverage on UNICEF and topics of interest for the promotion of child rights.

The annual media award served as a tool to promote good journalistic practices and as a mechanism to share lessons learned on ethical reporting on children, their rights and needs. The best journalistic contributions for the promotion and protection of child rights in television, radio, as well as print and Internet media were selected out of 96 submissions received from 43 journalists. Social media remained an important channel for maintaining social engagement with a broad public. The number of followers via Facebook increased to 12,770, Twitter to 2,342 and YouTube subscribers to 1,084 (as of December 2015).

**OUTPUT 3:** Supplement to the institutional budget.

**Analytical statement of progress:**

Effective management of resources in support of Country Programme implementation.

**Document Centre**

**Evaluation and Research**

Title	Sequence number	Type of report
Child Poverty and Deprivation in Bosnia and Herzegovina	2015/002	Study
Enhancing Social Protection and Inclusion of Children in Bosnia and Herzegovina	2015/001	Evaluation
Situation Analysis 2008–2013	2015/001	SitAn