

## Croatia

### Executive Summary

The year under review was marked by an unprecedented flow of refugees and migrants in search of safety and better life opportunities in Europe. In that context, while continuing to pursue results for children in all the priority areas defined by the 2012-2016 Country Programme, in partnership with the Government of Croatia and other stakeholders, UNICEF Croatia expended significant efforts and resources to support the protection and realisation of the rights of the children on the move, travelling in often very challenging circumstances. In the framework of its humanitarian mandate and responding to the refugee and migrant crisis in Europe, in close cooperation with line ministries and other actors, UNICEF provided support to more than 35,000 children on the move, focusing on the areas of child protection, nutrition, health and water, sanitation and hygiene (WASH). Despite a significantly increased workload, and due to the highest level of motivation and excellent cooperation of the involved partners and UNICEF extended team, by end-2015 both the yearly objectives set in the framework of the regular country partnership and the humanitarian emergency response targets were successfully met, which is the most significant achievement of the year.

Findings and recommendations of the 2014 Mid-Term Review (MTR) were adopted and shared in 2015. Moreover, implementation of the two key recommendations resulting from that process started immediately: strengthening of national capacities in the areas of disaster risk response (DRR), emergency preparedness and response, with focus on child rights, was initiated as a significant component of the ongoing humanitarian response to refugee and migrant crisis. The capacity-building component of UNICEF Croatia's emergency response plan was continuously strengthened, combined with experiential learning from the current crisis and extended towards a more long-term, comprehensive and sustainable framework.

Implementation of the second recommendation of the MTR, relating to further maximisation of Croatia's contribution to advancing child rights beyond Croatian borders, also ran successfully. In that framework, horizontal cooperation and transfer of good Croatian practices in the area of peer violence prevention culminated in the international conference "Ending violence among children", co-organised with the Ministry of Science, Education and Sports and gathering representatives from nine countries. To further stimulate knowledge sharing and horizontal cooperation, the English edition of the training package for teachers and parents 'For a Safe and Enabling School Environment', based on an eight-year experience in implementation and independent evaluation of Croatia's Violence-Free Schools programme, was launched. Horizontal cooperation was also stimulated regionally, engaging with Montenegro, Bosnia-Herzegovina and Serbia in the areas of children's right to live in a family environment and child-focused health care. Successful efforts were also made to support children in countries affected by humanitarian crises, such as Sierra Leone, in the context of Ebola outbreak, and Nepal after the earthquake.

A crucial process supporting operationalisation of the National Strategy for Child Rights 2014-2020, which emphasises the need for defining national child well-being indicators, took place in

2015. The Ministry of Social Policy and Youth and UNICEF convened an alliance of partners working on the establishment of child-wellbeing indicators for Croatia, which will significantly contribute to the quality of policy making, programming, reporting and child rights monitoring in the country.

Significant progress was achieved in advancing child rights policies and practices, particularly in the areas of early childhood development (ECD), young child well-being and justice for children. In partnership with the Ministry of Justice, a number of promising developments occurred in the area of justice in 2015, which go hand in hand with UNICEF Croatia's efforts to further develop and support the wider use of diversion measures, enhance child-friendly justice and build the capacity of justice professionals working with children. The intensive work on capacity building of experts and practitioners involved with child victims and witnesses of crimes resulted in improved infrastructure, both in terms of staff and equipment, that led to enhanced justice for children.

A broad and diverse alliance for children convened by UNICEF and the Government of Croatia was further strengthened in 2015 with new or enhanced collaborations. Partnership with Croatian National Television, the Agency for Electronic Media and all national TV stations significantly contributed to sustainable, quality and inclusive children's TV programming and increased awareness of media literacy. The modalities of partnering with the corporate sector were strengthened, leading toward a more integrated engagement of corporate partners in advancing child rights. Finally, the continuously growing financial and non-financial support by citizens of Croatia ensured a powerful strategic platform for raising awareness and influencing child rights issues within Croatian society.

## Humanitarian Assistance

In summer 2015, when there were indications that the flow of refugees and migrants from Syria, Afghanistan, Iraq and other countries might start transiting through Croatia, UNICEF Croatia initiated discussions with the Government and other actors and began preparations for a humanitarian response in line with Core Commitments for Children in humanitarian situations. On 16 September the first group of refugees and migrants crossed into Croatia. On the same day UNICEF launched its national fundraising and child rights monitoring activities, while on September 19 it initiated programmatic emergency response activities. By the end of the year there were more than 500,000 migrants and refugees transiting through Croatia, of whom more than 100,000 were children.

To adequately meet the needs of children and families on the move, an emergency response plan was developed and implemented. UNICEF took the lead in making the needs of children visible through child rights monitoring combined with intensive advocacy, and by playing a convening role with key actors responding to the needs of children. A coalition of partners involved in meeting the basic needs of children was formed and led by UNICEF, including several Government bodies, UNHCR, Croatian Red Cross, international organisations Save the Children, Magna and UNICEF national implementing partners – Union of Societies Our Children of Croatia, Society for Psychological Assistance and the non-government organization, RODA (Parents in Action).

In the framework of UN interagency efforts, UNICEF took the lead in working groups addressing infant and young child feeding (IYCF) and child protection. It also took the lead in the area of prevention and response to gender-based violence (GBV), including conducting an assessment on GBV risks related to the camp layout and outlining recommendations for the reduction of

those risks. Additionally, UNICEF was in the process of working with partners to determine GBV referral mechanisms within the winter transit-reception centre (WTRC).

With the Government and other humanitarian actors, UNICEF supported critical relief and response activities with a particular focus on child protection, nutrition, health and WASH. It also supported the development of the concept of 'child and family support hub' (CFSH) and its operationalisation in the WTRC in Slavonski Brod. By the end of 2015 most services pertaining to CFSH (restoring family links and family reunification, information and advice point, child-friendly space, mother and baby centre, psychosocial support, medical first aid, distribution centre for non-food items) were available and accessible in Slavonski Brod, currently the only reception facility in use in Croatia.

During the period September-December 2015, child-friendly spaces were set up in all established reception-transit centres (Zagreb, Opatovac, Slavonski Brod) to provide safe spaces for play, including psychosocial support and psychological first aid. Over 11,500 children attended CFSHs during the reporting period. Special focus was given to monitoring children at risk of being separated or unaccompanied. UNICEF provided technical support to the Ministry of Social Policy and Youth to prepare and implement a special protocol for addressing the needs of unaccompanied and separated children in reception-transit centres.

A mother and baby care facility (MBCF) was established by UNICEF, operational 24/7, providing the following services: breastfeeding support and counselling, baby-changing facilities, medical paediatric care, IYCF referral, non-food items (NFIs) such as diapers, clean and warm clothes for infants and their siblings, drinking water and items for protection from the cold. By the end of 2015, the MBCF had served more than 6.000 children on the move.

