Executive summary

Ukraine’s stability remained a challenge throughout the year. The ongoing conflict in eastern Ukraine continued to affect the lives of nearly 1 million children, with periodic flare-ups and severe disruption of services and infrastructure. Insecurity and political and socio-economic instability continued to pose major risks to the achievement of UNICEF Ukraine’s programme objectives as well as to the pace of ongoing reforms.

The Ukrainian economy grew modestly by 2.4 per cent in the first half of 2017, and monetary poverty remained higher than pre-crisis levels. Child poverty continued to be a critical concern exacerbated by several deprivations. Approximately one in seven children are simultaneously deprived of housing, access to utilities and leisure, according to a Multiple Overlapping Deprivation Analysis. More than 100,000 children live in various residential care institutions – most of them are from very poor families and/or living with disabilities. The level of routine immunization coverage in Ukraine remained at an extremely low level and, as a result, measles outbreaks occurred in several regions.

The Government of Ukraine continued to pursue an ambitious reform agenda. The health and education sectors embarked on major efforts to change financing arrangements, establish standards and change expectations towards greater inclusiveness and enhanced quality. Positive changes are also underway in the social protection and justice systems. There is a greater recognition of the importance of establishing a system of integrated social protection services at municipal level and thus also preventing the institutionalization of children.

Decentralization also remained a priority reform for the Government throughout 2017, aiming at establishing effective local governments with independent budgets and decision-making powers as well as developing quality and inclusive services for children. The progress made so far indicates strong political will. However, national policies do not always translate into local action due to conflicts of interest and weak coordination and monitoring mechanisms.

Given the complexity of the operating environment and the opportunities to advance the development agenda, UNICEF Ukraine continued to support the Government and partners in responding to humanitarian, recovery and development needs by seeking greater interface and integration among the three. Advocacy and communication strategies were widely applied to raise awareness on challenges faced by children and to increase the visibility of results achieved thanks to the contribution of donors such as the governments of Canada, Estonia, Germany, Italy, Japan, Luxembourg, Poland and Switzerland, the Directorate-General for European Civil Protection and Humanitarian Aid Operations, the European Union, and the United States Agency for International Development’s Office of United States Foreign Disaster Assistance.

The following results were achieved in 2017 with the support of UNICEF Ukraine.

Over 2.5 million people, including over 470,000 boys and girls, were reached with humanitarian assistance in conflict-affected areas of eastern Ukraine and on both sides of the contact line.
UNICEF Ukraine ensured access to safe drinking water for more than 1,152,000 people in both government-controlled areas (GCAs) and non-government-controlled areas (NGCAs); ensured access to quality education for over 138,000 boys and girls; provided mine-risk education (MRE) for 700,000 children and families; and provided HIV/AIDS medications to over 15,000 patients in NGCAs. Within a large-scale social infrastructure recovery programme funded by the Government of Germany, UNICEF Ukraine created more than 8,000 new preschool spaces in conflict-affected areas.

With UNICEF Ukraine’s technical assistance and advocacy, the concept of justice for children was developed and approved by the inter-ministerial coordination council chaired by the Ministry of Justice. The concept paved the way for the development of the new law on justice for children in accordance with international standards.

UNICEF Ukraine was instrumental to initiating the social protection system reform in accordance with the requirements of the decentralization reform. With UNICEF Ukraine’s technical support, newly formed municipalities are establishing integrated social protection services and referral systems to protect and support vulnerable children and families. The Ministry of Social Policy requested UNICEF Ukraine’s support in administering a new budget programme (US$3 million) aimed at boosting integrated social services in conflict-affected municipalities in eastern Ukraine.

However, the significant gaps in data availability and reliability at all levels and sectors represent a major bottleneck. Data on many of the basic dimensions of children’s lives are missing or of uncertain quality. Monitoring is particularly fragmented, and not established as a function in many line ministries. This systemic gap, in turn, leads to weak demand for evidence by policymakers.

Strong partnerships with donors, civil society organizations, youth, the Government and parliamentary institutions, as well as systematic joint advocacy initiatives, have led to improved positioning of all issues related to children’s rights and children in conflict situations.

United Nations coherence and coordination have improved around the development of the new United Nations Development Assistance Framework (UNDAF), increased coordination and interface between humanitarian and recovery work in eastern Ukraine and joint advocacy and communication initiatives around issues of common concern, such as the Sustainable Development Goals (SDGs), youth empowerment and humanitarian crisis.

