Executive Summary

In 2016, Bosnia and Herzegovina made progress on the implementation of its 2015-2018 Reform Agenda and its efforts towards joining the European Union (EU), despite many challenges. The impact on children and adolescents was a continuing fragmentation in service delivery, norms and standards across the country.

Inconsistencies in the realization of child rights remained stark, with disparities mainly dependent on the location in which a child lived. There are differences in the budgets allocated to the protection and services for children in different areas, with gaps in all social sectors (and particularly in rural areas and for other vulnerable categories) and discrimination towards minorities, such as Roma. Ethnically based divisions constrained opportunities for children and youth to interact in an inclusive and integrated way.

The results of the population and housing census were published in June 2016, indicating that there are 3.5 million people in Bosnia and Herzegovina, of whom 19.6 per cent are children under the age of 18. Youth unemployment remained the highest in Europe at 54.3 per cent; a UNICEF-supported Voices of Youth survey in 2016 indicated that nine out of ten youth surveyed were ready to leave Bosnia and Herzegovina for a long period, or, if given the opportunity, forever, highlighting a pattern of disengagement among many young people in Bosnia and Herzegovina today.

In its second year of implementation, the Country Programme focused on the development of harmonized policy frameworks, strengthening systems for service delivery, and promoting inter-sectoral coordination for children at all levels of governance.

UNICEF worked with 77 out of 142 municipalities in Bosnia and Herzegovina (54 per cent) to bring about concrete changes for vulnerable children and their communities. UNICEF’s direct partnerships with local-level authorities in 15 municipalities resulted in local governments fully funding newly introduced social services benefitting 1,300 children and parents. In 27 municipalities, action plans to improve community-based alternatives to detention of children in conflict with the law and promote prevention measures for children at risk were established.

The partnership with the EU was strengthened with the initiation of two new projects (on violence against children and inclusion of children with disabilities; and on childcare reform) and the organization of a joint training workshop on the EU-UNICEF Child Rights Toolkit for over 120 stakeholders on how to integrate child rights into all policies and programmes.

Important progress was made on developing policy frameworks in line with international standards, such as the development of the Preschool Strategy 2016-2021 for increasing enrolment and harmonization of standards for preschools across Bosnia and Herzegovina; the Republika Srpska (RS) Early Childhood Development (ECD) Program Document for 2016-2020; and the Federation of Bosnia and Herzegovina’s (FBosnia and Herzegovina) Child Development Assessment Scale (CDAS) to ensure a harmonized provision of quality ECD services. Strategies were also developed for persons with disabilities for FBosnia and Herzegovina and RS, which include the rights of children with disabilities.
UNICEF and partners strengthened the capacities of systems to deliver quality services for children. Reforms for children deprived of parental care, and at risk of being so, were initiated in Banja Luka and Mostar and continued in Tuzla, and were expected to benefit around 150 children living in public homes for children and hundreds of children at risk of separation from their families. In all municipalities of Canton 10 (the most underdeveloped region in Bosnia and Herzegovina), early childhood development services, including early detection of developmental delays and early interventions for children with disabilities, were established, reaching more than 3,000 children. Free preschool education was provided in 2016, covering 70 per cent of children.

Promotion of social cohesion remains critical in a multi-ethnic country such as Bosnia and Herzegovina. With the United Nations Refugee Agency (UNHCR) in ten municipalities, UNICEF promoted the social inclusion of returnees and internally displaced persons (IDPs), contributing to a 20 per cent decrease in discriminatory attitudes and a 10 per cent decrease in discriminatory behaviour towards internally displaced persons and returnees. UNICEF’s intercultural peacebuilding education activities, within a United Nations (UN) Joint Programme with the United Nations Educational, Scientific and Cultural Organization (UNESCO), the United Nations Development Programme (UNDP) and the Bosnia and Herzegovina Presidency, improved the attitudes and perceptions among children and young people across the country about life in a multicultural society, with children’s positive perceptions increasing from 65 per cent to almost 80 per cent.

Areas of shortfall included delays in the final endorsement of various policies/strategies by relevant levels and bodies in government, and the lack of harmonized implementation of standards/services for children, even when agreed, across Bosnia and Herzegovina. This was particularly evident in 2016 in the areas of child rights monitoring, development of a state-level social protection framework, education and immunization planning.

### Humanitarian Assistance

UNICEF Bosnia and Herzegovina did not respond to new humanitarian situations in 2016, but continued to support the UNICEF response in Slovenia with the deployment of staff and processing of transactions to ensure smooth operations in support of the UNICEF regional response to a migrant and refugee crisis.

Within Bosnia and Herzegovina, UNICEF strengthened capacities of relevant authorities to prepare and respond to emergencies. Based on the experiences and lessons learned emerging from the analysis of the social protection system response during and after the heavy floods of 2014, and in cooperation with relevant Government actors (entity Ministries of Social Welfare/Protection) and academia (Faculties of Social Work from Sarajevo, Banja Luka and Mostar), UNICEF assisted in the development of a manual on the role of social protection systems in emergency preparedness and response. In 2016, the manual was piloted in four high risk municipalities in Bosnia and Herzegovina (Doboj, Maglaj, Domaljevac and Samac).

In close cooperation with civil protection and other key local actors, four Centres for Social Welfare (CSWs) conducted vulnerability risk assessments and developed local social protection disaster risk reduction action plans. This process also contributed to raising awareness on the role of the social protection system in disaster risk reduction in the country. In addition, the process directly influenced the introduction of social protection in emergencies as a subject at the University of Banja Luka, Faculty of Social Work (and is in the process of adoption at the Universities of Sarajevo and Mostar).
To respond to the main gaps identified in preparedness plans, UNICEF Bosnia and Herzegovina supported an assessment in water, sanitation and hygiene (WASH) emergency preparedness in Bosnia and Herzegovina. The document included mapping of key governmental, non-governmental organization (NGO), private and international partners in the WASH response, and an assessment of their capacities and responsibilities to respond to emergencies. The report will be used by UNICEF and Government authorities to guide further WASH preparedness activities especially for improving capacities of local and national governments.

With support from the Swiss Agency for Development and Cooperation, UNICEF initiated the development of a comprehensive mapping and gap analysis in the education sector in relation to the School Safety Framework, which will be used to inform further disaster risk reduction programming in the sector.

UNICEF Bosnia and Herzegovina worked closely with the disaster risk reduction UN Inter-agency team to map hazards, vulnerabilities and risks in in the country, which was completed and disseminated to partners in 2016. UNICEF Bosnia and Herzegovina actively contributed to the development of a UN Joint Programme on disaster risk reduction, as well as increasing emergency preparedness with partners through a series of workshops and the dissemination of the Sphere standards. A generic training package on emergency preparedness and disaster risk reduction was developed and will be rolled out in targeted municipalities in 2017.

**Emerging Areas of Importance**

**Refugee and migrant children.** An inter-agency contingency plan for a possible influx of refugees/migrants was updated in 2016 and discussed with local authorities to prioritize preparedness activities (see the humanitarian section of this report). As a follow-up to the UNICEF-supported sub-regional conference attended by Bosnia and Herzegovina officials in Zagreb in October 2016, UNICEF Bosnia and Herzegovina plans to expand the work on preparedness particularly in child protection to assess and strengthen the capacities of the country to deal with unaccompanied and separated children.

**Second decade of life.** Programme interventions in 2016 continued to give voice to adolescents and promote their participation particularly within the social protection and inclusion, education, and child protection pillars. For example, over 300 adolescents living in about 20 municipalities, including those with disabilities, adolescents placed in detention centres, and internally displaced adolescents, participated in various media and participatory research training activities and produced videos, photos, and action plans on their needs and ideas, which were used for advocacy with local authorities, service providers, the public and the media. In the Birac region of RS, characterized by major developmental challenges, UNICEF supported the implementation of five adolescent-led action plans aimed at improving social inclusion of schools and communities.

UNICEF contributed to the development and roll-out of the UNCT Sustainable Development Goals (SDG) Action Plan aimed at creating awareness among stakeholders about the Goals and promoting their integration into Bosnia and Herzegovina strategic planning. UNICEF ensured the participation of adolescents in the consultation process by organizing workshops for students from all over Bosnia and Herzegovina, who provided their thoughts and recommendations for SDG strategic planning to the UN and Bosnia and Herzegovina Government.

**Accelerate integrated early childhood development (ECD).** ECD continued to be a priority area for UNICEF work in Bosnia and Herzegovina. The Country Office used global and regional evidence for advocacy, supported capacity development opportunities for
health, social welfare and education professionals, supported strategic and policy
development, facilitated exchange of best practices, and enhanced service delivery in
selected municipalities. To sustain the innovative early childhood development and early
childhood intervention services that were introduced with UNICEF support in primary health
care centres in previous years, UNICEF provided technical assistance to the Association of
Paediatricians of the Federation of Bosnia and Herzegovina to introduce additional services
into the standards and norms of health care services. The inclusion of these services will
ensure formal funding for ECD services from the Health Insurance Fund, therefore enabling
free provision of quality integrated ECD and ECI services for all children in the health
centres.

UNICEF supported the ECD Working Group in RS to develop the ECD Program Document
for 2016-2020, which was adopted by the RS authorities in March 2016. Based on this
strategic document, the draft 2017 ECD Action Plan for RS was also developed. In Bosnia
and Herzegovina, the CDAS was finalized. The quality of ECD services was strengthened by
various capacity-building initiatives, including 40 professionals from 13 priority municipalities
trained by the NGO partner EDUS to have increased knowledge in ECD and ECI, and
capacity development for more than 200 professionals on the use of the CDAS instrument.

**Movements to accelerate results.** Looking ahead, and recognizing the opportunities
presented by the ongoing reforms in Bosnia and Herzegovina, including its application for
EU membership, UNICEF and the EU joined advocacy efforts to raise awareness of the
centrality of children’s rights in development. The timing was ideal – a week after the
submission of the European Commission questionnaire to Bosnia and Herzegovina
authorities to assess the status of the country with regard to EU accession criteria. The EU
and UNICEF convened around 120 professionals from government, UN and civil society to
share best practices in addressing violence against children and inclusion of children with
disabilities, and to learn how to integrate child rights in development via the EU-UNICEF
Child Rights Toolkit. The event was an opportunity to discuss the status of child rights in the
country and create an alliance for the implementation of the EU-UNICEF regional project
Protecting Children from Violence and Promoting Social Inclusion of Children with
Disabilities, which started in 2016. Discussions continued into 2017 with various partners
(including development partners and government authorities at different levels) to capitalize
on the momentum generated by the workshop in December to strengthen efforts to integrate
child rights into Bosnia and Herzegovina policies and programmes.