Special attention was given to address poor nutrition, challenging weather and sanitary conditions, inadequate shelter and fatigue, as well as to providing adequate health care services to a growing number of children and women suffering from health problems, mainly respiratory and digestive infections. In collaboration with the international organisation Magna, UNICEF ensured availability of adequate health services for children and women during their move through Croatia. Through winterisation efforts, more than 25,100 children received adequate winter clothing. In addition, UNICEF distributed 12,100 hygiene parcels to families with young children (including diapers of appropriate size, cream for diaper rash, baby wipes) and hygiene kits for women (sanitary napkins, underwear).

C4D materials on the importance of breastfeeding in emergencies and mine awareness were produced in several languages and distributed to large numbers of mothers and children.

Additional efforts were made to strengthen the capacities of frontline workers to adequately respond to the needs of children in emergencies. A total of 157 frontline workers were trained. Social workers were trained in child protection in emergencies, including monitoring, identification and handling of cases of unaccompanied or separated children, interviewing methods with children, GBV and other issues, while a training on IYCF in emergency settings was conducted for breastfeeding counsellors and other actors.

## Summary Notes and Acronyms

BCP - Business continuity plan  
C4D – Communication for development  
CFSH - Children and Family Support Hub  
CMT - Country management team  
CWBI - Child well-being indicators  
DCT – Direct cash transfer  
DFAM - Division of Financial and Administrative Management (UNICEF)  
E&E - Efficiency and effectiveness  
ERM - Emergency risk assessment  
FSC - Fundraising strategy committee  
GAP – Gender action plan  
GBV – gender-based violence  
GSSC - Global Shared Services Centre  
HRBA – Human rights-based approach  
ICT – Information communication technology  
IPSAS - International Public Sector Accounting Standards  
IYCF – Infant and young child feeding  
MBCF - Mother and baby care facility  
MoJ – Ministry of Justice  
MoH – Ministry of Health  
MoSES – Ministry of Science, Education and Sports  
MoSPY – Ministry of Social Policy and Youth  
NFI – Non-food items  
NSO - National Statistics Office  
NSCR - National strategy for child rights  
SfA – Schools for Africa  
SGBV – Sexual-/gender-based violence  
PAS – Performance assessment system  
PRC Partnership review committee  
PSA – Public service announcement  
RECI - Roma early childhood inclusion  
RKLA – Regional Knowledge and Leadership Agenda  
RR – Regular resources  
SoD - Segregation of duties  
ToA - Table of authority  
UNCRC – United Nations Convention on the Rights of Persons with Disabilities  
WASH – Water, sanitation and hygiene  
WTRC - Winter Transit-Reception Centre

## Evidence Generation, Policy Dialogue and Advocacy

Policy advocacy and dialogue remained one of key strategies applied by the Office in 2015. UNICEF continued to use evidence generated during previous years to enhance policy discussions and advocate for equity, access to justice and social inclusion of the most vulnerable groups of children. For example, the key findings and recommendations of UNICEF's research on poverty and wellbeing of preschool children was then basis for an extended public debate on the issue. In an effort to encourage more timely and effective Government action in addressing identified challenges, the Office advocated with Croatian members of the European Parliament. Consequently, they all signed the European Parliament's written declaration on "Investing in children" and affirmed their commitment to addressing children's poverty and social

exclusion.

The most prominent step forward – related to linking policies and practices and strengthening national capacities for establishing quality child rights monitoring mechanisms – involved the development of national child wellbeing indicators, which started in 2015 at the initiative of UNICEF Croatia. The process is being led by the Ministry of Social Policy and Youth as a key partner; UNICEF provided extensive technical support through knowledge-sharing and ensuring the availability of international expertise. All relevant stakeholders –ministries, the National Statistics Office, key national experts and professionals – have been deeply engaged and committed to reaching consensus on the proposed sets of indicators as an important policy tool for evidence-based charting of the situation of children, identifying policy priorities, major issues and progress achieved and/or shortfalls. The process, moreover, facilitated discussion on necessary changes in relation to official statistical data collection, and is expected to shape future research policy priorities. Additionally, the process involved children at all stages. Endorsement of the final document is expected at the beginning of the 2016.

## Partnerships

In 2015 UNICEF continued to build on existing partnerships and established several new partnerships for children. UNICEF's value as a convener of alliances for children in a number of child rights areas in Croatia was further reconfirmed during the annual review meeting held in December 2015.

The key new alliance established in 2015 was that which engaged the main actors in the response to the needs of children on the move through Croatia. UNICEF is continuously providing impetus and leadership to that alliance, which includes Government bodies, UN and international organisations and local civil society.

By the end of 2015, 43,000 individuals (1.2 per cent of the total adult population in Croatia) were supporting UNICEF's efforts for children in the country and internationally through regular monthly donations and non-financial engagement. In addition to financial stability, this partnership constituted a powerful strategic platform for promoting and advancing child rights in overall Croatian society.

Partnership with Croatian National Television was significantly strengthened in 2015. It contributed to sustainable quality and inclusive children's TV programming in line with "communicating with children" principles that were embraced within the 'Strategy for Development of National Television 2013-2017'.

A new and innovative public partnership platform was initiated through cooperation with two major national parks in Croatia, NP Plitvicka Jezera and NP Krka, which will be fully operationalised in 2016. Furthermore, applying the concept of integrated corporate engagement, there was a significant increase in the number and quality of alliances with corporate sector.

The broad alliance with educational institutions continued in the framework of the Schools for Africa campaign. The engagement of adolescents in this initiative was particularly high – over 15,000 adolescents participated in this initiative, combining child rights education and solidarity.

## External Communication and Public Advocacy

Evidence-based messaging on children living in poverty contributed to UNICEF's vocal leadership on child poverty in Croatia. With 34 media clips recorded in the top-tier media, launch of the recommendations for action to mitigate the negative effects of child poverty in the early years continued building on last year's advocacy for young children living in poverty.

Rapid and authoritative communication contributed to UNICEF's leadership in the area of children on the move in Croatia. Proactive communication resulted in significant coverage in the local media, including 10 live interviews in the evening and morning news and support from individuals and corporations for UNICEF's emergency response and child-friendly reception and transit operations in Croatia.

Partnership with the Agency for Electronic Media (AEM) and all national TV stations resulted in maximised reach of the UNICEF/AEM campaign on media literacy "Let's choose what we watch". Partnerships with TV stations also included broadcasting of six testimonials by popular TV hosts speaking about the role of parents in educating their children and about the media.

Almost 8,000 children and adolescents were engaged in the 7th Children's Rights Festival in 18 Croatian cities, a fully inclusive initiative promoting child and adolescent participation through film. This initiative was carried out in partnership with the largest cinema company in Croatia, Cinestar, the Ombudsperson for Children, the Croatian Film Association and the NGO Alternator. It is still the only fully inclusive cinema experience offered to children and adolescents with hearing or visual impairments offered nationwide.

Within the national alliance for child safety in road traffic, UNICEF Croatia supported the campaign "Save Kids Lives" on the occasion of the Third UN Road Safety Week.

## South-South Cooperation and Triangular Cooperation

In line with conclusions of the 2014 MTR and the transforming engagement of UNICEF in Croatia, in 2015 the Country Office continued to strengthen its beyond border engagement and fomenting Croatian contributions to the rights of children worldwide.