**Humanitarian assistance**

With the conflict in eastern Ukraine in its fourth year, humanitarian assistance remained vital to the well-being of children and their families living in conflict-affected regions, in particular on both sides of the contact line. In 2017, UNICEF Ukraine reached approximately 2.5 million people, including over 470,000 boys and girls, with humanitarian assistance.

In close collaboration with non-governmental organizations (NGOs) and utility companies, UNICEF Ukraine ensured access to safe drinking water for more than 1,152,000 people in both GCAs and NGCAs. Given the challenges of maintaining decaying water systems in Donetsk and Luhans oblasts, emergency assistance, including urgent provision of equipment and means to repair conflict-damaged infrastructure, needed to be complemented with recovery and longer-term strategic support. As a result, UNICEF Ukraine provided support to emergency repairs to ensure the regular functioning of water systems while contributing to the system’s modernization and optimization. UNICEF Ukraine also provided support to water quality policy
by contributing to sustainable water system planning in Donetsk and Luhansk regions. In addition to water access, some 160,000 people, including 30,000 children, in settlements closest to the contact line benefited from hygiene education sessions.

Over 31,500 people, including 9,500 children, benefited from winterization interventions along the contact line where boilers, heaters, generators and heating systems were installed in education and health facilities.

UNICEF Ukraine also ensured access to quality education for over 138,000 boys and girls in eastern Ukraine through the rehabilitation of conflict-damaged educational facilities, provision of furniture and education materials such as early childhood development (ECD) kits and school supplies for children, training of teachers and provision of life-skills education interventions. The implementation of life-skills education and the recently approved safe schools concept provided immediate educational benefits to boys and girls and contributed towards the achievement of longer-term goals within the ongoing education system reform.

The education sector was instrumental to psychosocial support (PSS) and mine-risk education interventions. Over 700,000 children and family members benefited from mine-risk education. In areas close to the contact line, over 82,000 children received psychosocial support and over 400 education staff were trained to identify psychosocial distress and to refer cases to specialists. The mine-risk education and psychosocial support sessions and trainings were implemented through schools and kindergartens, UNICEF-supported community protection centres, mobile teams and youth centres. UNICEF Ukraine also addressed critical child rights concerns, including access to documentation for children residing in NGCAs through the development a white paper and joint advocacy efforts with other United Nations agencies.

In GCAs, some 600 healthcare professionals benefited from immunization training, while nearly 500 women who were pregnant or lactating received educational sessions on breastfeeding. In partnership with the ministries of health and social policy, UNICEF Ukraine established 11 modern parenting rooms in health facilities of Donetsk and Luhansk oblasts, located along the contact line, benefiting up to 10,000 children and their parents. The parenting rooms provide improved access to basic hygiene practices, privacy for breastfeeding and informational materials on hygiene and childcare. Over 650 women who were pregnant and children under 5 received medicines through voucher systems in areas along the contact line.

As NGCAs have some of the highest HIV infection rates in all of Europe, UNICEF Ukraine supplied antiretroviral therapy (ART) for over 11,000 people living with HIV. In addition, UNICEF Ukraine supported testing of 25,000 pregnant women.

UNICEF Ukraine continued to lead the water, sanitation and hygiene (WASH) and education clusters as well as the child protection sub-cluster while contributing to the health cluster, HIV/AIDS and mine action sub-clusters. In 2017, the education cluster delivered capacity strengthening for education officials and other partners in conflict-sensitive education to build the long-term resilience of the Government and partners. Through UNICEF Ukraine’s commissioned water risk assessment and in close coordination with the WASH cluster, consensus-based solutions to water supply issues in Donetsk and Luhansk oblasts were identified, including an unprecedented state budget subvention to reduce electricity debts.

A few additional highlights on the contribution of humanitarian response to the recovery and development agenda are worth mentioning:
The conflict has highlighted how local civil society providers are able to lead in responding to the emergency and can play an important role as service providers for the state;

The scale up of psychosocial care and conflict resolution or tolerance-building provides a framework for more long-term specialized social care services;

The Ministry of Education and Science’s in-service training programme now includes the UNICEF-supported psychosocial programme for school psychologists.

ART emergency procurement for patients in NGCAs initiated the revision of national protocols to bring these in line with international standards and enable cost-effective opportunities.