**Summary Notes and Acronyms**

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<tr>
<td>CDAS</td>
<td>Child Development Assessment Scale</td>
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<td>CEE/CIS</td>
<td>Central and Eastern Europe/Commonwealth of Independent States</td>
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<td>CMT</td>
<td>Country Management Team</td>
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<td>CRC</td>
<td>Committee for the Rights of the Child</td>
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<td>CSO</td>
<td>Civil Society Organization</td>
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<td>DCTs</td>
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<td>DOCO</td>
<td>UN Development Operations Coordination Office</td>
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<td>DPO</td>
<td>Disabled Persons’ Organization</td>
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<td>DISASTER</td>
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Capacity development of systems, communities and individuals remained a key strategy for the achievement of results in all four programme pillars in 2016.

A total of 175 judges, prosecutors and expert associates improved their knowledge on justice for children, and child-friendly implementation of new legislation, because of close collaboration with the FBosnia and Herzegovina and RS Judicial and Prosecutorial Training Centres. Another 230 police officers, social workers, attorneys and staff from detention facilities were certified on the application of the new legislation through cooperation with the FBosnia and Herzegovina Ministry of Justice. In collaboration with the FBosnia and Herzegovina Ministry of Labour and Social Policy and the Brcko district government, a training plan and programme on mediation were developed, with 15 professionals passing the first training-of-trainers activity. An 18-month training programme was implemented for 26 witness support providers, allowing them to better protect 300 children in judicial proceedings in 2016.

UNICEF strengthened the capacity of the social welfare workforce in RS in foster care. Sixteen social workers from the eight largest CSWs in Banja Luka, Foca, Kozarska Dubica, Laktasi, Mrkonjac Grad, Nevesinje, Prijedor and Srebrenica benefited from training and supervision in foster care and education, enabling them to better assist children within the foster care system.
UNICEF Bosnia and Herzegovina trained 120 teachers and school professionals from 14 schools as trainers on inclusive education, enabling the schools to become models and resources for strengthening education inclusiveness.

Capacities of institutions for early childhood development and early childhood interventions were strengthened through ECI in-service training provided by the NGO EDUS. Forty professionals from 13 priority municipalities increased their knowledge in ECD and ECI. UNICEF also contributed to capacity development for more than 200 professionals on the use of the CDAS.

**Evidence Generation, Policy Dialogue and Advocacy**

The Voices of Youth survey was conducted as part of the UN Joint Programme Dialogue for the Future implemented by UNICEF, UNESCO and UNDP in partnership with the Presidency of Bosnia and Herzegovina. The survey covered a representative sample of 2,000 youth aged 15 to 30 years of age. Findings of the survey indicate that youth in Bosnia and Herzegovina continue to face numerous challenges particularly in the areas of education, unemployment, and societal and economic security. A majority of respondents were not married, had no children and had unresolved housing issues.

A consequence of these and many other factors meant that nine out of ten interviewees were ready to leave Bosnia and Herzegovina for a long period, or, if given the opportunity, forever. Youth from vulnerable groups (Roma and youth with disabilities) more frequently reported discrimination and endangerment, especially in terms of education, employment and income. Signs of progress were noted in certain spheres compared to four years ago (2011/12), such as youth readiness and interest for entrepreneurship initiatives and higher education.

Within the framework of the regional knowledge leadership area (RKLA) result area 2: a child's right to access to justice, UNICEF Bosnia and Herzegovina together with government partners piloted a self-assessment to identify where Bosnia and Herzegovina stands vis-à-vis a set of 50 benchmarks related to justice for children. The process helped to identify the main bottlenecks in achieving results for children and the corresponding system-level changes that would need to be promoted.

UNICEF contributed to the development of policy frameworks in line with international standards, such as strategies for persons with disabilities for both FBosnia and Herzegovina and RS, and the development of the 2016-2021 Preschool Strategy as the framework for increasing enrolment and harmonization of standards for preschools across the country.

**Partnerships**

An inter-disciplinary master’s course on justice for children, which will target law, social work, pedagogy, psychology and criminal justice students, is under development as a result of UNICEF’s cooperation with seven different universities. A summer programme was piloted with 85 students, and received excellent feedback, confirming the interest in the development of a full degree course on justice for children. Through collaboration between two universities in Mostar and a legal aid clinic, law students now have an opportunity to gain practical work experience, which will be replicated with other law faculties in 2017.

Under the EU-funded regional project Protecting Children from Violence and Promotion of Social Inclusion of Children with Disabilities, UNICEF Bosnia and Herzegovina partnered with eight civil society organizations (CSOs), including the Network on Ending Violence against Children, to empower them to better monitor children’s rights, to promote inclusive and innovative services, and to increase public support for the protection of children from
violence and for social inclusion of children with disabilities. UNICEF, in collaboration with the entity Ministries of Education and the CSO Genesis, built the capacity of more than 300 teachers in 20 primary schools across 16 municipalities to prevent, monitor and refer cases of peer violence. This was complemented by the establishment of school safety networks and the development of school action plans to prevent violence against children.

UNICEF Bosnia and Herzegovina established a new partnership with the Bosnian-Herzegovinan American Academy of Art and Science (BHAAAS), which included jointly organizing the international conference 8 Days of BHAAAS to Bosnia and Herzegovina - Knowledge Is Divisible Wealth. That event brought together 260 top speakers and 1,000 participants from the fields of medicine, social sciences and arts. During the two-day Transdisciplinary Symposium on ECD, which gathered 40 professionals, UNICEF Bosnia and Herzegovina promoted ECD awareness.

**External Communication and Public Advocacy**

External communication and public advocacy were aligned with the Global Communication and Public Advocacy Strategy. The results from 2016 included the following:

(1) High-visibility advocacy events raised awareness of different aspects of children’s rights and strengthened partnerships, such as a the EU-UNICEF advocacy event Give Every Child a Fair Chance and the launch of the regional project on violence against children/children with disabilities, combined with the EU-UNICEF Convention on the Rights of the Child toolkit workshop. The key messages from the latter, including the commitment cards signed by participants, were promoted through social and traditional media reaching over 20,000 people.

(2) Annual competitions for recognizing best practices in media and among preschool professionals were promoted to encourage replication and increase professional standards in these areas. The Annual Media Award for reporting on child rights call for submissions attracted 64 quality applications from 45 journalists. The Preschool Award competition resulted in 4.6 million potential impressions (number of people multiplied by the number of times exposed to the content mentioning the subject). The best stories were shared on how kindergarten teachers and schools are improving preschool quality, inclusiveness and nutrition practices in creative and innovative ways.

(3) Ongoing advocacy for social inclusion of children with disabilities was promoted through social media. All visibility materials distributed throughout 2016 carried positive messages on inclusion of children with disabilities with appealing photos and one-minute videos produced by children. These videos were also used as an advocacy tool, illustrating the issues at major advocacy events.

Additionally, UNICEF Bosnia and Herzegovina supported the global movement #TeamUNICEF celebrating sport for development and marking the 70th Anniversary of UNICEF with a Tiny Stories invitation to creative writers. The ‘digital transformation’ resulted in an increase in reach and engagement (604 new Facebook supporters, 73 new followers on Twitter and an increased number of new visitors to the web page, from 2,400 to 2,896) as well as improved practices in the preparation, production and targeting of digital media content.

**South-South Cooperation and Triangular Cooperation**

UNICEF Bosnia and Herzegovina promoted exchange of good practices between Bosnia and Herzegovina and Serbia through facilitating the visit of a delegation of 15 health, education and social welfare professionals to Sarajevo in April 2016. The visit resulted in
sharing of lessons learned for the development of early childhood development strategic
documents and good practices in working with children with disabilities. UNICEF’s partner in
the capacity development of professionals, the NGO EDUS, hosted learning sessions and
provided practical training for the professionals from Serbia.

In October 2016, UNICEF Bosnia and Herzegovina in collaboration with the UNICEF
Regional Office (RO) and the Iodine Global Network (IGN) hosted a consultative workshop
for multi-sector country teams from the western part of the UNICEF CEE/CIS (Central and
Eastern Europe/Commonwealth of Independent States) region, to share best practices and
assess the status of the Sustainable Prevention of Iodine Deficiency and Achievement of
Optimal Iodine Nutrition initiative. The workshop brought together 40 participants from
Albania, Bosnia and Herzegovina, Bulgaria, Kosovo (UN Security Resolution 1244), Former
Yugoslav Republic of Macedonia, Moldova, Montenegro, Romania and Serbia. Participants
included officials from Government (Ministries of Health, Food Safety Agencies, Consumer
Protection Services, etc.), experts in public health, nutrition and endocrinology, salt industry
employees, NGO representatives and UNICEF, World Health Organization (WHO) and IGN
officers to agree on a road map for the coming three to four years and action needed to
sustain the success of the elimination of iodine deficiency disorders.

Identification and Promotion of Innovation

IT Girls was launched in 2016. This is a UN-supported initiative led by a group of young UN
staff and volunteers from UNICEF, UN Women and UNDP to encourage girls and young
women in Bosnia and Herzegovina to develop information technology (IT) skills, with a focus
on programming. It is thus innovative and relevant in multiple ways: it was developed by UN
staff outside of the routine programme design process; it focuses on non-traditional skills (IT)
for girls and women, hence promotes gender equality; and it addresses one of the most
pressing issues in Bosnia and Herzegovina: youth unemployment, with rates of over 50 per
cent. The initiative arose out of International Youth Day, at which time the UN invited staff
members under 30 to develop a US $5,000 idea to improve life in Bosnia and Herzegovina.
During the first year of the IT Girls initiative, a website was created and 41 articles on role
models and inspirational women working in the IT sector were shared. The initiative trained
67 girls from six municipalities in Bosnia and Herzegovina (Sarajevo, Banja Luka, Doboj,
Drvar, Mostar and Srebrenica) in coding. To increase visibility and engage with young girls,
IT Girls also held 27 weekly online coding challenges during which 217 girls participated and
prizes were awarded, thanks to collaboration with IT companies. Overall, the initiative
received media coverage in 52 articles in Bosnia and Herzegovina. The initiative is now
undergoing an evaluation to determine lessons learned and define next steps for possible
UN joint programming.

Support to Integration and cross-sectoral linkages

With UNICEF’s technical assistance and advocacy, the Federation of Bosnia and
Herzegovina and RS developed respectively the new 2016-2021 and 2017-2026 Strategies
on Disability. This process included the analysis of the outcomes and implementation of the
previous disability strategies and required coordination between ten government sectors and
disabled persons’ organizations (DPOs). Four key sectors were examined as part of the
analysis: social and child protection, education, health and employment.

The new FBosnia and Herzegovina strategy on disability contains a goal dedicated to
children with disabilities, prioritizing early identification and the development of referral
mechanisms between the health, education and social protection sectors. Both strategies
identified the need for expanding the scope of social care services for children and their
families.
UNICEF partnered with a wide range of stakeholders, including the Ministry of Civil Affairs, entity and cantonal Ministries of Social Welfare and Health as well as NGOs to promote an inter-sectoral approach to the prevention of unnecessary separation of children from their families. This included capacity development of professionals in health, education and social protection sectors for ECD/ECI; expansion of services for children with disabilities, such as day care centres; and support for the transformation of residential care facilities of children.