An international conference co-organised by UNICEF and the Ministry of Science, Education and Sports in May was the occasion for sharing a Croatia-developed model and good practice in the area of prevention of peer violence. The conference gathered representatives from Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Montenegro, Kazakhstan, Norway, Serbia and Slovenia, and included the launch of the English edition of a training package for teachers and parents ('For a Safe and Enabling School Environment'), published with support of the UNICEF Regional Office for CEE/CIS.

UNICEF Croatia is increasingly focusing on support to countries facing emergency situations. In that context, it provided financial support to UNICEF Albania for flood-related emergency response activities, mobilised resources for the humanitarian response related to earthquakes in Nepal and the Ebola response in Sierra Leone. Through transfer of experience and knowledge it supported refugee and migrant child protection activities in Slovenia.

Cooperation with partners in Bosnia-Herzegovina and Montenegro contributed to the promotion of children's right to live in a family environment in the region. PSAs produced in Croatia were requested and used by those two countries to promote foster care in their societies. Professionals from Serbia, Montenegro and Bosnia-Herzegovina were trained in family-centred

practices in neonatal intensive care units.

Education of children in Burkina Faso was supported through “Schools for Africa” programme.

UNICEF Croatia continued to support capacity building and knowledge exchange with Country Offices and National Committees. UNICEF Serbia was supported with pledge strategy development, UNICEF Indonesia benefited from UNICEF Croatia’ in-house Face-to-Face fundraising operations model, while the UNICEF National Committee for Slovakia was supported by strategic development of a fundraising portfolio and database management training.

## Identification and Promotion of Innovation

By using innovative and global approaches, UNICEF Croatia engaged more than 2,000 individuals in just two days through the Museum of Reality, a unique event and exhibition engaging citizens in learning about the different realities facing children in Croatia and the world.

The Museum of Reality, the first of its kind in the world, opened its doors in mid-December 2015, transforming the popular Museum of Illusions in Zagreb, Croatia. During the two days of the exhibition, visitors were presented with never-before-seen exhibits, offering a completely opposite experience to the world of illusions. This interactive experience offered a different perspective of the world we live in and inspired the breaking down of barriers of prejudice. The Museum of Reality was set up in one of the capital’s top attractions, the Museum of Illusions, that was transformed into the Museum of Reality. This initiative captivated media attention, including two live stand-ups during the evening news on 14 December and a total of 53 clips recorded in the top-tier media, reaching 3.3 million people. One hundred citizens were inspired to act, joining UNICEF’s regular giving programme.

Free admission to The Museum of Reality was part of UNICEF’s marking of its 69th birthday in Croatia. Virtual reality, optical illusions, installations and holograms are some of the "exhibits" that were used to distance visitors from various preconceptions and reveal reality instead of illusions.

For the first time, experiences such as being in an earthquake, living with inequality and disability or being a refugee child became part of people’s experiences. The concept proved to be successful in raising awareness and accelerating engagement, as visitors’ senses were engaged in a new and effective way, and the likelihood of their support to UNICEF’s mandate increased due to the level of engagement they felt.

## Human Rights-Based Approach to Cooperation

The human rights-based approach (HRBA) was applied across the board by the UNICEF office in Croatia, not only in its programming, but also in its fundraising strategy and office management decisions, among others.

The refugee and migrant crisis, which included transit by people on the move through Croatia starting in September 2015, raised a number of human rights challenges along the migration route. Through strong advocacy and humanitarian response UNICEF Croatia acted in direct support to the protection and realisation of human rights, including child rights. Moreover, UNICEF was recognised by the public as the voice of migrant children and their parents, promoting a HRBA to the crisis versus an approach oriented exclusively towards state security issues and quick transit. UNICEF’s interventions at entry and exit points and in reception

centres, in cooperation with Governments bodies, while also building their capacities, were fully oriented toward ensuring children rights – from the right to safety, health, food and water/sanitation to the right to play and protection of children at risk.

Furthermore, in regard to its regular programming processes, the Country Office consistently implemented human rights-based concepts, going beyond realising basic human rights, towards providing equal chances for vulnerable and deprived groups of children. The equity agenda was a backbone for all UNICEF Croatia activities; from the generation of evidence for shaping policies to modelling new approaches for addressing inequity. In regard to HRBA in modelling, programmes providing Roma children and children with disabilities access to quality education were emphasised, especially the component of contextualised anti-bias training and parenting-support programmes. HRB interventions for children in the judicial system provided by the Country Office were successfully scaled-up nationally.

Finally, UNICEF Croatia made significant contributions to the concluding observations of the UN Committee on the CRPD in relation to Croatia's initial report, issued in April, and presented in July 2015 to the Croatian Parliament, together with the Ombudsperson for people with disabilities. To increase public awareness on issues noted by the UNCRPD, UNICEF disseminated key observations relevant for children through social networks and the UNICEF web page.

## Gender Mainstreaming and Equality

Taking into consideration the overall framework set by UNICEF Gender Action Plan 2014-2017 (GAP) and the Croatian context, the UNICEF Croatia approach in 2015 was twofold: while strongly focusing on the global priority of addressing GBV in emergencies, in the new context of Europe's refugee and migrant crisis, the Office also continued with gender-mainstreaming within its regular programmes - primarily education, social inclusion and child protection.

Gender-based violence is a serious and realistic threat in the current refugee and migration flow towards Western Europe. This is why, in line with its emergency response plan, UNICEF Croatia took the lead of the inter-agency working group for GBV prevention and response, established at the refugee and migrant reception centre Slavonski Brod. In 2015 the working group conducted a number of actions to assess and address the potential risks of GBV at the reception centre, and also established referral mechanisms for supporting survivors. Furthermore, training on GBV was conducted in the framework of a series of trainings on protection in emergencies, delivered to 58 social workers and other frontline workers, including UNICEF's team on the ground.

Although in Croatia the main international instruments regarding gender equality have been ratified by the State and an institutional framework exists, in certain communities – especially when combined with disability, social background or ethnic affiliation – gender still represents a serious obstacle to achieving equal chances and fulfilling some child rights. This is why mainstreaming gender into the regular programmatic activities enabled the Country Office to go beyond targeted GAP priorities, to combine aspects of the four priorities and to tackle the equity pillar, especially relevant in relation to Roma, children affected by poverty and migrant children.

Finally, UNICEF Croatia contributed to generating evidence for policy development, including gender disaggregated data and inequality analysis in the Roma Early Childhood Inclusion+ "Report on Roma early childhood inclusion", published in 2015.

## Environmental Sustainability

UNICEF Croatia's environmental footprint assessment was completed in August 2015. In order to comply with the United Nations climate neutral strategy, the Country Office continued to reduce its climate footprint with the aim of becoming climate neutral by 2020 at the latest. Increasing its focus on environmental sustainability, in 2015 UNICEF Croatia appointed two focal points for this issue.