Equity in practice

In 2017, UNICEF Ukraine focused on two critical dimensions of inequity by investing in generating evidence on multidimensional child deprivations and on the situation of children living in the immediate proximity of the conflict-related contact line.

In close cooperation with the State Statistics Service of Ukraine and the UNICEF Office of Research, UNICEF Ukraine initiated the first Multiple Overlapping Deprivation Analysis in Ukraine. The analysis showed that the highest deprivation rates among children in Ukraine were related to progress at school (more than one year behind in school), access to piped or hot water, bathroom facilities inside their home and the opportunity to have a vacation with the family outside their own town.

The majority of children in Ukraine were found to be deprived of leisure (59 per cent), nearly one child in three is deprived of access to utilities (30 per cent) and one child in four is deprived of education (28 per cent) and adequate housing conditions (27 per cent). In addition, one child in five children is deprived of health (22 per cent) and one child in seven in environment-related respects. Children in rural areas are considerably more deprived in regard to utilities and housing conditions than children in urban areas. On housing, the major driver is the lack of basic facilities in the home rather than lack of physical accommodations.

The study also revealed that most children deprived on any dimension are also deprived on at least one additional dimension, if not two or three. For example, 30 per cent of children deprived of leisure were also deprived in one additional (14.9 per cent) or two additional dimensions (15.8 per cent). Meanwhile, 12 per cent of children deprived of utilities were also deprived in two additional dimensions. Approximately one child in seven is deprived simultaneously of housing, access to utilities and leisure.

The interlinkages between the different deprivation dimensions make it harder to identify potential key interventions to reduce child deprivation. The study concluded that it is more likely that multiple interventions across sectors are required and necessary in order to address the overall level of child multidimensional poverty.

The findings of the study were instrumental to increasing the Government’s capacity and, in particular, the State Statistics Service of Ukraine’s capacity for understanding and measuring multidimensional child poverty. The study was also among key documents that UNICEF Ukraine used to advocate with the Government to apply integrated approaches to address child multidimensional poverty and improve the efficiency of national social policies. As a result, the Ministry of Social Policy followed UNICEF Ukraine’s recommendation and started to embark on a comprehensive reform aimed at developing an integrated social protection strategy that
explicitly addresses aspects of education, health and protection through integrated social planning.

To better target the ongoing emergency response and understand the programmatic links that could enable strengthening of longer-term development plans, in early 2017, UNICEF Ukraine conducted a detailed multi-sector assessment of the situation of children and their families living along the contact line in eastern Ukraine. Some of the key findings included the prevalence and forms of psychosocial distress affecting children, barriers to HIV testing, patterns of gender-based violence experienced in the context of the conflict, existing damage to schools and winterization needs. This evidence was used to inform interventions throughout 2017, such as the selection of communities to receive psychosocial support and related trainings, identification of the greatest educational infrastructure rehabilitation needs, identification of vulnerable communities to be covered by cash vouchers for medicines as well as the expansion of the coverage of services to survivors of gender-based violence.

A follow-up assessment was conducted in late October and November 2017 to document the changes over the course of the year and measure progress or find new programming opportunities. Positive progress was noted and highlighted in psychosocial support and gender-based violence survivor support services, while new opportunities were identified for the cash vouchers programme. HIV testing access remained a critical area for improvement. The assessment contributed to the development of the 2018 Humanitarian Needs Overview and Humanitarian Response Plan and the 2018 Humanitarian Action for Children.

**Strategic Plan 2018–2021**

In 2017, UNICEF Ukraine, in close consultation with the Government and partners, prepared the new Country Programme 2018–2022 based on a thorough analysis of the situation of children in the country, challenges and opportunities.

During the preparation process, the new UNICEF Strategic Plan 2018–2022 was duly taken into consideration as was Ukraine’s engagements on the 2030 Agenda for Sustainable Development. As a result, the six outcomes identified for the UNICEF Ukraine Country Programme (social inclusion and macro-policies for children; child protection in all settings; all children learn; early years of healthy life and beyond; water and sustainable environment; independent child rights for results and accountability) almost mirror the five goal areas of the Strategic Plan. The related outputs align with the results areas of the new organizational plan. The areas of ECD, communication for development, gender equality, adolescence and humanitarian response are integrated as cross-cutting areas at the output level.