To address the needs of young children in a more integrated way, UNICEF expanded the Nutrition-Friendly Kindergarten Initiative from 12 to 16 preschools in the Birac region of RS, reaching 144 children, 58 parents, 6 cooks and 22 preschool educators. The sustainability of the initiative in RS was promoted through adoption of the Bylaw on Terms and Conditions to Exercise Nutrition, Care, Preventive Health and Social Protection of Children in Preschools in October 2016. UNICEF-supported publications on healthy diets for preschool children were also widely disseminated.

Service Delivery

UNICEF Bosnia and Herzegovina continued to support targeted municipalities (15 in 2016) to establish systems and mechanisms for social protection and inclusion of children, with special focus on children with disabilities, internally displaced persons and returnees and other vulnerable groups. Because of the cooperation between UNICEF, local authorities and cross-sectoral service providers, new services were established to tackle the most important social protection needs. Out of 14 new social services established in 2015, ten services were fully sustained and funded by local governments in 2016, reaching more than 1,300 most vulnerable children and families. These services included community-based daycare services for children and youth with disabilities, counselling, and therapeutic and socio-educational services to support children and families in crisis. Special attention was given to vulnerable children living in rural and remote areas.

Over the past two years, UNICEF has supported the establishment of services in 32 per cent of all municipalities in the country out of the total target of 50 per cent by the end of 2019. UNICEF support consisted of convening various actors, providing technical assistance for local analysis and development of local action plans on social protection and inclusion, and financial support to the implementation of local action plans.

UNICEF supported provision of integrated ECD services in 32 municipalities (22 per cent) throughout Bosnia and Herzegovina. ECD services, including child development assessment, intervention with children with developmental delays, parenting education and home visiting reached more than 3,100 children and families. This number is expected to grow rapidly with the inclusion of these services within the revised standards and norms of health care services, ensuring coverage from the Health Insurance Funds and enabling free provision of quality IECD and ECI services for all children via the health centres.

Human Rights-Based Approach to Cooperation


UNICEF successfully advocated with Government to develop multisectoral Guidelines on the Best Interests of the Child, as recommended by the Committee’s Concluding Remarks and Recommendations to the last state’s periodic report in 2012.

The situation analysis on the rights of children with disabilities in Bosnia and Herzegovina
was initiated, which will inform advocacy for stronger implementation and monitoring of the Convention on the Rights of Persons with Disabilities (CRPD) and the Convention on the Rights of the Child. A number of key governmental and non-governmental stakeholders were involved in the process, thereby strengthening their sense of responsibility towards the rights of children with disabilities in Bosnia and Herzegovina. The final analysis will be ready in early 2017.

UNICEF is a member of the new UNCT Task Force on Human Rights, which supported the first Bosnia and Herzegovina Parliament’s advocacy session on stronger integration of human rights in all policies, programmes and legislation in cooperation with the Ministry of Human Rights and Refugees. The UNCT joint work on human rights represents an opportunity to collectively support the Ministry of Human Rights and Refugees to develop a long-term, strategic agenda on human rights and to link this with the Government’s path towards EU accession.

A mapping and vulnerability analysis completed in 2016 showed that UNICEF’s sub-national interventions cover 77 out of 142 municipalities in Bosnia and Herzegovina (54 per cent), out of which 28 municipalities are highly deprived, 47 moderately deprived and 2 municipalities have a low level of deprivation. UNICEF is present in seven of eight municipalities with a high percentage of Roma children with at least one sectoral intervention, and in two of them with four different interventions. The analysis confirmed that almost all of UNICEF’s work is focused on the most vulnerable children (in terms of geographic regions and a marginalized group, the Roma).

**Gender Equality**

The Gender Parity Index calculated in the Roma Multiple Cluster Indicator Survey (MICS) 2011-2012 shows that 48 per cent of Roma women aged 20-49 married before the age of 18 years of age. Furthermore, 57 per cent of Roma children aged 2-14 years of age were subjected to a method of violent discipline by their parents or other adult household member.

UNICEF and the United Nations Population Fund (UNFPA) commenced an initiative to build capacities of grassroots/community leaders to use theatre-based education to change social norms around child marriage and violence, with a focus on municipalities with a higher percentage of Roma population. Fifteen grassroots leaders completed two out of three training-of-trainers modules. In 2017, they will develop two forum theatre play concepts focusing on theatre-based youth peer dialogues and education on prevention of child marriage and violence against children, as well as conduct theatre plays in secondary schools in cooperation with youth leaders based on the scripts they developed during the training.

The UNCT conducted a gender scorecard exercise using the global standard methodology to measure UNCT performance on gender equality and women’s empowerment. The average score was 3.4 out of 5, meaning that the UNCT is close to meeting the minimum standard, and is likely to reach this standard over the next year or two, if remedial action is taken. The score in 2016 shows almost no progress over the score of the previous exercise in 2009. Only four UN agencies (including UNICEF) participated in the gender scorecard exercise in 2016.

In September, UNICEF Bosnia and Herzegovina participated in the regional gender network meeting, which provided an opportunity to reflect on global progress and regional opportunities to strengthen gender equality programming. In 2017, UNICEF Bosnia and Herzegovina will further identify how to accelerate action on critical gaps in achieving gender equality, particularly in light of the centrality of gender equality in the SDGs and the recently adopted CEE/CIS Gender Equality Strategic Framework.
Environmental Sustainability

UNICEF Bosnia and Herzegovina assessed its environmental footprint as part of the ‘Greening UNICEF’ global initiative. It was calculated that the total amount of greenhouse gas emissions was 112.1 tons of CO2 (2.8 per staff). The breakdown of the greenhouse gas emission contributions is as follows: air travel 14 per cent; vehicles 19 per cent; public transport 0 per cent, refrigeration and air conditioning coolants 5 per cent; on-site fuel combustion 0 per cent; electricity 62 per cent and heat/steam 0 per cent (natural gas). Water use (in litres per staff per day) was 26.09 and paper use (in sheets per staff per day) was 15.38. The report was reviewed by the country management team (CMT).

UNICEF Bosnia and Herzegovina worked closely with the disaster risk reduction inter-agency team on mapping hazards, vulnerabilities and risks, which was completed in 2016. Climate change-related risks are partially included in the mapping, which were developed based on country-specific data sets for floods and landslides as well as scientific data on earthquakes and wild fires.

Bosnia and Herzegovina has a major problem with pollution, particularly air pollution. According to available data, the capital Sarajevo ranks 12th among cities in Europe in terms of level of pollution. More than 100,000 children under age 18 live in Bosnia and Herzegovina’s most polluted cities (Sarajevo, Tuzla, Zenica, Lukavac and Kakanj). Air quality data for RS is lacking. Although data is not available on air pollution and its impact on children specifically, according to the 2016 WHO report on air pollution and its health impact, the estimated total number of deaths attributable to ambient air pollution in Bosnia and Herzegovina in 2012 was 3,538, which is approximately 10 per cent of the country’s total deaths for that year. UNICEF Bosnia and Herzegovina is considering researching the issue further to assess impact on children.

Effective Leadership

UNICEF Bosnia and Herzegovina was subject to a limited scope audit in April 2016 covering the period January 2015 to March 2016. The audit concluded that controls and processes were generally well established and functioning. Because of the audit, UNICEF Bosnia and Herzegovina agreed to take a number of measures to further strengthen governance, and risk management and control. None of these measures are rated as high priority (that is, requiring immediate management attention). As of December 2016, one out of four agreed actions was completed.

To ensure linkages between annual management priorities and staff performance evaluation reports, UNICEF Bosnia and Herzegovina agreed to strengthen the quality of indicators in staff performance evaluations. UNICEF Bosnia and Herzegovina also agreed to update the risk and control self-assessment action plan statements and make them more specific and measurable with clear deadlines and accountable staff members identified for each action, and to more regularly update the monitoring of the action plan. UNICEF Bosnia and Herzegovina also agreed to develop a clear advocacy for equity strategy. These recommendations will be addressed in the first quarter of 2017 as part of the planning process for the 2017-2018 biennial workplans and the 2017 Annual Management Plan. Finally, UNICEF Bosnia and Herzegovina took actions to identify partners not submitting the Funding Authorization and Certificate of Expenditure (FACE) forms correctly and trained them accordingly.

UNICEF Bosnia and Herzegovina updated its business continuity plan in 2016. In the last quarter of 2016, UNICEF Bosnia and Herzegovina agreed to pilot new headquarters (HQ) guidance on risk informed programming in collaboration with UNICEF.
HQ and UNICEF RO that aims to better identify the drivers of risks and vulnerabilities for programming. The process will further strengthen risk identification and mitigation in 2017, and will inform the joint workplans as well as the Annual Management Plan.

Financial Resources Management

UNICEF Bosnia and Herzegovina has mechanisms in place to ensure appropriate internal controls. The CMT met regularly to review Key Performance Indicators and relevant actions as a standard agenda item. As a result, all expiring grants by the end of 2016 were 100 per cent utilised.

Outstanding direct cash transfers (DCTs) over nine months were closely monitored and discussed at the country management team, and remained below the one per cent threshold for the majority of the reporting period. Outstanding DCTs over nine months are the result of complex administrative procedures and financial governance (VAT refund procedure).

Preparatory work for bank reconciliation submissions to the Global Shared Services Centre (GSSC) was completed in a timely manner. UNICEF Bosnia and Herzegovina maintained optimal local bank account balances. Monthly cash forecasts, biweekly replenishment requests and month-end balances were reviewed and monitored. Reports related to segregation of duties were regularly generated and reviewed, and potential risks were mitigated.

UNICEF Bosnia and Herzegovina had a smooth transition to GSSC. Relevant operations staff completed all online training/learning activities, organised training for all staff ahead of the transition date and revised relevant workflows accordingly. The transition required an increased level of planning to ensure timely completion of transactions.

UNICEF Bosnia and Herzegovina puts significant effort to ensure adequate harmonised approach to cash transfers (HAFT) implementation. In 2016, one micro-assessment was completed as required by minimum standards. UNICEF also invested resources in capacity building of implementing partners through two HACT training activities reaching 70 participants. One-to-one HACT training was organised for implementing partners that could not attend the HACT training. All the planned ten spot checks were performed in 2016. However, another 15 were conducted based on programme needs. The only audit observation and its agreed action in DCT management was implemented in October.

Fundraising and Donor Relations

UNICEF Bosnia and Herzegovina’s resource mobilization strategy, developed in 2015 with the start of the new Country Programme, was regularly updated throughout 2016. It included funding gaps and actions clearly indicating focus areas. By hosting a Donor Coordination Forum in April 2016, UNICEF had a unique opportunity to present the programme and priority funding gaps to numerous donors and development banks. For the current programme cycle, the funding gap is US$ 14.83 million. Other resources (OR) funds for 2015-2016 absorbed 80 per cent of OR ceiling for the same period.