In regards to environmental education, UNICEF environmental focal points organised a special session at the all-staff meeting in September, 2015, to present the environmental sustainability and environmental footprint assessment and to launch brainstorming on how to decrease the Office's environmental impact. A follow-up session, achieving very concrete proposals for "greening" UNICEF Croatia was held in October. As a result, important improvements were made in the area of waste management, implementing waste pre-sorting and recycling. Pre-sorting was implemented on: paper, plastic, glass and used batteries. Also, the disposal of pre-sorted waste into recycling containers was organised on weekly basis.

In terms of awareness-raising, to mark the 70th anniversary of UN Day, UNICEF Croatia organised an exhibition of children's paintings at the National Parliament. The theme of this exhibition was environmental sustainability, recycling and conservation. The goal was to promote the Agenda 2030 and its 17 sustainable development goals.

## Effective Leadership

The country management team (CMT) continued to provide strategic direction, overall leadership and oversight to ensure that the Country Programme was aligned with changing requirements, and that the planned results were achieved. The CMT regularly reviewed, as per standing agenda items, implementation of the Biennium Management Plan as per agreed indicators, budget utilisation and monitored the fundraising strategy.

Major tasks dealt with by the CMT during 2015 included: strengthening programme priorities as a result of the MTR process, ensuring effective response to the migrant and refugee crisis, full implementation of the harmonised approach to cash transactions (HACT), follow-up on the Global Staff Survey results; enhancing the quality of performance planning and evaluation; and preparing for the new Country Programme document covering 2017-2021.

In addition to the CMT, other formal governance structures were in place: contract review committee, partnership review committee, fundraising strategy committee, local property survey board, joint consultative committee and local staff development committee.

The Office conducted 12 CMT meetings and six all-staff meetings. Four fundraising strategy committee meetings and two joint consultative meetings were also held. Two internal business processes meetings were organised to share/discuss changes in policies and other organisational changes. The local staff development committee met several times and embarked on a more comprehensive effort to identify and respond to the Country Offices' training and learning needs.

The Table of Authority (ToA) was updated to reflect staff-related changes and responsibilities and to ensure proper segregation of duties; conflicts were reviewed regularly through the DFAM Dashboard. The risk assessment was updated in January 2015, using the enterprise risk assessment module. The business continuity plan was updated to reflect staff changes; a final update is expected in early 2016, since UNICEF Croatia became an IT LIGHT office in late

December, with significant infrastructural changes in business continuity and availability of resources.

## Financial Resources Management

The CMT held 12 meetings in 2015 and discussed management issues related to strategic directions, including contribution management, budget allocations, budget control and utilization and outstanding DCT advances. Performance indicators were monitored regularly by the CMT. Performance management reports, manager's dashboard and the monthly monitoring report were developed by the CEE/CIS Regional Office.

The quality of supporting documents was constantly monitored; in September the Country Office conducted self-assessment exercises to review office work processes and practices and to ensure compliance with policies and procedures. In line with the efficiency and effectiveness (E&E) initiative, UNICEF reviewed and abolished all self-imposed procedures that were not organisationally mandated and too steps to prepare for a smooth transition to the Global Shared Services Centre (GSSC).

In-house software (UNICEF Croatia Business Planner and HACT Manager) were developed and fully implemented in 2015 to ensure tracking of incoming Invoices and reduce the number of transactions in SAP, as well as: projects/tasks, events, absence list, roster, list of suppliers, automated processing of VAT exemption forms, automated monthly supply plan, chrono in/out, planning and monitoring of implementation of HACT assurance activities.

Croatia Country Office submitted bank reconciliations regularly and before the SAP deadline. All financial closure activities were successfully completed and in full compliance with prescribed deadlines, including on-going 2015 accounts closure activities.

Expenditure rates for 2015 were 100 per cent for regular resources (RR) (excluding PBA GG 150001 which is to be expensed in 2016 and is valid until 11 May 2016), 98 per cent for other resources (OR) and 86 per cent for other resources-emergency (ORE), due to postponement of some activities. All expiring Programme Budget Allotments were fully utilised prior to their expiration.

In Croatia, HACT was adopted only by UNICEF. The Country Office managed all direct cash transfers to implementing partners as per the HACT framework and procedures. The Country Office did not have any outstanding DCT for more than nine months in 2015.

## Fund-raising and Donor Relations

Private-sector fundraising and leveraging of resources is one of the core roles of UNICEF Croatia. During 2015 UNICEF Croatia continued to align and integrate its programmatic, fundraising and communications efforts, as well as to strengthen engagement with existing and new donors, extending engagement beyond financial contributions.

In 2015 the Country Office raised over US\$2.94 million through local private sector fundraising, which represented an increase of 20 per cent compared to the 2014 result in local currency. The Country Office succeeded in securing 100 per cent of planned targets within the OR ceiling for the Country Programme. In addition to successful fundraising for in-country programme activities, UNICEF Croatia contributed US\$287,000 to global RR, a 23 per cent increase compared to 2014. Furthermore, US\$63,000 was contributed to the Schools for Africa Campaign (international OR), and US\$338,000 to the Global Emergency Fund (ORE), primarily

for emergency response for the Nepal earthquake (US\$125,000), refugee and migrant crisis (US\$171,000) and emergency response to Ebola (US\$42,000).

Gross income from 2014 cards and products activities amounted to US\$140,000, including a grant of US\$63,000 received in April 2015.

Due to the scope of the refugee and migrant crisis and extensive humanitarian response to the needs of children on the move through Croatia, UNICEF Croatia requested and received financial support from the Regional Thematic Fund for this emergency. Data collection, analysis and a reporting system for the emergency response was established in October 2015 to ensure quality of reporting that meets organisational standards.

UNICEF Croatia reported to private sector donors and supporters through regular communications, including a quarterly newsletter and annual overview of achievements.

## Evaluation

UNICEF Croatia developed the 'PRIME Plan' to strategically prioritise and implement research/study, monitoring and evaluation activities in 2015. The plan was regularly overseen by the CMT and monitoring and evaluation focal person, and adjusted when necessary.

Two studies were finalised in 2015: (i) Survey on brand visibility of UNICEF regular supporters, Guardians of Childhood, and (ii) Study of Children's Participation. Their findings and recommendations will be used to advance the work of the Country Office, including advocacy and policy dialogue in the upcoming period.

National capacities for strengthening the child rights monitoring framework were scaled up through the process of developing national child wellbeing indicators, with substantial support from UNICEF. The modern concept of children's rights presupposes an approach in which indicators are "markers", based on which the situation and needs of children as well as the implementation of policies for realising children's rights, are assessed.

To increase availability and reliability of disaggregated data on children, especially regarding data based on ethnicity, the Country Office and National Statistics Office (NSO) closely cooperated to develop a "Country Analytical Report" on that issue. The TransMonEE database was updated as scheduled.

In 2015 UNICEF Croatia developed a framework for conducting parenting support programmes: evaluations of the "Growing up Together" and "Growing up Together Plus" programmes are scheduled to be completed in 2016. While their internal progress evaluation showed very positive results in terms of parent's benefits, the external evaluation will inform UNICEF and all relevant stakeholders on the overall relevance, efficiency, effectiveness and impact of these parenting support programmes, in order to stimulate further improvements, adjustments and revision of the services, and to provide grounds for their long-term sustainability.