While Ukraine has a strong legacy of universalism and a generous social protection system in place that expects that all children go to school, all families have access to health services and women and men have equal rights, equity gaps do exist and wealth inequities are growing. At the same time, systems have become less effective in protecting the most vulnerable.

Moreover, the ongoing conflict in the eastern part of the country has continued to affect the lives of thousands of children while generating additional pressure on national and local budgets.

It is of great concern that some equity gaps are not considered a priority at the present time by the society at large. Huge gaps in data availability exist at all levels of administrations, data on many of the basic dimensions of children’s lives are missing or of questionable quality and monitoring systems are fragmented and unable to generate the evidence needed by policymakers.
The Government is committed to advancing the reform agenda, particularly in regard to the social sectors. Thus, there is an opportunity for UNICEF Ukraine and other partners to build an explicit link between the Strategic Plan’s goal areas and the newly adopted SDGs. Poverty reduction and health are being prioritized by the Government as particularly relevant SDGs for Ukraine. Education, long neglected by reform, has once again become a focus under an equity lens. One of the most powerful injunctions of the SDGs related to children is the call for action to ‘leave no one behind’. If realized, this will bring the most benefits for children.

Engaging with young people represents another opportunity as they are among the most powerful change agents in Ukraine today. Mobilizing their potential creatively through innovative methods will be a hallmark of the UNICEF Ukraine Country Programme 2018–2022 and key to achieving the objectives of the Strategic Plan. New partnerships with young people related to peacebuilding will be particularly important, not just in conflict-affected areas, but to the country as a whole.

A particular challenge will be the full-fledged integration of humanitarian and development programmes, given their differences in approach, cycle and guiding principles. While the UNICEF Ukraine Country Programme results aim at long-term systemic changes, UNICEF Ukraine is working through yearly humanitarian interventions within the Humanitarian Response Plan as well as the Humanitarian Action for Children appeal process to address priority emergency needs in the conflict-affected areas of eastern Ukraine, including in NGCAs, while strengthening the continuum between humanitarian action, recovery and development.

**Emerging areas of importance**

Throughout 2017, UNICEF Ukraine increased the focus on adolescent mobilization and programming with particular attention to age-responsive healthcare services and the participation of adolescents in decision-making processes. A few highlights follow.

At policy level, adolescents took part in consultations on the Convention on the Rights of the Child General Comment No.20 related to child rights during adolescence. The recommendations were included in the state report on the implementation of the United Nations Convention on the Rights of the Child in Ukraine 2009–2016 and presented at the inter-ministerial commission on child rights, which concluded that the new action plan for children will be compliant with the General Comment No.20.

The UNICEF Europe and Central Asia Regional Office (ECARO) supported research, titled ‘Age Matters!’, that enabled some 1,500 adolescents from Ukraine to contribute to an online survey and focus groups. The results provided in-depth understanding of how age-related policies affect the ability of adolescents to realize their rights. The findings informed the new UNICEF Ukraine Country Programme Document (CPD).

In order to step up youth participation in decision-making bodies, around 300 HIV-positive adolescents participated in a leadership programme implemented with the NGO Teenergizer. This resulted in increased participation in local- and central-level bodies and in peer-to-peer approaches in their communities.

U-Report reached 50,000 young people in 2017. The information gathered through polls was largely used by UNICEF Ukraine, partners and the Government. It proved to be an excellent modality for gathering information from young people on youth policies, violence, access to and quality of health care, education and protection services. It provided information to young people on the SDGs, youth participation, health issues and one-on-one counselling on HIV/AIDS,
sexual health, violence prevention and safe migration. U-Report developed a modality for monitoring supply delivery and quality of training as part of the humanitarian response in WASH and education and launched the ‘U-Ambassadors’ peer-to-peer initiative, where young people become messengers on youth participation in the east.

As part of the ongoing health reform in Ukraine, UNICEF Ukraine also initiated the development of a national strategy on children and adolescent health aimed at including adolescent health in national priorities. Moreover, UNICEF Ukraine supported the development of a package of adolescent-oriented healthcare services to be integrated at primary healthcare level and within youth-friendly clinics.

Through a network of adolescent volunteers, UNICEF Ukraine also supported peer-to-peer training on gender-responsive adolescent health and prevention of risky behaviours as part of the most-at-risk adolescents programme in NGCAs of Ukraine.