UNICEF Bosnia and Herzegovina 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 UN agencies on the implementation of four UN Joint Programmes. All four multi-year joint programmes ended in 2016, and resulted in concrete results for children and other vulnerable groups, as well as strengthened partnerships with other UN agencies and new joint initiatives (disaster risk reduction, gender, persons with disabilities), two of which led to new programmes that started at the end of 2016. The partnership with the EU continued with the launch of two new three-year programmes, a regional one on protecting children from violence against children and inclusion of children with disabilities, and a national one on childcare reform.
All 11 donor reports were of high quality and were submitted on time, as confirmed by donors. Reports due in 90 days are checked regularly through the dashboard and status is reviewed by the country management team. There is a clear process in place that ensures timely submission and quality assurance of donor reports.

**Evaluation and Research**

Two project evaluations were initiated and undertaken in 2016: the Joint UN Human Security Project (Canton 10); and the Project on Supporting Durable Solutions of Revised Strategy for Implementation of Annex 7 of the Dayton Peace Agreement (Annex 7). Both evaluations were planned and implemented in an objective and inclusive manner. Independent consultants were recruited, and beneficiaries, stakeholders and project team members participated in confidential interviews. UNICEF’s research, study and evaluation steering committee reviewed documentation for ethical considerations. The reports will be finalized in the first quarter of 2017.

UNICEF will be also engaging an evaluation expert institute, Universalia, to conduct an additional independent quality review of the evaluation reports. All recommendations derived from evaluations and management responses completed prior to 2016 have been closed, indicating UNICEF Bosnia and Herzegovina’s commitment to integrating evaluation findings in programming. For example, a recommendation from the 2014 Evaluation on Increasing Early Opportunities for Children in Bosnia and Herzegovina, which called for UNICEF to implement models to increase the enrolment of Roma children in preschool education, was implemented in 2016.

Challenges in joint UN programme evaluations included different approaches and standards used by other UN agencies in managing evaluations, absence of clear evaluation management structures, and differential understanding and applications of results-based management. These challenges were addressed by intense involvement of relevant UNICEF staff in the evaluation processes and the provision of oversight by the research, study and evaluation steering committee.

In 2016 UNICEF Bosnia and Herzegovina focused on providing sharper guidance to evaluation implementers, in terms of producing implementable, concrete and realistic recommendations that will be useful for programmes.

**Efficiency Gains and Cost Savings**

Bosnia and Herzegovina is a Delivering as One country. The UNCT in Bosnia and Herzegovina has a Business Operation Strategy, and is working towards more operational cohesion.

The operations management team (OMT) took the lead in the consolidation of several UN House services to share resources and reduce costs from economies of scale, specifically related to utilities, security guards’ workforce, communications and travel. The OMT submitted recommendations for the appointment of a designated UN medical physician and medical facilities capable of providing medical services to UN staff and family members. In addition, two joint UN tender procedures were launched in Q4 for travel and telecommunication services (existing long-term agreements expired). UNICEF Bosnia and Herzegovina continued to benefit from the existence of a joint UN drivers and vehicles pool.

The UN Integrated Service Management System for which funds were obtained in 2015 from the UN Development Operations Coordination Office became operational in Q3 (see details under the information and communication technology (ICT) section).
UNICEF Bosnia and Herzegovina applied five of the eight suggested opportunities to streamline office management provided by the field results group in HQ, and is following up on the application of the two pending and applicable items. In recognition of the relatively low-risk environment in Bosnia and Herzegovina, the contract review committee threshold was increased from US$20,000 to US$ 50,000 and the programme cooperation agreement (PCA) threshold for the partnership review committee increased from US$50,000 to US$100,000. Mitigation measures, such as the UNICEF Regional Office desk review of sample contracts and the use of a PCA simplified review form, were also established. Other recommendations for simplification, such as increase the limit for small-scale funding agreements and undertake only the minimum required number of spot checks and micro-assessments within the framework of HACT were already in place.

**Supply Management**

The volume of planned supply for 2016 represented 9.31 per cent of the total annual UNICEF Bosnia and Herzegovina budget (US$400,909.76). The total amount spent in 2016 was US$291,467.21, 6.77 per cent of the budget. Five vehicles were procured for the CSWs within the Birac Region Advancement and Cooperation Project to enable the centres to reach the most vulnerable children in hard-to-reach rural areas. In addition, five kindergartens were equipped with furniture, sports and IT equipment, toys, books and didactic materials. Under the same project, UNICEF and the United Nations Development Programme (UNDP) jointly worked on reconstruction of two kindergartens and the building of access ramps for children with disabilities in all public institutions in the municipality of Milici.

With funding from the Swiss Embassy, four municipalities heavily affected by the 2014 floods were equipped with power generators, water pumps, jackets, vests, waterproof raincoats, rubber boots, gloves, sandbags and didactic materials.

Three ECD centres in the cities of Zvornik, Sanski Most and Glamoc were equipped with didactic materials, furniture for centres, IT equipment and picture books. The UNICEF/UNDP joint programme Applying Human Security Concept to Stabilise Communities in Canton 10 equipped nine classrooms with IT laboratories. UNICEF procured a playground for the inclusive kindergarten in Livno.

HQ provided funds (US$16,000) for the procurement of ten laptops and IT accessories for implementation of the LIGHT Project.

The supply plan was completed in early 2016, monitored regularly (quarterly) and amended by the CMT.

In the first quarter of 2016, UNICEF Bosnia and Herzegovina provided support for all procurement related to the Slovenia migrant crisis. A number of orders were placed and followed up with the newly established UNICEF team in Slovenia. UNICEF Bosnia and Herzegovina also maintained annual records of procurement undertaken by implementing partners.

Procurement processes and principles are an integral part of regular HACT training for implementing partners (training conducted twice a year for all implementing partners).
### Overall Budget 2016 US$

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Supply vs UNICEF Bosnia and Herzegovina Budget</td>
<td>6.77%</td>
</tr>
<tr>
<td>Programme supplies</td>
<td>238,871.45</td>
</tr>
<tr>
<td>Operational supplies</td>
<td>20,595.18</td>
</tr>
<tr>
<td>Construction through UNDP</td>
<td>32,000.58</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>291,467.21</strong></td>
</tr>
</tbody>
</table>

### Security for Staff and Premises

The security of the UNICEF Bosnia and Herzegovina premises is integrated into the UN House common security system. The United Nations Department for Safety and Security (UNDSS) is responsible for coordination of security and safety of UN staff in the country. The security plan for Bosnia and Herzegovina was approved by UNDSS on 29 July 2016, while residential security measures for the country were approved on 1 August 2016.

An inter-agency warden systems exercise was successfully conducted in March 2016, and resulted in 91 per cent of staff responding within the first half an hour and 97 per cent after one hour.

In September 2016, an inter-agency security evacuation drill based on bomb threat and hostage situation scenarios was conducted with the aim of testing evacuation procedures (personnel, guard unit), response time of the Host Government Law Enforcement Agencies (HG LEA) and coordination between the UN and the HG LEA. Lessons learned were shared with the Security Management Team accordingly. Overall, the drill results showed a high level of staff awareness and UNDSS readiness to respond to security treats.

UNDSS organized a security awareness briefing for new staff monthly and UNICEF Human Resources coordinated attendance of all new personnel.

In November 2016, UNDSS began transferring current security staff/employee and warden system management to the newly developed Integrated Security Application platform. SFPs are responsible for coordination and follow-up on required data entry.

Security advisories received from UNDSS and HQ were regularly shared with all staff, including the reminder for registration of all international trips in the UNDSS Travel Request Information Processing (TRIP) system.

The regional security specialist visited Bosnia and Herzegovina in December 2016, and the pending recommendations from the mission will be used to enhance staff and office security further.

### Human Resources

In 2016, UNICEF Bosnia and Herzegovina conducted recruitment of two national positions (one National Officer C and one PA), two national UN Volunteer (UNV) positions and 11 consultancies. By the end of 2016, there was one vacant position unfilled due to budget constraints. The newly introduced talent management system was used for recruitment and selection processes.

The new performance management system (ACHIEVE) was introduced in 2016 and the implementation rate for planning and mid-year review was 100 per cent.
During the year, presentations/trainings were held for all staff on various subjects related to new instructions and procedures. The additional requirements related to Official Status File Digitization Project were completed.

The human resources transition to the GSSC was planned in a timely manner. Relevant staff completed both online and face-to-face training, which enabled effective and efficient takeover of some of the functions by GSSC. Human resources staff invested time and effort in supporting GSSC colleagues and other staff in the use of MyCase.

Management and the local staff association cooperated well. Two formal joint consultative committee meetings were held in 2016 to discuss topics of interest and concern to staff (such as staff retreat, team building activities, office events and income tax). UNICEF Bosnia and Herzegovina did not hold a staff retreat in 2016 due to competing priorities and management turnover, and has planned one in early 2017.

All staff utilized a minimum of five learning days, including mandatory courses (Funding Authorization and Certificate of Expenditure [FACE] form and ethics), face-to face training (e.g. results-based management, network meetings) and self-directed learning. UNICEF Bosnia and Herzegovina observed the minimum standards on HIV/AIDS in the workplace. Post-exposure prophylaxis (PEP) kits, condoms and first aid kits are available in the office.

Emergency preparedness and response and disaster risk reduction training was organized for all staff members with the support of the UNICEF RO Emergency Team, and resulted in strengthened preparedness capacity within UNICEF Bosnia and Herzegovina.

**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 in accordance with IT Solutions and Services (ITSS) objectives and standards.

UNICEF Bosnia and Herzegovina began the implementation of the LIGHT initiative in 2016 and benefited from HQ funds for procurement of equipment and upgrading services. The project introduced a new architectural model for UNICEF Bosnia and Herzegovina (and HQ) in terms of reducing IT complexity and cost while enabling full mobility/agility of staff. Implementation of the project is ongoing, and LIGHT will be fully implemented in Q1 of 2017. As part of a joint UN initiative, the ICT Working Group worked with selected vendors on a UN Integrated Services Management System. Applications and new services reached the final or beta/pilot testing phase. Roster management (interns, translators, consultants, etc.) and provision of operational support (UN house management, maintenance, etc.) were in the user/pilot testing phase, while recourse reservation and usage (conference rooms, driver pool, vehicles) were ready for first release. The security and warden system (Integrated Security Application – www.isa.un.ba) was finalized and in use as of mid-November. The preparation of a web or mobile application, combining different technologies and using advantages of the UN platform, will be the focus of the next phase to avoid the need for additional usernames/passwords beyond the Agency-specific ones already in use. One VHF repeater system was established for coverage of Sarajevo area and a second / mobile VHF repeater is programmed and ready for usage as needed.