UNICEF Croatia participated in the multi-country evaluation related to the Regional Knowledge and Leadership Agenda (RKLA) related to a child's right to a family environment, and developed a management response plan based on the evaluation's recommendations.

## Efficiency Gains and Cost Savings

In partnership with media outlets, UNICEF secured free advertising space and time for airing PSAs on media literacy and radio spots in the approximate value of \$200,000. This included airtime on all national TV stations (122 airings in prime time and 709 airings during day-time), radio airtime for the 'Saving Kids Lives' and 'Guardians of Childhood' campaigns.

To improve the use of time and resources, UNICEF Croatia introduced various E&E initiatives: monthly payment schedule, monthly printing plan, monthly purchasing plan, combining of invoices/reducing of number of payments, all which led to a reduction in the volume of transactions.

Efficiency gains and savings were also achieved in 2015 with the implementation of Office 365 and use of Lync as well as Polycom VC for free of charge international calls, video calls, meetings, web-ex sessions for recruitment purposes, instead of traveling or using expensive landlines or office mobile phones. The Office conducted detailed market research for printing equipment and concluded that it is more efficient to rent a copy/multifunctional machine, and continued to phase out the single printer per room scenario to save funds on expensive cartridges.

In late 2015 the Office migrated to the IT LIGHT environment, thus reducing the ICT footprint by removing all servers, except for Donor Perfect DB, from the server room. It is estimated that the savings will amount to US\$25,000 per lifecycle of server (four years).

## Supply Management

In 2015, the office received assistance from Supply Division to establish emergency response supply and logistics strategy for the response to the refugee and migrant crisis.

The total value of procured goods in 2015 amounted to \$550,658: 55 per cent to programme supply, 21 per cent for emergency supply; 20 per cent of procured goods relate to fundraising and 4 per cent to miscellaneous operating items (fuel, furniture and IT equipment).

<b>UNICEF Croatia 2015 Procurement of goods</b>	<b>Value in US\$</b>
Programme supply	301,176
Emergency programme supply	115,373
Operational supply	25,001
Fundraising supplies	109,108

The total value of service contracts in 2015 amounts to \$1,041,497: 30 per cent for programme, 9 per cent for emergency programme, 47 per cent for fundraising and 15 per cent for operational services.

<b>UNICEF Croatia 2015 Procurement of services</b>	<b>Value in US\$</b>
Procurement of services – programme	314,188
Procurement of services - emergency programme	88,813
Procurement of services - operational	147,468
Procurement of services - fundraising	491,028

As part of the optimisation and effective use of resources strategy, long-term agreements were in use for office supplies, postage delivery service, multi-media messaging and production. In compliance with UNICEF policies, necessary mandatory activities were performed to control/secure Country Office assets, including physical counts (twice a year), random checks and monitoring and reporting of all activities related to assets.

The Country Office continues to maintain one warehouse in Zagreb. In 2015, programme supplies were regularly processed through the VISION warehouse module. Physical counts were conducted twice in 2015. The year-end inventory count was conducted in December 2015. The total value of programme inventory at the end of 2015 amounted to US\$6,642. The Country Office had emergency pre-positioned stocks stored in the warehouse (tents and educational kits).

Programme supplies in the amount US\$252,590 were delivered directly to implementing partners.

The total value of procurement carried out locally was \$1,552,760 (97 per cent of all procurement).

### Security for Staff and Premises

In 2015 the security management team (SMT), in coordination with new regional security advisor, reviewed and updated the country level security risk assessment (SRA) and security plan (SP). UNICEF's business continuity plan (BCP) is to be updated in early 2016, in order to reflect the migration to IT LIGHT, availability of data/resources and updated risk assessment. Emergency lists, contact points and warden system lists were updated regularly, as was the list of field emergency response team in Slavonski Brod.

UNICEF is a member of the SMT and an active participant in UN security meetings and trainings. All staff members received security training provided by operations officer, with a focus on the migrant crisis and UNICEF presence/operations within the Camp. A regular fire drill exercise was conducted in 2015 and the evacuation plan was tested during a minor earthquake. UN House continues to be compliant with minimum operating security standards and Croatia continues to be Security Level 1, despite the refugee crisis.

### Human Resources

The 2014 results of the Global Staff Survey showed a very positive trend in the Croatia Country Office in comparison with the 2011 results. To continue nurturing a stimulating and cooperative environment, UNICEF Croatia adopted a number of measures to further strengthen its performance in several domains, particularly in the areas of office efficiency and effectiveness, inclusive workplace and professional development.

During 2015 a staffing structure analysis was performed as a result of mid-term review findings in 2014 and in the context of the establishment of the GSSC. The MTR analysis was conducted in order to define capacity needs and eventual gaps for the implementation of the remaining part of the CPD (2015-2016). It yielded a proposal for the recruitment of an education officer (NOA), which was submitted in the January 2015 programme budget review and approved. The recruitment of the education officer is expected to be finalised in early 2016.

As of September 2015, the Country Office had to undertake the recruitment of a significant number of professionals in order to respond to refugee and migrant crisis. In that context UNICEF used a stand-by personnel arrangement for filling the positions of emergency

coordinator, child protection in emergencies specialist and nutrition specialist, while local consultants were recruited for other positions required for the Field Emergency Response Team.

Increased importance was given to the quality of PAS process, which also included specific training on this topic for all staff. All PAS discussions were held regularly. Individual staff members' responsibilities in PAS are linked to BWP's and BMP's key results and to the overall achievement of the country programme priorities and goals.

In 2015 Office continued to hold ethics dialogues initiated in 2014. Sessions on ethical decision making and harassment were facilitated by the ethics focal point during staff meetings.

## Effective Use of Information and Communication Technology

Since UNICEF Croatia's database of supporters is of considerable size, innovation in the area of automated processing of payments from standing orders in Donor Perfect simplified processes and decreased the number of potential errors when using manual tracking.

In accordance with the UNICEF Information Technology Solutions and Services' objectives, all ICT resources and services were upgraded in 2015 and are in line with UNICEF policies. The major change in ICT was migration to IT LIGHT in December. The remote solution boosted organisational efficiency and effectiveness and created a fully mobile workspace, with all resources available using only an Internet connection. Skype for Business was fully integrated with Office, allowing users to organise and participate in online meetings. These steps resulted in a reduction of the ICT footprint, and the Country Office was using only one physical server.

In 2015 the primary Internet connection speed was upgraded to 130Mbps/130Mbps and is providing efficient infrastructure, connectivity and uninterrupted access to all cloud-based business systems: VISION with SAP and MS Office 365. To ensure business continuity, an additional ADSL backup link (4096/512kbit) was available and was tested in 2015.

Backup procedures were additionally streamlined in 2015 to protect and secure data. As per the business continuity plan, all virtual server backups were kept on an external hard drive and stored outside of the Office for easy restoration of all Office ICT resources at a remote location in case of emergency.