Summary notes and acronyms
ART antiretroviral therapy
CMT country management team
CPD country programme document
CPMP country programme management plan
CRC Convention on the Rights of the Child
ECARO Europe and Central Asia Regional Office(UNICEF)
ECD early childhood development
EPP emergency preparedness platform
GCA government-controlled area
HACT harmonized approach to cash transfers
IOM International Organization for Migration
LTA long-term agreements
MOH Ministry of Health
MRE mine risk education
NGCA non-government-controlled area
NGO non-governmental organization
OHCHR Office of the United Nations High Commissioner for Human Rights
OMT Operations Management Team
PSS psychosocial support
RBM results-based management
SDG Sustainable Development Goal
UNDAF United Nations Development Assistance Framework
UNDP United Nations Development Programme
UNFPA United Nations Population Fund
UNHCR United Nations High Commissioner for Refugees
WASH water, sanitation and hygiene
WHO World Health Organization

Capacity development
Low levels of vaccination remained a critical issue in Ukraine. Following the polio outbreak in 2016, in 2017 the country responded to a measles outbreak affecting several regions. UNICEF Ukraine addressed supply gaps, system capacity and behavioural bottlenecks. The capacity of 1,300 health professionals at the primary healthcare level was strengthened on effective counselling skills, including in the context of the outbreaks. Comprehensive communication for development interventions were further supported, resulting in increasing positive attitudes
towards vaccination.

UNICEF Ukraine, in close partnership with the Ministry of Social Policy, supported the capacity-building of some 400 ‘consolidated municipalities’ (Hramadas) to improve knowledge and capacity in local planning and budgeting of integrated social services networks and effective referral systems to benefit the most vulnerable segments of the population.

To improve quality early childhood education for children in conflict-affected areas, UNICEF Ukraine supported kindergarten professionals and parents’ associations. UNICEF Ukraine supported the development of kindergarten teachers’ capacities in ECD knowledge and new approaches and specific trainings for parents’ associations to increase their understanding of ECD and the potential impact of the conflict on children’s well-being. This led to the development of training curricula for kindergarten teachers and parents in close collaboration with the Ministry of Education and Science and regional departments. A national campaign to raise awareness on bullying reached 30 per cent of all children aged 11–17 via digital platforms. The campaign has encouraged public discussion about bullying and community-generated movements.

On emergency preparedness and response, UNICEF Ukraine was the first country office globally to implement the first step (the risk analysis) of the new Emergency Preparedness Platform online tool. Following in-country consultations with relevant sectors and in collaboration with ECARO and UNICEF Office of Emergency Programmes colleagues, UNICEF Ukraine put potential risks as well as preparedness activities into the online platform and self-rated its level of preparedness at 80 per cent.

Evidence generation, policy dialogue and advocacy

In 2017, UNICEF Ukraine invested in evidence generation to advocate for targeted social protection approaches for vulnerable children and families. UNICEF Ukraine documented best practices for delivering social protection services at the local level and shared these with newly consolidated municipalities. With UNICEF Ukraine’s technical support and advocacy, the Government adopted the social protection reform and a critical mass of professionals improved their knowledge of and commitment to establishing services for children.

Social protection was included in the European Union’s Single Support Framework for Ukraine 2018–2020 on effective social protection measures for conflict-affected communities, including internally displaced persons, in the context of the ongoing decentralization reform. Thanks to UNICEF Ukraine advocacy, the donor council in Kyiv supporting the decentralization reform established a dedicated working group on social protection.

The UNICEF-supported water risk assessment led to advocacy initiatives for the protection of civilian infrastructure, in particular water supply systems. With UNICEF Ukraine advocacy and technical support, consensus-based solutions to water supply issues in Donetsk and Luhansk oblasts led to an unprecedented state budget subvention allocation to reduce electricity debts.

In the area of HIV/AIDS, UNICEF Ukraine supported the introduction of innovative HIV testing (dry blood spot method) for babies born from HIV-positive mothers in four regions. UNICEF’s advocacy at the national level resulted in the official approval of the roll-out of dry blood spot testing at the national level. Moreover, scaling up dry blood spot testing became part of the Global Fund to Fight AIDS, Tuberculosis and Malaria project for the next three years.