In 2016, the IT Assistant continued to provide substantive support to the Child Rights Monitoring and Social Protection and Inclusion programme in designing and developing database solutions with selected vendors for local municipality CSWs as part of the Annex VII UN Joint Programme. Support in the form of IT-related activities was also provided to the Inclusive Quality Education Programme.
Programme Components from RAM

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:
Child rights monitoring in Bosnia and Herzegovina was strengthened through the implementation of the Bosnia and Herzegovina Action Plan for Children 2015-2018. UNICEF provided technical support to the Bosnia and Herzegovina Council for Children for the monitoring and reporting on the status of the implementation of the Plan.

Taking advantage of the progress made by the country towards EU membership, UNICEF partnered with the EU Delegation and sensitized 120 stakeholders from multiple sectors and civil society on integrating the rights of children into development using the EU-UNICEF Child Rights Toolkit. In this way, a space was opened for discussing how to better integrate child rights within the EU accession process.

Progress was made in strengthening the capacity of statistical institutions at state and entity levels on child rights monitoring, through technical support to the updating of the Transformative Monitoring for Enhanced Equity (TransMonEE) database and adoption of the European System of Integrated Social Protection Statistics.

An important policy result that UNICEF contributed to in 2016 was the development of strategies on disabilities in both entities that include specific attention to the rights of children with disabilities. UNICEF played a convening role with various sectors in government and with DPOs to ensure that the rights of children were adequately reflected in the new strategies.

UNICEF provided technical support for the strengthening of social work standards in primary schools in RS, thereby strengthening early intervention and referrals for children at risk. A manual on the role of the social welfare/social protection system in DISASTER RISK REDUCTION was developed, building on lessons learned from the 2014 floods in Bosnia and Herzegovina, and piloted in four high-risk municipalities. Findings and lessons were disseminated, and it was agreed that they would be included in university curricula and in the work of at-risk municipalities.

UNICEF’s direct engagement with local-level authorities in 15 target municipalities through the Social Protection and Inclusion Model resulted in local governments fully funding newly introduced social services benefiting 1,300 children and parents. These services included community-based day care services for children and youth with disabilities, counselling, and therapeutic and socio-educational services to support children and families in crisis. Special attention was given to vulnerable children living in rural and remote areas.

In terms of challenges, while the Bosnia and Herzegovina Council for Children strengthened its role as the leading government body in child rights monitoring, obstacles in coordination between lower levels of government and the state level remained. A major challenge related to monitoring and reporting on children’s rights is the lack of harmonization among different levels of government in the country. In social protection, while the International Monetary Fund (IMF)-inspired reforms of the social assistance targeting system are very much needed in the country, there is a risk that this process may not lead to better outcomes for vulnerable children and families due to resistance by social assistance beneficiaries due to their status
as ‘war-related’ beneficiaries (who receive three quarters of the overall available social assistance budget).

OUTPUT 1 1.1 Bosnia and Herzegovina Council for Children systematically monitoring child rights and reporting to relevant international and national institutions

Analytical Statement of Progress:
UNICEF provided technical assistance and co-organized meetings for reporting on the implementation of the Bosnia and Herzegovina Action Plan for Children, 2015-18 for the period June 2015-April 2016. The report focuses on the Plan’s main goal: the realization of objectives and measures in the period from 2015 to 2018 to implement the Convention on the Rights of the Child, abiding by the recommendations of the Committee for the Rights of the Child, the UN, the Council of Europe and other instruments for the protection of child rights, and the realization of the measures from the previous action plan that have not been implemented. The report findings indicate progress in all areas of the plan (including on civil rights and freedoms; prevention of violence against children; family environment and alternative care; disability; basic health and welfare; education, leisure and cultural activities; and special protection measures), despite delays in its approval by the Bosnia and Herzegovina Council of Ministers (CoM) and subsequent delays in initiation of activities. The report’s recommendations call for more active engagement of the ministries of health and education in realization of the action plan’s measures, and urges all the parties to strengthen child rights in Bosnia and Herzegovina, and particularly some administrative parts of Bosnia and Herzegovina to ensure submission of reports about child rights in their areas. The Bosnia and Herzegovina CoM urges the Bosnia and Herzegovina Council for Children (CfC) to disseminate findings of the report through a roundtable. In quantitative terms, within the reporting period, 80.5 per cent of all measures planned to be realized in 2015 were reported as completed (58 out of a total of 72). Fourteen measures (19.5 per cent) were not completed within the reporting period.

With UNICEF’s technical support, the NGO Network Stronger Voice for Children sensitized over 80 professionals from the social, health, education and child protection sectors about the CRC principle of the best interests for the child.

UNICEF partnered with the EU Delegation and sensitized over 120 stakeholders from multiple sectors and civil society on integrating the rights of children into development using the EU-UNICEF Child Rights Toolkit. The workshop was very timely, as it came at a key milestone in the EU accession process for Bosnia and Herzegovina, and helped to create a space for discussing how to better integrate child rights within this process and into broader socio-economic policy reform processes.

Challenges remain in the coordination between state and entity institutions to monitor child rights in Bosnia and Herzegovina.

OUTPUT 2 1.2 Bosnia and Herzegovina statistical institutions strengthened in collection and analysis of the social statistics, including poverty measures

Analytical Statement of Progress:
UNICEF continued to strengthen capacities of the Bosnia and Herzegovina Agency for Statistics (BHAS) to monitor child rights in the context of Bosnia and Herzegovina accession to EU, with the completion of the TransMonEE database and further capacity building on the European System of Integrated Social Protection Statistics (ESSPROS). With technical assistance from UNICEF, the TransMonEE database was updated with data for 2015, and a Country Analytical Report was produced, focusing on justice for children. As part of capacity
building, UNICEF financed a visit of eight BHAS statisticians to the Montenegro Statistical Office to exchange experiences on TransMonEE, but also to learn from the Montenegro experience about planning and monitoring for the SDGs. UNICEF financed and provided technical assistance and participation for training on ESSPROS for eight statisticians, including from the state and entity statistical institutions. Building upon earlier training on the core modules of ESSPROS, the 2016 ESSPROS training enhanced statisticians’ ability to calculate net values of social protection benefits. It is expected that with additional small investments from UNICEF in 2017, Bosnia and Herzegovina will start to report to Eurostat for 2017, in line with EU regulations. The TransMonEE database and ESSPROS reporting will provide essential data regarding the population, including children, especially those in the vulnerable categories, to inform better child rights monitoring in the country.

UNICEF also initiated a Situation Analysis of children with disabilities, in cooperation with over 50 stakeholders. The analysis will provide the basis for further planning and programming for improvements in the lives of children with disabilities in Bosnia and Herzegovina, including priority setting in the action plan under development by the two entities.

UNICEF initiated partnership and technical discussions with relevant stakeholders for the MICS implementation in 2017-18.

The key challenges in all activities relating to strengthening statistical system are the scattered nature of the data availability and a lack of comprehensive country-wide data collection systems in a number of sectors. These were mitigated by strengthening partnerships with all stakeholders and creating opportunities for discussions and cooperation.

**OUTPUT 3 1.3 Social protection and population policies/strategies and legislation developed and/or amended to reflect the needs of the most vulnerable population**

**Analytical Statement of Progress:**

With UNICEF’s technical assistance and advocacy, the FBosnia and Herzegovina and RS developed respectively the new 2016-2021 and 2017-2026 Strategies on Disability, the former already adopted by the Federation. This process included the analysis of the outcomes and implementation of previous Disability Strategies and required coordination between ten government sectors and DPOs. Four key sectors were examined as part of the analysis: social and child protection, education, health and employment. The findings on children with disabilities were adequately incorporated in both Strategies. For example, the new FBosnia and Herzegovina Strategy on Disability contains a separate goal dedicated to children with disabilities, prioritizing actions focused on early identification and the development of referral mechanisms among the health, education and social protection sectors. Both Strategies identified the need for expanding the scope of social care services in direct support to children and their families, and the need to fight stigma and discrimination.

Standards for social work in primary schools in RS were approved by the RS Ministry of Education and were mainstreamed within the terms of reference of social workers in primary schools of the entity, allowing for better responses to child poverty and other social issues such as peer and family violence. This approach is helping to change how social work is conducted in schools by promoting a greater focus on children, early identification and referral of at-risk children, as well as facilitation of cooperation between schools, families and communities. Social workers are now focused on children in need and apply standardized methods of early identification, treatment, monitoring and evaluation of their work.
There was no progress in the adoption of the FBosnia and Herzegovina social and child protection legislation, although revision and development of new laws have been ongoing for several years with UNICEF’s technical assistance. In RS, the process of revision of the Child Protection Law (dealing with child cash benefits) is ongoing and represents an opportunity to increase the value of cash benefits and to cover current gaps (e.g. children from 15 to 18 years who are currently not eligible to receive the cash benefit). However, the final outcome of both processes will greatly depend on the fiscal space for social protection.

The development of the Social Protection Strategy for RS was postponed, due to competing priorities: the development of the Disability Strategy and revision of important social protection legislation.

OUTPUT 4 1.4 Integrated systems of social protection and inclusion developed in selected municipalities with the focus on the most vulnerable population

Analytical Statement of Progress:
Fifteen Municipal SPI Commissions initiated services targeting issues that emerged through local-level situation analyses in 2015. In 2016, 14 out of 16 of these services continued with funding from municipal budgets, reaching more than 1,300 vulnerable children and parents. These services ranged from day care services for children with disabilities and counselling to various forms of referrals to ensure access to education and health services for vulnerable children. In the Birac region of RS, UNICEF promoted partnerships between sectors and enhanced referral mechanisms between social protection, education and health institutions.

UNICEF supported exchanges of best practices for members of the municipal SPI Commissions and Working Groups, and government partners from relevant ministries. Within the Joint Programme with UNHCR, UNICEF promoted the social inclusion of returnees and IDPs, including through social media, contributing to a 20 per cent decrease in discriminatory attitudes and a 10 per cent decrease in discriminatory behaviour of the host population towards IDPs and returnees, according to a UNICEF-supported Knowledge, Attitudes and Practice (KAP) survey.

In 2015-16, 872 children, including 152 with disabilities, participated in social mobilization and media activities, by producing movies, photography, and action plans on social inclusion, and directly participated in discussions with local governments.

UNICEF supported the development of a manual on the role of social protection systems in emergency preparedness and response, based on the experiences and lessons learned during and after the heavy floods in 2014, and in cooperation with relevant Government actors and academia (Faculties of Social Work from Sarajevo, Banja Luka and Mostar). The manual was piloted in four high-risk municipalities in Bosnia and Herzegovina (Doboj, Maglaj, Domaljevac and Samac) where CSWs conducted vulnerability risk assessments and developed local action plans. This process contributed to raising awareness on the role of the social protection system in disaster risk reduction and to the introduction of social protection in emergencies as a subject at the University of Banja Luka's Faculty of Social Work. Experiences of the use of the manual were shared at a workshop bringing together over 80 professionals from the social work and civil protection sectors, among others.