The locally created website ([www.unicef.hr](http://www.unicef.hr)) recorded 70,081 unique sessions, with an average length of visit 01:46 and 22 per cent return visitors. The Country Office active profile on Facebook (the leading social media in the country) recorded a growth of 13.7 per cent in page likes, with an average engagement score of 4.65 per cent. Due to constant presence and engagement, the number of followers of UNICEF Croatia's Twitter account rose by 28.8 per cent.

## Programme Components from Results Assessment Module

### ANALYSIS BY OUTCOME AND OUTPUT RESULTS

**OUTCOME 1** ECD services for vulnerable children ensure that girls and boys from the poorest families, including those with disabilities or developmental risks, and from the Roma minority benefit from i) inclusive, community-based preschool services for children and families; ii) family based early childhood intervention programmes and services and iii) perinatal care services and better parenting education

**Analytical Statement of Progress:**

This Outcome corresponds to the RKLA points 3, 4 and 7 and is linked to Strategic Plan outcomes 1 (health), 4 (nutrition) and 5 (education). The Outcome also partially contributes to RKLA 1, in relation to: provision of parenting support to the most vulnerable families, prevention of violence against children and separation of children from their biological families.

The strategic commitment by the Croatian Government on development of community-based support services for children and families increased, although access to affordable, quality, early childhood education and care, as well as to parenting support services, remains one of the major challenges, particularly in rural areas and for disadvantaged groups of children and families. Also, gaps remain between national strategy/legislative frameworks and implementation, especially in local communities.

Therefore in 2015 UNICEF Croatia focused additional efforts on providing support to the development of ECD and parenting support services, especially at the local level. Capacities of local authorities and service providers were strengthened for collecting data and information on available ECD services, networking and inter-sectoral cooperation and development of new ECD services and/or improvement or expansion of existing services.

Croatia's regulatory framework for preschool education generally fosters an inclusive approach to children with disabilities, Roma children and children from socially deprived families/communities, suggesting their priority admission to preschool programs. Parents' contribution for preschool education for Roma children is compensated from the state budget. However, these obligations of the State are often waived due to: inadequate capacity of kindergartens/preschools to provide access to and high quality education; unsolved problems of travel for children living far from education institutions; or insufficient dissemination of information on accessible services. Financing duties for the pre-primary level are left to local governments, while mechanisms from the national level for guaranteeing the inclusion of vulnerable groups of children are not fully developed, nor have preschool education quality standards been monitored or improved nationwide. Therefore, the percentage of children living in poverty, Roma children and children with disabilities in kindergartens remains relatively low.

Croatia's Social Welfare Law includes early childhood intervention (ECI) as one of the community-based services for children with disabilities/developmental delays and their families. However, there is a lack of political commitment across health, education and social welfare sectors for developing a comprehensive ECI system for children with disabilities/developmental delays and their families that enjoys adequate financial and human resources. UNICEF work in the area of ECI continues to be the key priority of its ECD programme. In partnership with the key stakeholder, UNICEF made a significant change toward raising awareness of the benefits of ECI services for children and families, as well as building capacities of professionals on transdisciplinary and family-centred approach in delivering ECI services. In the course of providing guidance and support for key ministers on developing a national framework for early detection and diagnosis of children with Autism spectrum disorder, UNICEF was recognised as a strategic partner in initiating a stakeholder dialogue to develop and implement key improvements in ECI.

UNICEF continued to provide support to the MoH for incorporation of best mother/baby friendly perinatal standards of care. Correspondingly, all maternity wards in Croatia achieved baby friendly hospital (BFH) status by the end of 2015 and all neonatal intensive care units were applying baby-friendly standards of care.

**OUTPUT 1** National and local authorities provide quality, inclusive community-based parenting and ECD support services to the most disadvantaged boys and girls and their families.

**Analytical Statement of Progress:**

Linked to Strategic Plan outcomes 5 (education) and 7 (social inclusion), corresponding to RKLAs 3, 4 and 7 and, and partially to RKLA1.

Modelling and scaling up of universal and specific support programmes for parents of the youngest children was one of the key UNICEF Croatia roles in regard to the development and improvement of community-based services. In this regard – the parenting support programmes for the general population of parents of the youngest children, especially for parents of young children with disabilities, also received UNICEF support during 2015. Sustainability of the existing models of parenting support services was further strengthened, in cooperation with relevant stakeholders, enabling nation-wide access to services within the preschool education and social welfare systems.

The national ECD telephone counselling line, which was successfully handed over to the City of Zagreb in 2014, was fully funded in 2015 through the local budget and continued to provide expert support to parents of young children all over Croatia. UNICEF provided support and advice and continued to monitor the implementation of the service.

Also, access to a number of new community-based services was facilitated for the youngest children and their families in selected counties (with special emphasis on Roma, children with a disability and children facing poverty) through UNICEF Country Office technical and expert support for capacity building and strengthening networks among local service providers.

As part of UNICEF’s technical assistance to the MoE and local governments, partnership with Open Academy, “Step by Step” enabled 17 local preschools to better serve children and their families by improving the quality of services through upgrading capacities of both educators and key community stakeholder for an integrated approach to early childhood education, with special focus on inclusion of children with disabilities, Roma and children facing poverty.

To improve parent, school and community involvement in supporting successful learning outcomes for Roma children, UNICEF and Open Academy ‘Step by Step’ partnered with primary schools to model programmes for children and families that will support their successful transition and better start in primary school. The family-level model empowered Roma parents to support their children’s development and learning. While at the school level, the model increased teachers’ capacities to involve parents and caregivers in their children’s learning experiences and to collaborate with community resources to meet the needs of children entering primary school. The improvements resulting from the programme were visible at three levels: improving quality of education, through teacher training and mentor support; changes in attitudes and social norms, both among teachers/school management as well as among parents; and finally, changes at the level of cooperation among local stakeholders (Roma and non-Roma NGOS, education institutions and other community services).

**OUTPUT 2** The social welfare and health system, in cooperation with local authorities, provides comprehensive, quality, accessible and responsive home-based early childhood intervention services to most vulnerable families and children

### **Analytical Statement of Progress:**

Addressing Outcome 1 and RKLA 7, UNICEF Croatia worked on the development of a national framework for early detection and diagnostic of children with Autism spectrum disorder (ASD), as part of technical assistance provided to the social, health and education sectors. This resulted in reaching consensus among key ECI stakeholders on principles of best practice in delivering early detection and diagnosis of ASD as a multiagency and transdisciplinary service. The consultation process was the first-of-its-kind opportunity for key ECI stakeholders to influence the design and contribute to the recommendations put forward to the ministers in preparation for the national framework full scheme roll-out. The process catalysed a significant amount of action, including major progress in multi-professional cooperation and insight into specific challenges that other professionals face in everyday clinical settings and activities with children and their families. With implementation ongoing, the programme provided the basis for initiating national consultations for setting up a nationwide ECI system.