UNICEF Ukraine contributed to advocacy on the SDGs among young people and children by
launching the World’s Largest Lesson in Ukraine. One hundred and thirty youth volunteers selected from 600 schools were trained about child rights and the SDGs. Over 1,150 lessons educating more than 23,000 students in different towns of Ukraine were supported. The project also reached over 180,000 people through UNICEF social media platforms.

**Partnerships**

UNICEF Ukraine continued strengthening and exploring new partnerships to effectively promote child rights and deliver sustainable results for children in Ukraine.

In order to develop national policies on children with disabilities in a consultative way and promote early intervention services, UNICEF Ukraine facilitated the establishment of a coordination platform on early intervention. The platform was established in April 2017 by virtue of a memorandum of understanding with the Vice Prime Minister, the ministers of health, social policy and education, and representatives from Parliament local administrations. UNICEF Ukraine, national and international civil society organizations and parents’ associations. The platform provided a unique opportunity for dialogue among stakeholders and contributed to the identification of the priorities of children with disabilities.

A solid partnership with the Football Federation of Ukraine resulted in the signing of a memorandum of understanding and support to two joint sporting events for the UNICEF Football Cup and the ‘Empower Girls’ tournament, reaching nearly 7,000 boys and girls from almost 400 schools from the conflict-affected region. The events aimed at promoting gender equality, social inclusion, social cohesion and team-building.

The new partnership with top Ukrainian celebrity Monatik to promote HIV testing among young people enabled UNICEF Ukraine to reach over 500,000 people with key messages on HIV testing.

A new partnership agreement with Visa resulted in support to inclusive education, while UNICEF Ukraine strengthened its partnership with Procter & Gamble on emergency WASH.

As a member of the United Nations Working Group on Youth, UNICEF’s U-Report programme collaborated with other United Nations agencies, in particular with the United Nations Population Fund (UNFPA) in the area of gender-based violence awareness, with the United Nations Resident Coordinator’s office on increasing the awareness of United Nations activities and SDGs, as well as with the International Organization for Migration (IOM) in the area of safe migration.

The close partnership with 40 newly established consolidated municipalities has led to the initiation of the child-friendly municipalities concept and further support is planned in 2018.

**External communication and public advocacy**

UNICEF Ukraine’s position as a trusted voice to drive change for children in Ukraine was enhanced in both humanitarian and development programmes through extensive media coverage, digital communication outreach and public advocacy with key stakeholders. UNICEF Ukraine sustained its high share of voice leadership (61 per cent) on issues that affect children in Ukraine, with 90 per cent positive coverage.

Major international media outlets, such as The Guardian, Xinhua, VOA News, USA Today, The Washington Post, ABC News and Reuters, covered UNICEF Ukraine press statements raising awareness about the impact of the conflict on children in eastern Ukraine. The campaign ‘Let’s
get together’ on social inclusion and integration of internally displaced persons reached over 82 per cent of adults in Ukraine via social advertising on six national television channels, a website and several public events.

On the humanitarian side, UNICEF Ukraine dedicated efforts to the risk of mines and unexploded ordnance as well as the psychosocial well-being of children affected by the ongoing conflict and the impact of limited water supply. These humanitarian concerns were widely communicated using several strategies and channels. Together with United Nations agencies and NGOs, the ‘Ukraine not forgotten’ humanitarian communication strategy was also successfully developed and implemented in alignment with Humanitarian Needs Overview and Humanitarian Response Plan priorities.

On the development side, the visit of the chair of the United Nations Committee for the Convention on the Rights of the Child provided a unique opportunity to communicate with a large public on children’s rights and the rights of children in conflict with the law.

In support of national health reform, UNICEF Ukraine supported the promotion of mother and child health, reaching over 9 million people in the country and contributing to increased knowledge and awareness of dangerous symptoms during pregnancy. In 2012, 67 per cent of women knew a minimum of three symptoms; this increased to 85 per cent of women. Partner delivery practice increased from 16 per cent to 36 per cent on average according to parents’ statements.

**South-South cooperation and triangular cooperation**

As part of UNICEF’s support to building the capacity of central and local authorities in the transformation of residential care institutions and the transition towards alternative, community-based care mechanisms and family-based solutions, UNICEF Ukraine supported two study tours to Belarus and Georgia for officials from the ministries of health and social policy, the presidential commissioner for child rights and regional administrations. During their visits, the officials were exposed to alternative service provision, which also included governance, legislative, management and financial perspectives. Along with other UNICEF-supported interventions, this cross-country cooperation significantly contributed to additional clarity in the objectives of national reform on de-institutionalization in Ukraine and, in particular, to the development of the intersectoral government action plan. The collaboration and regular exchange with Georgian governmental institutions and NGOs were instrumental to the implementation of the de-institutionalization reform in Ukraine, as well as to moving forward with juvenile justice reform.