As a member of the Regional Knowledge and Leadership Agenda 8 on Social Protection for children, UNICEF Bosnia and Herzegovina contributed to the work of the Steering Committee and supported the development of the regional strategy and theory of change, both adopted in 2016.
OUTCOME 2 By 2019, an increased number of boys and girls use a continuum of child protection services aimed at preventing and adequately responding to violence, neglect and abuse and family separation, and equitable access to justice is strengthened for all children.

Analytical Statement of Progress:
UNICEF promoted better coordination among key sectors in child protection; evidence generation; capacity-building programmes reaching over 750 child protection, justice and education professionals; the development of educational materials; and the implementation of action plans focused on alternative measures to detention in 16 locations. This was made possible with financial support of the Swiss Government, Sida, and the EU, and in collaboration with relevant ministries and NGOs.

With the support of the Mostar, Sarajevo and Tuzla Justice for Children (J4C) Working Groups at the municipal level, and with funding from the Swiss and Swedish governments, the implementation of J4C action plans with a focus on addressing juvenile offending and improving alternative measures was scaled up to the cantonal level. Because of comprehensive training programmes and peer-to-peer learning, justice for children professionals increasingly applied alternative measures, and conducted judicial proceedings in a more child-friendly manner. In collaboration with the RS Ministry of Justice, an assessment of the implementation of juvenile justice legislation was initiated, providing recommendations for further enhancements of the law and its application. UNICEF also developed and tested a harmonized identification tool for at-risk children in schools, as part of secondary prevention efforts. The UNICEF-supported study Children's Access to Justice in Bosnia and Herzegovina was published, and the findings were used to raise awareness among key professionals on how to better protect the rights of child victims, witnesses and children in civil proceedings.

A midterm review of UNICEF’s Justice for Every Child project found that the project is largely on track to achieve planned results, while required adjustments and areas in need of enhanced attention were also identified. These included the need to invest more in secondary prevention, inter-sectoral and vertical coordination, child-friendly proceedings and application of alternative measures.

With financial support from the EU, UNICEF, in collaboration with relevant state and entity ministries, commenced the three-year programme Transformation of Care Institutions and Prevention of Separation of Families aimed at making institutional improvements for social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina. To establish a solid baseline and provide evidence-based recommendations for improvements, UNICEF conducted a situation analysis of children without parental care, and at risk of being so; the analysis is expected to be finalized by mid-February 2017. Initiatives to transform residential care facilities for children without parental care and to strengthen family- and community-based alternative care services also commenced.

In RS, in close collaboration with the Ministry of Health and Social Welfare, a draft transformation plan for the public children's home in Banja Luka was developed. In addition, UNICEF and the Ministry of Health and Social Welfare of Herzegovina-Neretva Canton reached an agreement to transform the public children's home in Mostar. In Tuzla, UNICEF continued the transformation of the public children's home, in close collaboration with the Federal Ministry of Labour and Social Policy and the Tuzla Canton Ministry of Social Welfare, with complete transformation expected in the first half of 2017. In RS, 16 professionals from the eight largest CSWs benefited from training and supervision in the area of foster care and education. Through this support, they were better able to assist children within the foster care system address issues of abandonment and acclimate to new foster homes, as well as recruit and train qualified foster parents. In F Bosnia and Herzegovina, UNICEF supported the Federal Ministry of Labour and Social Policy in
advocating for the adoption of the new Law on Foster Care, which was pending approval by the Parliamentary Assembly at the end of the 2016.

As part of an EU and UNICEF regional partnership to better protect children’s rights in South-East Europe through empowering civil society and promoting cooperation in the EU enlargement region, UNICEF Bosnia and Herzegovina initiated a three-year programme aimed at further advancing child protection systems in Bosnia and Herzegovina to prevent and respond to cases of violence against children. A key partner in this programme is the CSO Network for Ending Violence Against Children, which will be strengthened to monitor and report cases of violence against children. As part of this effort, UNICEF completed two important pieces of research: a review and analysis of domestic laws and policies related to violence against children; and a review and assessment of the public availability of data on violence against children and the functioning of administrative data collection mechanisms. Some delays in concluding partnership agreements with CSOs in the area of violence against children were experienced in 2016, delaying the start of some activities to 2017.

As a member of the Regional Knowledge and Leadership Agenda 2 on Children’s Equitable Access to Justice, UNICEF Bosnia and Herzegovina supported the roll-out of the agenda and theory of change, both of which were adopted in 2016. Among others, UNICEF with Government and non-government partners conducted a self-assessment to identify where Bosnia and Herzegovina stands vis-à-vis a set of 50 benchmarks to identify the main bottlenecks in achieving results for children and the main corresponding system-level changes that would need to be promoted.

**OUTPUT 1**

2.1 Strengthened children and their families capacity to demand child protection services

**Analytical Statement of Progress:**

Although Bosnia and Herzegovina is a State Party to various international documents aimed at protection of children from violence, abuse, neglect and exploitation, and possesses a relatively wide range of national and sub-national legislative provisions and public policies on the issue, successful implementation of these regulations remains a challenge. Under the EU-funded regional project Protecting Children from Violence and Promoting Social Inclusion of Children with Disabilities in the Western Balkans and Turkey, UNICEF conducted a review and analysis of domestic laws and policies related to violence against children, as well as a review and assessment of the public availability of data on violence against children and the functioning of administrative data collection mechanisms. A key recommendation regarding improved legal protection of children from violence is to prohibit corporal punishment in the home, in alternative care and preschool settings in FBosnia and Herzegovina and Brcko District. Administrative collection of data on violence against children needs to be urgently improved across all sectors – welfare, justice, law enforcement, health and education – to allow allocation of sufficient resources for the development and evaluation of violence prevention programmes and child protection systems. The findings of both reports are intended to support civil society, in particular the CSO Network on Ending Violence Against Children, in their advocacy to improve the legal protection of children from all forms of violence and the availability of routine administrative data collection as well as in their monitoring of the situation of violence against children in Bosnia and Herzegovina.

In order to prevent placement of children without parental care and children with disabilities in residential care, UNICEF developed a framework for a nationwide campaign Every Child Needs a Family, aimed at raising awareness of the detrimental impact of residential care on children's development and well-being, and the benefits of alternative family-based care, in particular foster care. The campaign will be launched in early 2017. Meanwhile, in RS, eight
CSWs as part of their foster care training programme prepared recruitment materials for promotion of foster care and increased outreach activities.

**OUTPUT 2** 2.2 Service providers better equipped to deliver child protection services

**Analytical Statement of Progress:**
Key achievements in the ongoing childcare reform include the professionalization of the social welfare workforce in RS in the area of foster care. Sixteen social workers from the eight largest CSWs in Banja Luka, Foca, Kozarska Dubica, Laktasi, Mrkonjic Grad, Nevesinje, Prnjavor and Srbac benifited from training and supervision in the area of foster care and education, enabling them to assist children within the foster care system to address issues of abandonment and acclimate to new foster homes; recruit qualified foster parents; and provide comprehensive and specialised training to foster parents.

UNICEF in collaboration with the Federal Ministry of Labour and Social Policy, the Canton Tuzla Ministry of Social Welfare, and Hopes and Homes for Children continued the transformation of the public children's home in Tuzla into a range of new services. The following services for children and families were made available and functional: mobile team, emergency reception centre, mother and baby unit and day care centre for children at risk. A total of 57 families were supported through the family support programme, preventing separation of a total of 167 children from their families. Furthermore, UNICEF in collaboration with the RS Ministry of Health and Social Welfare initiated the transformation of the public children's home in Banja Luka and two residential care facilities, which care for children with disabilities. Work with the Ministry of Health and Social Welfare of Herzegovina-Neretva Canton led to the transformation of the public children's home in Mostar.

**OUTPUT 3** 2015-2016 Juveniles in conflict with the law, children at risk, children victims/witness of crime, and children in civil and administrative proceedings better served and protected; 2017-2018 Children at risk, child victims and witnesses of crime, children as parties in civil and administrative proceedings and children in conflict with the law better served and protected

**Analytical Statement of Progress:**
The 2015 UNICEF study Children's Access to Justice in Bosnia and Herzegovina was published and the findings informed the development of training programmes for legal aid providers and witness support officers and revision of related syllabus at universities. The Bosnia and Herzegovina Ombudsman conducted an assessment of the situation of juveniles in detention with the support of UNICEF. The report was presented to the Commission for Human Rights at the Parliamentary Assembly of Bosnia and Herzegovina, while workshops with Ministries of Justice and Social Welfare in both entities and representatives of detention facilities were planned for early 2017 to identify follow-up actions to the report's recommendations. With the RS Juvenile Justice Council, an assessment of the implementation of the RS juvenile justice legislation was in progress in late 2016. It will provide recommendations for further enhancements of the law and its application.

Action plans aimed at improving community-based alternatives to detention and secondary prevention measures were developed in 27 municipalities and implementation was rolled out in 24. With support of the Mostar, Sarajevo and Tuzla J4C Working Groups, measures to address juvenile offending and alternative measures were replicated at the cantonal level through the development of cantonal action plans. In collaboration with the Criminal Policy Research Centre, the Association of Psychologists and the Ministry of Education, UNICEF supported the development of a tool to identify children at risk in schools, which is currently...
A total of 175 judges, prosecutors and expert associates improved their knowledge on matters relating to justice for children and child-friendly implementation of new legislation, as a result of close collaboration with FBosnia and Herzegovina and RS Judicial and Prosecutorial Training Centres. Another 230 police officers, social workers, attorneys, and staff from detention facilities were certified on the application of the new legislation through cooperation with the FBosnia and Herzegovina Ministry of Justice. Manuals on the Law on Protection and Treatment of Children and Juveniles in Criminal Proceedings were distributed to over 800 social workers, police officers and lawyers who took part in the training programmes in 2015 and 2016. In collaboration with the FBosnia and Herzegovina Ministry of Labour and Social Policy and Brcko district government, a training plan and programme on mediation was developed, with 15 professionals passing the first training-of-trainers activity. A comprehensive 18-month training programme was implemented for 26 witness support providers, allowing them to better protect children in court proceedings; in 2016, they assisted approximately 300 children in judicial proceedings.

**OUTCOME 3** By 2019, an increased number of girls and boys have access to and participate in better quality and inclusive education, including Roma children and boys and girls with disabilities

**Analytical Statement of Progress:**
A Preschool Strategy for Bosnia and Herzegovina was developed with UNICEF support and is pending endorsement. Efforts to expand access to preschool education in the country initiated three years ago with UNICEF support resulted in a half-day free preschool programme in Canton 10 (the most underdeveloped canton in FBosnia and Herzegovina), funded 80 per cent by the Government. In the 2016/2017 school year, 70 per cent of children aged three to five in Canton 10 benefited from six-months of free preschool education (the national preschool enrolment rate in contrast is 15 per cent). A challenge is that three (of ten) cantons in the FBosnia and Herzegovina have still to harmonize their laws with the Framework Law on Preschool Education and start providing the obligatory one year of preschool education for all children.