Early detection of children at risk is based within the health care system at the primary health care level, provided by paediatricians and home visit nurses. However, UNICEF assessments have shown that these services are narrowly focused on physical health and that many critical issues (i.e. parenting and early detection of risk or vulnerability) are not addressed. To address these gaps UNICEF invested in building the knowledge and skills of primary healthcare providers (visiting nurses, paediatricians, general practitioners) for timely identification of developmental delays/disabilities, in order to support better developmental outcomes for young children. With support from the Ministry of Health, UNICEF initiated piloting of the “Guide for Monitoring Child Development” (GMCD) and continued to advocate for the GMCD to be implemented in routine paediatricians’ monitoring of child development. In support to continued professional education of home visiting nurses, UNICEF partnered with the University of Split and Rijeka to develop curricula for a one-year lifelong learning programme partnership between families and home visitors for improved young child wellbeing. These activities were part of the RKLA 7 initiative.

In 2015 UNICEF Croatia continued advocating for a comprehensive network of community-based ECI services that are integrated with other ECD programmes. In partnership with the Croatian Association on Early Childhood Intervention (CAECI) the Country Office supported an international symposium on early childhood intervention, providing an opportunity for 150 professionals to exchange best practices, lessons learned, partnerships and public debate.

To improve access to information and services for families, UNICEF partnered with CAECI to develop an online source of accurate, up-to-date information on community-based ECI services for families with children with disabilities/delays in three counties. The database presents a valuable resource for planning social services at the local level, and a platform for cross-sectoral cooperation and coordination, as well as a point of access for families searching for information on ECI service providers. However, there is a need to strengthen regional and local governments’ capacity to use data for future social planning.

**OUTCOME 2** Country infrastructure-child rights structure for the increased realization of child rights, through: i) increased prevention and intervention for the protection of children from violence, abuse and neglect, ii) the planning, budgeting and monitoring of policies and decisions of national and subnational authorities, which will increasingly address social exclusion of children and iii) the increased engagement of public and private stakeholders in supporting children's rights.

### **Analytical Statement of Progress:**

This Outcome corresponds to the RKLAs 1, 2, 8 and 9 and is linked to Strategic Plan Outcomes 6 (child protection and 7 (social inclusion).

Croatia has a strong child rights orientation and has realised significant progress for children, which was noted by the CRC Committee in its most recent concluding observations (September 2014). However, there remains a discrepancy between the institutionalised policy framework and its implementation in practice, which does not fully support the national child rights agenda. Croatia continued to face a long-term economic and financial crisis, which has an overall negative impact on the wellbeing of children and families. However, as a high-income and EU member country, Croatia recognises the necessity for taking full responsibility for reducing equity gaps and addressing bottlenecks that hinder social inclusion of the most vulnerable boys and girls. This is particularly evident through identified priority areas of the national strategy for children's rights 2014 -2020: provision of child-friendly services, elimination of all forms of violence against children, protection of rights of the most vulnerable children and promotion of child participation.

In 2015 the Government continued to reform the Croatian social welfare system. Reducing the number of children in residential institutions has been recognised as a key reform priorities, calling for deinstitutionalisation, transformation of residential institutions and development of community-based services. In spite of evident progress in increasing the number and rate of children placed in family-based care and access to foster care, challenges remain concerning the uneven geographical presence of foster care services and their and quality and capacity to meet the needs of the youngest children, children with disabilities and Roma children. These steps must be further developed, enhanced and promoted, and UNICEF continued to advocate and to support the social welfare system to seek improvements in public care for the most vulnerable children.

Yet it is of concern that finalisation of the Foster Care Act is still pending; creation of the new law was planned for 2013, but was postponed several years in a row. Currently, only initial training of foster parents is regulated by secondary legislation. There are no by-laws, standards or protocols regulating continuous education and support for the foster care providers. In addition, due to the recent parliamentary elections, resulting in change of the Government structure, it can be expected that the processes already begun will be slowed down and new legislative changes will take place. At the same time, there has been a significant increase in the provision of informal education for foster families, provided by several NGOs. These are short-term initiatives and limited in scope of participating foster families, but provide a solid grounds for future development of education programmes and supervision of foster families. During 2015 UNICEF Croatia continued to provide technical and expert support to such initiatives and to advocate for further improvements in foster care, especially in regard to specialised foster care for the most vulnerable children and in regard to continuous support for foster families, as well as continuous monitoring of the quality of care in foster families.

A number of promising developments occurred in the area of justice this year, which go hand in hand with MoJ and UNICEF efforts to: further develop and support wider use of diversion measures, enhance child-friendly justice and build the capacity of justice professionals to work with children. The 2015 amendments to the Criminal Code reduced the sentence for grand larceny, making it possible to use diversion measures for these offences. This positive legal change, combined with MoSPY securing funds for out-of-court-settlement, creates a space for wider promotion and use of diversion measure for youth in conflict with law in the coming years. The intensive work on capacity building of experts and practitioners involved with child victims

and witnesses of crimes resulted in improved infrastructure, both in terms of staff and equipment, at 10 criminal courts in Croatia. The critical need to shorten the time of trial and adjudication, fully implement alternative measures and enhance the rights of child victims and witnesses in all judicial procedures remains a significant challenge in the area of justice for children.

Since establishment of the quality monitoring framework is crucial for effective and responsive national child protection mechanisms, one of strategy's key priorities was to define child wellbeing indicators (CWBI) in order to operationalise relevant statistical and other "markers" (e.g., research findings) based upon which it will be possible to evaluate and monitor the situation, needs and context of child development and realisation of policies. Therefore, in 2015 UNICEF supported national stakeholders who initiated the process of national CWBI development. In addition, UNICEF continued to utilise evidence generated through studies and research to enhance policy discussions and advocate for equity, access to justice and social inclusion of the most vulnerable groups of children.

Regarding involvement by the public and private sector in supporting children's rights, the 2015 annual review recognised successful a model of engagement of individuals and corporates in supporting the child-rights agenda, which is especially evident through innovative partnerships and initiatives that were also highlighted in the media. This model of engagement supports the growth of resources and fuels advocacy for the realisation of child rights in Croatia and beyond its borders.

**OUTPUT 1** The child protection system applies a case management approach to its child clients and ensures the availability and functioning of specialized services in accordance with international standards and best interests of children

#### **Analytical Statement of Progress:**

This Output corresponds to the RKLAs 1, 2 and the SP outcome 6 (child protection). Although the process of deinstitutionalisation and transformation of residential institutions has been progressing rather slowly, several residential institutions have been transformed, including two children's homes, which were transformed into centres for community-based services. There was very rich and intensive cooperation between UNICEF and the line ministry during 2015 in planning joint activities focused on improving the quantity and quality of foster care. Still, there was a significant delay in their realisation, since the Ministry decided to conduct a comprehensive national analysis of foster care first, with UNICEF technical support. In addition, a series of high-level events were organised to advocate for improvements in foster care and to provide information and education to social welfare professionals all over Croatia. Specialised foster care for the youngest children was supported by UNICEF through the provision of basic baby equipment. Foster care in Roma communities was strengthened and promoted in cooperation with the national umbrella association of foster parents' NGOs.

Also, comprehensive UNICEF technical assistance and policy advice efforts were focused on improving and setting standards for the provision of efficient support interventions for biological families at risk of separation from a child. The principles and standards developed with UNICEF technical assistance served as basis for formulation of secondary legislation, including instruments for family and child safety assessment. The new methodology and standards were presented in the manual for social welfare professionals, providing a vast contribution to the improvements in social work practice with at-risk families.

In the area of justice, new amendments to the Criminal Code were a positive development since

the sentence for grand larceny has been lowered, making it possible to use diversion measures for these offences and creating a space for wider use of diversion measures for youth in conflict with law.

During 2015 UNICEF Croatia provided policy advice and technical support for community-based diversion measures for children in conflict with law (out-of-court settlement), which led to securing funds for their provision during 2016 as a part of regular financing and budget of the Ministry of Social Policy and Youth.

UNICEF provided technical assistance, policy advice and knowledge exchange to increase the capacity of justice professionals working with children through development and implementation of a comprehensive training series on child-sensitive procedures and interviews during the investigative process. The training series was implemented in close cooperation with the Ministry of Justice and the Judicial Academy; initial assurances about the mechanisms for continuous, system-wide offering of these trainings was established.

The Croatia Country Office supported the development of standards, guidelines and tools for enhancing children's access to justice and, in 2015, initiated a capacity-building project to strengthen the quality of assessment for at risk-youth and youth in conflict with law. The action research, evaluating the current practice of the assessment, was completed.

**OUTPUT 2** National and local authorities collect, analyse and use disaggregated data in policy making, management and accountability in processes related to addressing the social exclusion of children and their families

#### **Analytical Statement of Progress:**

Croatia's National Strategy for Child Rights 2014-2020 (NSCR) was adopted in 2014, while the action plan for its implementation was drafted in 2015.

Since the NSCR strongly emphasises the need for defining CWBI, operationalising of composite indicators was needed to identify the most vulnerable children, as well as to improve and link existing databases. The process of developing a national CWBI was introduced in 2015. The process is being coordinated by the MSPY, with extensive technical support provided by UNICEF. In addition to established a national expert working group and an advisory board (the extended Council for Children consisted of representatives from all relevant ministries, the NSO, NGOs, key national experts and professionals), UNICEF ensured the availability of international expertise.

At end-2015 the final CWBI document was being drafted, with the aim of further discussions and agreement by children and other stakeholders and achieving a strong consensus on this important policy tool for evidence-based charting of the state of the children, identifying policy priorities, major issues, progress achieved and/or shortfalls. To ensure participation by new Government officials, who were still being appointed at the end of the year, the process will be finalised in early 2016.

It should be noted that the CWBI development process also prioritised the role and responsibilities of the Council for Children, which is authorised to coordinate and monitor the implementation of the strategy.

Furthermore, all UNICEF-led studies ensured a solid foundation for evidence-based policy development, especially in relation to the most excluded children. To support national capacity for measuring child disability in line with identified national priorities, representatives from two pillar institutions (the NSO and Institute for Expertise, Professional Rehabilitation and Employment of Persons with Disability) participated, with UNICEF support, in the regional workshop on measurement of child disability in Geneva. Moreover, UNICEF provided technical support to the NSO to prepare this year's country analytical report (including an update of the TransMonEE), which was specifically focused on disaggregated data on children belonging to national minorities, relevant for achieving equality for Roma children, especially in education.

**OUTPUT 3** Alliances for children, involving the private sector, CSOs and the media inform policy and practice, advocate for child rights and leverage resources for national and international programmes for the most vulnerable children

**Analytical Statement of Progress:**

Growing support by citizens of Croatia to UNICEF, both in terms of financial support and the promotion of positive change for children, continued during 2015, resulting by the year's-end in more than 43,000 regular supporters contributing monthly to in-country programmes and for international activities. By reaching 43,000 donors the Country Office has surpassed the target of regular donors foreseen for 2012-2016 by 7.5 per cent. The monetary contribution of pledge supporters for 2015 increased by 24 per cent compared to 2014; by December 2015 the total net number of supporters had increased by 33 per cent compared to 2014 (32,000).

Partnerships with Government, academia, the private sector and civil society in Croatia continued to facilitate beyond-border exchange of knowledge, experience, lessons learned and leveraging of funds for children regionally and globally.

The Country Office continued to engage in public-private partnerships with municipalities through leveraging resources in a form of alternative engagement, i.e. co-mailings that fuelled additional funds from individuals for the Country Programme. Partnership with the AEM continued to contribute to the increase in media literacy among parents and children and to enhance the regulatory framework for child protection in the broadcasting media environment. Production of children's TV programmes is expected to be enhanced as Croatian National Television embraced "communicating with children" principles in its Development Strategy 2013-2017.

The Schools for Africa campaign, with its beneficiary country Burkina Faso, entered its eighth year of creating strong alliances with kindergarten and primary school children through community fundraising with child rights education, gathering more than 75,000 of children, or 14 per cent of children of that age in Croatia.

In 2015 Country Office contribution to UNICEF RR increased (in local currency) by 23 per cent and amounted to US\$287,000 – 80 per cent of the 2016 target (US\$360,000).

The refugee and migrant crisis drove additional cash donations from individuals and corporates, as did the emergency appeal for victims of the Nepal earthquake. The total amount leveraged through private sector for the refugee and migrant crisis, Nepal earthquake and emergency response against Ebola amounted to US\$327,000, while as of 2012 the Country Office had contributed US\$959,000 to global emergencies.

**OUTCOME 3** Cross-sectoral costs

**Analytical Statement of Progress:**

The major achievement was correct and timely processing and implementation of activities, enabling a smooth functioning of the Country Office. Those activities, included human resources to support programme implementation, administrative/operational tasks to support office functioning and provision of supplies, services and knowledge required to perform administrative tasks.

**OUTPUT 1** Operating expenses**Analytical Statement of Progress:**

UNICEF provided human resource support through operating expenses; funds were mainly utilised to help the organisation contribute to the achievement of other programme objectives and across programme components in the Country Programme of Cooperation, such as staff costs for communications, operations and consultants providing cross-sectoral support. Also, funds utilised under this output contributed to overall achievement of Country Office goals by improving logistics, communication, warehouse services and travel.

## Document Centre

**Evaluation and Research**

Title	Sequence Number	Type of Report
UNICEF Visibility, Brand Recognition & Awareness Among Donors and General Public	2015/004	Survey
Child Participation in Croatia	2015/003	Study
Situation Analysis	2015/002	SitAn
Roma Early Childhood Inclusion +	2015/001	Study

**Other Publication**

Title
RaniKlik – Early childhood development professionals, connect!
Poverty and Material Wellbeing of Preschool Children in Croatia - Key Findings and Recommendations
Assistance to parents in protection of child's well-being, the manual for professionals (in Croatian)
Programme Handbook For a Safe and Enabling Environment in Schools that includes two booklets, Programme Summary and Booklet for Parents