To increase enrolment of Roma children in preschool, UNICEF supported the development of a comprehensive municipal model for inclusion of most vulnerable children, currently being implemented in four municipalities. Results are expected in 2017.

Progress was made in inclusive education, with 120 teachers and school professionals from 14 schools trained as trainers on inclusive education, thereby strengthening their capacities to work with children with disabilities.

Findings of the final evaluation of the Dialogue for Future UN Joint Programme with the Bosnia and Herzegovina Presidency showed that intercultural peacebuilding education interventions had an overall positive impact on the attitudes and perceptions among young people across Bosnia and Herzegovina. Children’s perceptions of positive aspects of a multicultural society rose by 15 per cent, going up from a rather low 65 per cent to 79.4 per cent. Since the majority of children living in Bosnia and Herzegovina today report that they are largely attending mono-ethnic schools, it is important to continue to develop well-targetted interventions for this group to have the greatest impact for promoting positive perceptions of multicultural societies.

Findings of the Voices of Youth Survey completed in 2016 indicate that youth in Bosnia and Herzegovina (people 15-30 years of age as per the Bosnia and Herzegovina legal definition of youth) perceive unemployment, material and economic dependence as increasing
problems. A consequence of these and many other factors meant that nine out of ten youth interviewed were ready to leave Bosnia and Herzegovina for a longer period or, if given the opportunity, forever. While these challenges affect all youth, youth from the Roma community and youth with disabilities have higher percentages of negative perceptions of life in the country. Interventions are therefore necessary to increase youth civic engagement, opportunities for their empowerment, and social cohesion with their peers.

OUTPUT 1 2015-2016 Preschool Strategy for Bosnia and Herzegovina (2015-2020) developed, and strengthened commitment to enhance quality and inclusiveness of education; 2017-2018 Capacities of preschool institutions strengthened to provide quality ECE and ECI services for most vulnerable girls and boys

Analytical Statement of Progress:
With UNICEF support, in 2016, the Preschool Strategy for Bosnia and Herzegovina was developed in collaboration with the Ministry of Civil Affairs and representatives of relevant Ministries of Education and the Agency for Pre, Primary and Secondary Education. The document was in the process of endorsement from all Ministries of Education in late 2016 prior to submission to the Council of Ministers. A challenge for its implementation will be the weak functioning of a state-level coordination mechanism in education and difficulties in allocating budgets for preschool education consistently across all parts of the country.

In the 2016/2017 school year, free preschool education was provided in all municipalities of Canton 10 (the most disadvantaged Canton in FBosnia and Herzegovina), leading to 70 per cent of children aged three to five benefiting from six months' free preschool (in comparison, the national enrolment rate in preschool education is 15 per cent). The costs of preschool education in Canton 10 are shared – 80 per cent government and 20 per cent UNICEF – while three years ago when the programme started in Canton 10, UNICEF covered 100 per cent of the costs, demonstrating an increasing commitment by the cantonal authorities to preschool education.

To increase enrolment of Roma children in preschool, municipal preschool models developed jointly by UNICEF, the Roma NGO Kali Sara, preschool institutions and municipalities were implemented in four locations. Currently, 160 children (out of which 56 are Roma) aged three to five are benefiting from a free half-day preschool programme funded by UNICEF and the municipalities.

To increase awareness of ECE, and promote inclusiveness and nutrition, a Best Kindergarten Story competition was organized in 2016 that presented awards to eight individuals and preschool institutions for excellence and innovation in ECE. The social media campaign around this competition had 4.6 million potential impressions.

OUTPUT 2 2015-2016 Expanded availability of education services and increased capacities to ensure quality and inclusive education services; 2017-2018 Quality and inclusive education services enhanced

Analytical Statement of Progress:
In 2016, UNICEF Bosnia and Herzegovina trained 120 teachers and school professionals from 14 schools as trainers on inclusive education, using the training of trainer modules on inclusive education developed by the UNICEF RO and Zurich University. The selected schools and coordinators will become model schools and resources for strengthening education inclusiveness. UNICEF completed a baseline study in 2016 that assessed all teachers and schools on four key competencies related to inclusive teaching (valuing learner diversity, supporting all learners, working with others and personal professional
Bosnia and Herzegovina applied for participation in the Programme for International Student Assessment (PISA) for 2018. Participation of Bosnia and Herzegovina in PISA will allow for international comparisons of competencies and knowledge of 15-year-old students and inform education policy decision making within the country in relation to curriculum setting and standards. In preparation for PISA 2018, UNICEF provided technical support to the Agency for Pre, Primary and Secondary Education in translation of tests that are now verified by OECD. UNICEF also provided IT and data expertise to help Bosnia and Herzegovina prepare for the testing in 2018.

**OUTPUT 3** 2015-2016 Increased participation of children and youth in structured initiatives aimed at promoting diversity and social cohesion; 2017-2018 Capacities of schools and communities to prevent, reduce and cope with conflict and promote peace strengthened

**Analytical Statement of Progress:**
In collaboration with the Presidency of Bosnia and Herzegovina, UNDP, UNESCO and UNICEF completed the implementation of the Dialogue for the Future project, supported by the UN Peacebuilding Fund, in 2016. The UNICEF component of the programme increased children’s and youth participation, reaching 7,121 beneficiaries (5,097 children, 1,746 youth and 240 teachers and 38 parents) from 71 communities in Bosnia and Herzegovina, six in Croatia and two in Serbia, in 42 primary and 83 secondary schools. The programme contributed to strengthening peacebuilding processes in Bosnia and Herzegovina by increasing trust among different ethnic groups, and promoting the value of diversity in the country. According to the baseline and endline surveys, intercultural peacebuilding education activities had an overall positive impact on the attitudes and perceptions among young people across Bosnia and Herzegovina. The survey indicated a positive change in attitudes towards multiculturalism, going up from 74 per cent to 76 per cent for all target groups, including children, youth, teachers, school psychologists and parents. The project had the most profound impact on children, whose perceptions on positive aspects of life in multicultural society increased from 65 per cent to 79.4 per cent. The greatest effects of the intercultural programme were recorded with children and adolescents living in Canton 10 (the most disadvantaged canton in the FBosnia and Herzegovina), where school coordination boards were established in all primary and secondary schools as a permanent mechanism for violence and discrimination prevention, and for promotion of intercultural education. According to the final programme assessment conducted in the Canton, children displayed better communication skills, higher level of knowledge on conflict resolution and tolerance, and less prejudice.

The Voices of Youth (VoY) Report finalized in 2016 pointed to various problems in the formal education sector, ranging from a lack of practical classes, overly detailed curricula, and incompatibility of education with the demands of the labour market. The VoY indicates a rise in conservatism among youth on gender relations and continued social distance in relation to Roma people. Unemployment among youth is the most significant concern mentioned, together with lack of proper housing, lack of independence from parents, delayed marriage and family formation, violence, and lack of future security. Findings of the VoY will inform development of further peacebuilding/social cohesion interventions, including those related to Phase II of the Dialogue for the Future initiative, which will take a sub-regional approach. Key messages from the VoY will be used in advocacy with decision makers to address the identified concerns.
OUTCOME 4 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 ECD

Analytical Statement of Progress:
In order to sustain the innovative ECD and ECI services that were introduced with UNICEF support in the primary health care centres in previous years, UNICEF provided technical assistance to the Association of Paediatricians of the FBosnia and Herzegovina to introduce additional services into the Standards and Norms of Health Care Services. The inclusion of these services will ensure formal funding for ECD services from the Health Insurance Fund, therefore enabling free provision of quality integrated ECD and ECI services for all children in the health centres.

UNICEF supported the ECD Working Group in RS to develop the ECD Program Document for 2016-2020, which was adopted by the RS authorities in March 2016. On the basis of this strategic document, the draft 2017 ECD Action Plan for RS was also developed. In FBosnia and Herzegovina, the CDAS was finalized.

The quality of ECD services was strengthened by various capacity-building initiatives, including 40 professionals from 13 priority municipalities receiving training from the NGO partner EDUS to have increased knowledge in ECD and ECI, and capacity development for more than 200 professionals on the use of the CDAS instrument.

In order to increase immunization coverage, UNICEF continued its advocacy and capacity-building efforts with health professionals to increase vaccine confidence in Bosnia and Herzegovina. Both entity Ministries of Health are currently updating multi-year immunization plans, which were initiated after UNICEF advocacy on the need to increase immunization coverage.

Upon successful implementation of the Nutrition-Friendly Kindergarten Initiative in 12 selected preschools in previous years, UNICEF expanded its support to four more preschools in the Birac region of RS in 2016, which reached 144 children, 58 parents, 6 cooks and 22 preschool educators, and led to improved dietary habits. The sustainability of the initiative in RS was promoted through adoption of the Bylaw on Terms and Conditions to Exercise Nutrition, Care, Preventive Health and Social Protection of Children in Preschools in October 2016. UNICEF-supported publications on healthy diets for preschool children were also widely disseminated throughout 2016.

UNICEF provided technical support to both entity Agencies for Healthcare Quality and Accreditation for developing Baby-Friendly Hospital (BFH) standards and assessment of compliance of selected maternity wards with BFH standards. As a result, by the end of 2016, 14 of 18 maternity wards in FBosnia and Herzegovina were certified as BFH, as well as one maternity ward in Brcko District. The Agency for Certification, Accreditation and Health Care Improvement of RS developed BFH Standards and submitted them to RS Government for adoption, which is expected in the first quarter of 2017. Upon adoption of the BFH Standards, UNICEF will support accreditation of maternity wards in RS as BFHs.

OUTPUT 1 4.1. 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:
With UNICEF support, ECD Working Groups in both entities (RS and FBosnia and Herzegovina) developed strategic documents on ECD. In RS the ECD Program Document
The Nutrition-Friendly Kindergarten Initiative (NFKI) was expanded to four more preschools in the Birac region of RS after successful piloting in 12 preschools. Nutrition Standards for Planning Menu in Preschools for Children Aged One to Six were developed and rolled out. The Bylaw on Terms and Conditions to Exercise Nutrition, Care, Preventive Health and Social Protection of Children in Preschools was adopted by RS on October 2016, which should help the sustainability of NFKI.

At the request of Government authorities from different levels, UNICEF conducted an assessment of the immunization status in the country in February 2016. This effort brought together all key stakeholders to agree on the common bottlenecks in immunization and set the foundation for the development of Operational Immunization Plans for 2016-17.

With UNICEF support, the Agency for Healthcare Quality and Accreditation in FBosnia and Herzegovina revised the Standards for Accreditation of Baby-Friendly Hospitals (BFH), developed a new Curriculum for Continuous Education of Professionals in BFH, trained 58 health professionals on BFH standards and assessed quality of health care in maternity wards. By the end of 2016, the BFH accreditation was awarded to 14 out of 18 maternity wards from FBOSNIA AND HERZEGOVINA plus one maternity ward from Brcko District. The total target for the two-year workplan was 18, which was not met due to budget constraints. In RS, the Agency for Certification, Accreditation and Health Care Improvement developed BFH Standards, which were submitted to the RS Government for adoption.

The Nutrition-Friendly Kindergarten Initiative (NFKI) was expanded to four more preschools in the Birac region of RS after successful piloting in 12 preschools. Nutrition Standards for Planning Menu in Preschools for Children Aged One to Six were developed and rolled out. The Bylaw on Terms and Conditions to Exercise Nutrition, Care, Preventive Health and Social Protection of Children in Preschools was adopted by RS on October 2016, which should help the sustainability of NFKI.

**OUTPUT 2**

4.2. Increased awareness of parents and government on immunization, ECD, and adequate nutrition of girls and boys

**Analytical Statement of Progress:**

In December 2015 UNICEF commissioned a survey on trust in immunization among paediatricians, which showed that half of paediatricians interviewed do not consider themselves as a key agent of change on immunization. Therefore, UNICEF organized two workshops for 158 health professionals (103 in FBosnia and Herzegovina and 55 in RS) during the European Immunization Week in 2016 to raise awareness of paediatricians and nurses on immunization, and to promote their role in encouraging parents to immunize their children.

UNICEF commissioned a survey assessing child health, nutrition, development, immunization, and responsive parenting among Roma parents in October 2016. The survey indicated that Roma fathers are rarely involved in childcare and development, and revealed a low level of knowledge among Roma women on the importance of regular medical check-ups, and of the hazards of smoking and alcohol during pregnancy. The survey also revealed a low knowledge of Roma mothers on the importance of immunization, early childhood stimulation, nutrition and preschool education, indicating the need to intensify awareness work with Roma parents in 2017.
In 2016, UNICEF provided technical and financial assistance for the promotion of the Nutrition-Friendly Kindergartens Initiative. Two workshops were organized to showcase the work done by the preschools involved in the initiative and to promote best practices to improve nutrition in their institutions. More than 250 health and preschool education professionals enhanced their knowledge about dietary habits and healthy lifestyles. Strong media coverage contributed to the raising of public awareness on the importance of a healthy diet at an early age, and the prevention of obesity.

OUTCOME 5 Country programmes, including strategies to address cross-cutting issues related to child rights, are efficiently designed, coordinated, managed and supported to meet quality programming standards in achieving results for children set within the Country Programme Document 2015-19.

Analytical Statement of Progress:
In 2016, the second year of the 2015-2019 UN Development Assistance Framework (UNDAF) for Bosnia and Herzegovina and of the Bosnia and Herzegovina-UNICEF Country Programme, UNICEF worked with partners at all levels to deliver quality results for children, with a focus on the most vulnerable, especially children with disabilities. UNICEF continued to be an active member in the Delivering as One approach in Bosnia and Herzegovina, and chaired one results group under the UNDAF on social inclusion, and also chaired one cross-cutting thematic group on monitoring and evaluation. UNICEF also participated in a number of other joint groups and initiatives aimed at strengthening the synergies among UN agencies, including on monitoring, reporting, gender and results-based management. The monitoring and evaluation group created the UNDAF Reporting Tool, which was used for UNDAF monitoring and reporting. At the end of September, the monitoring and evaluation group also led results-based management training for all UN colleagues involved in results groups, reaching about 30 participants. UNICEF contributed to the development of a UNCT action plan to support implementation of the SDGs, which contributed to enhanced awareness of the SDGs within the UN. A gender scorecard exercise was completed in 2016 for the UNCT, which found a minimal level of gender mainstreaming in the UNDAF and UNCT.

In 2016 UNICEF Bosnia and Herzegovina was able to meet all its internal key priority management indicators including updating of the Annual Management Plan, Enterprise Risk Management Assessment, Early Warning Early Action key actions and preparedness activities, and Planning for Research Impact Monitoring and Evaluation (PRIME). In terms of donor reporting, UNICEF Bosnia and Herzegovina submitted 100 per cent (11) of its donor reports on time, meeting UNICEF global benchmarks. In 2015-2016, 76 per cent of the planned OR was absorbed. The resource mobilization strategy was updated regularly. UNICEF Bosnia and Herzegovina achieved a 100 per cent OR utilization rate.

In terms of cross-sectoral programme management efforts to reach the most vulnerable population, such as Roma, children with disabilities, children without parental care and displaced populations, UNICEF Bosnia and Herzegovina completed a vulnerability and programme mapping exercise that showed that almost all interventions were focused on deprived areas.

An interagency training package on emergency preparedness and disaster risk reduction was developed after consultations with the Government, the UN, NGO partners and municipalities. UNICEF worked closely with the DISASTER RISK REDUCTION Inter-agency team on mapping, hazards, vulnerabilities and risks in Bosnia and Herzegovina, which was completed in 2016. UNICEF is taking a part in
the development of a joint UN programme on disaster risk reduction. This led in 2016 to small-scale funding by the Swiss Agency for Development and Cooperation, which UNICEF is using for the development of a comprehensive mapping and gap analysis in relation to the School Safety Framework and for the implementation of social protection disaster risk reduction action plans in four targeted high-risk municipalities in Bosnia and Herzegovina. UNICEF supported an assessment in WASH emergency preparedness in Bosnia and Herzegovina, which included mapping of key governmental, NGO, private and international partners in WASH response and an assessment of their capacities and responsibilities to respond. The findings will be used by UNICEF and government authorities to guide further WASH preparedness activities, especially in improving capacities of local and national government to prepare for natural hazards.

As part of a series of events marking UNICEF’s 70th Anniversary, and in collaboration with the EU, a Child Rights Toolkit workshop took place in December 2016. The two-day practical workshop brought together more than 120 national partners including the EU Delegation, ministries, local governments and institutions, CSOs, DPOs, media, universities and UN agencies, UNICEF Bosnia and Herzegovina staff and facilitators from UNICEF Brussels. Participants focused discussions on the inclusion of children with disabilities and how to advance the rights and well-being of all children through their work and across all development sectors and aid modalities. The promotion of partnerships and synergies across practitioners from different sectors was also strengthened during this workshop.

Communication and advocacy activities proactively support UNICEF Bosnia and Herzegovina efforts to provide a voice for children and to secure reach to various audiences and public engagement to improve children’s lives.

**OUTPUT 1** UNICEF staff and partners are provided guidance, tools and resources to effectively design and manage programmes

**Analytical Statement of Progress:**
UNICEF Bosnia and Herzegovina completed a mapping of UNICEF’s ongoing interventions in relation to geographic locations in Bosnia and Herzegovina with vulnerable populations, using data on indicators related to poverty, health, education and general well-being. This mapping is contributing to planning joint initiatives cross-sectorally and to ensuring a focus on the most vulnerable children. UNICEF’s sub-national interventions cover 77 of 142 municipalities in Bosnia and Herzegovina (54 per cent). Of these 77 municipalities, 28 are highly deprived, 47 are moderately deprived and two municipalities have a low level of deprivation. UNICEF is present in seven of eight municipalities with high percentages of Roma children with at least one sectoral intervention, and in two of them with four different interventions.

In light of UNICEF Bosnia and Herzegovina’s core role of knowledge generation and child rights monitoring, a number of cross-sectoral data-sharing documents were produced and disseminated to inform advocacy and programming. Examples include the newly updated fact sheets on ECD and adolescents’ rights.

Four multi-year UN Joint Programmes ended in 2016. They contributed to strengthened partnerships with other UN agencies and the identification of new joint initiatives (on gender, disaster risk reduction, persons with disabilities), two of which culminated in new programmes that started at the end of 2016. Partnership with the EU continued with the start of implementation of two new three-year projects: a regional initiative on violence against children and children with disabilities, and a national project on childcare reform.
Outcomes 6: The identity, direction and well-being of UNICEF and staff are managed efficiently and effectively to enable the achievement of results for children in the country.

Analytical Statement of Progress:
UNICEF Bosnia and Herzegovina maintained effective and efficient management operations in support of programme results. Key benchmarks of the Annual Management Plan were monitored and achieved.

An internal audit of UNICEF Bosnia and Herzegovina was conducted in April, and the report was received in October 2016. The audit concluded that governance, programme management and operations controls and processes were generally well established and functioning. Because of a result of the audit, it was agreed that a number of measures would be taken to further strengthen governance, and risk management and control. None of these measures are rated as High Priority (that is, requiring immediate management attention). Of the four actions agreed, one was completed and the other three are expected to be completed by the end of Q1, 2017.

The CMT met regularly and reviewed progress against the office management indicators.

All committees functioned as per approved terms of reference.

Financial transactions were processed in a timely way, with some delays experienced following the migration to the GSSC and the year-end closure due to high global volume of transactions.

Two full-time recruitments were completed in the year, as well as two national UN Volunteers and 11 individual consultancies. The Global Staff Survey was not followed up fully due to other priorities and change in office leadership during the year.

Output 1: Governance and Systems exist to support the direction of country operations.

Analytical Statement of Progress:
Emergency preparedness and response/disaster risk reduction training for staff took place in June 2016 with the support of the RO Emergency team. As a result, the Early Warning Early Action key actions and preparedness activities were updated. This included a definition of division of labour in case of emergencies.

The business continuity plan was partially tested at the beginning of 2016, and was updated in December 2016 to reflect the changing environment, responsible staff and other mandatory requirements. The updated Plan will be fully tested in 2017.

Standing committees, terms of reference, memberships and the Table of Authorities were reviewed and updated/shared regularly, following staff changes.
The CMT functioned regularly throughout the year.

An internal audit of UNICEF Bosnia and Herzegovina was conducted in April, and the report was received in October 2016 with no high priority observations included. UNICEF Bosnia and Herzegovina is working on implementation of recommendations, with one out of four addressed by the end of December 2016.

**OUTPUT 2** Stewardship of financial resources creates the conditions to pursue country operations

**Analytical Statement of Progress:**
Effective and efficient management of UNICEF Bosnia and Herzegovina financial resources in support to programmes implementation remained in full compliance with internal controls rules and regulations. In addition, identification, assessment and mitigation of financial risks were regularly assessed.

UNICEF Bosnia and Herzegovina had a smooth transition to the GSSC. Relevant operations staff completed all online training/learning activities, organised training for all staff ahead of the transition date and revised relevant workflows accordingly. The transition required an increased level of planning for the office and regular follow up by relevant staff to ensure timely completion of transactions.

**OUTPUT 3** Human resources have the capacities, skills, morale and motivation to support country operations

**Analytical Statement of Progress:**
Effective management of human resources is in full compliance with organizational changes and initiatives including human resource administration and payroll transition to GSSC.

In 2016, UNICEF Bosnia and Herzegovina conducted recruitment of two national positions (one National Officer C and one PA), two national UN Volunteer positions and 11 consultancies. By the end of 2016, UNICEF Bosnia and Herzegovina had one vacant position unfilled due to budget constraints.

The staff retreat was postponed due to other priorities and a change in leadership during the year.

### Document Centre

### Evaluation and Research

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