**Identification and promotion of innovation**

U-Report continues to be one of the most effective innovations in Ukraine in expanding opportunities for youth engagement in decision-making. As of 2017, 54,000 U-Reporters were mobilized. Ninety opinion polls covering a wide range of topics were conducted to inform the Government and other stakeholders. In conflict-affected areas, the ‘U-Ambassadors’ peer-to-peer initiative was launched, enabling young people to become messengers on youth participation. In those areas, U-Report was also used to monitor WASH and education humanitarian programmes. U-Report adopted the U-Partner technical feature and provided online counselling on safe migration, prevention of violence and sexual health in partnership with United Nations agencies and civil society organizations (CSOs) including an interactive social media campaign about the SDGs.

Following the measles outbreak, UNICEF Ukraine piloted an innovative approach to engage
with parents utilizing social media. UNICEF-certified trainers on immunization were placed in digital communities on social media, providing counselling on measles vaccination. An effective outreach and interactive live communication with parents in five groups or communities on Facebook reached over 200,000 parents in one month. A ‘digital doctor’ scale-up strategy is under development for 2018.

In conflict-affected areas of eastern Ukraine, in partnership with Première Urgence Internationale, UNICEF Ukraine initiated an innovative way of increasing access to essential medicines for women who were pregnant or lactating and children under 5 through the implementation of an electronic voucher system. Patients visiting selected health institutions are diagnosed and subsequently prescribed medicines and proceed to selected pharmacies to buy treatment after presenting their vouchers. The e-voucher system allowed for a new way to keep electronic records of patient files and a simplified method of dispensing medicine, allowing for increased ease of access to life-saving drugs and treatment for the most vulnerable children and women along the contact line.

**Support to integration and cross-sectoral linkages**

In 2017, at the national level, UNICEF Ukraine supported the establishment of a number of inter-ministerial platforms for strengthening intersectoral and multi-partner cooperation to enhance synergies and advocate for specific child-friendly policies.

More specifically, UNICEF Ukraine supported the inter-ministerial platforms on child rights, justice for children and early interventions, bringing together ministries of social policy, health, education, justice, police, finance and regional development as well as subnational, development and civil society organization partners. These platforms were instrumental in facilitating an inter-governmental dialogue and enhancing inter-governmental and civil society cooperation around children’s rights issues.

In the area of justice for children, UNICEF Ukraine, in collaboration with civil society, supported the Ministry of Justice in launching the Inter-Ministerial Coordination Council on Justice for Children to facilitate implementation and provide oversight over a number of policies and practices supporting children affected by crime as offenders, victims and/or witnesses. The relevance of intersectoral work and approaches is acknowledged and well-integrated.

In support of the reform on de-institutionalization, and in partnership with child protection civil society organizations, UNICEF Ukraine’s social policy and child protection sections contributed to the development of the de-institutionalization action plan. Support was also provided and strengthened the capacity of all regional child protection and social services, enabling them to effectively plan and implement the additional funds allocated by the Government (US$10 million) to increase the network of alternative childcare services. Thanks to the united efforts and advocacy of partners, the Government adopted a 10-year national strategy on de-institutionalization.

UNICEF Ukraine strengthened cross-sector programming by convening programme meetings to discuss core thematic issues such as children with disabilities, childcare reform, integration of humanitarian and development work and field coordination, as well as developing integrated field office workplans featuring humanitarian and development interventions.

**Service delivery**

As part of UNICEF’s work on HIV/AIDS, through partnerships with local NGOs, UNICEF Ukraine reached HIV-positive mothers and their children and most-at-risk adolescents with relevant
psychosocial support to ensure women’s and children rights to health, prevention of domestic violence and reduction of stigma and discrimination. UNICEF Ukraine empowered NGOs to build strong partnerships with state authorities, businesses and other NGOs to provide material and social support to their clients. As a result, the local partner Dnipro branch of the All-Ukrainian Network of People Living with HIV agreed on long-term cooperation with a Dnipro factory producing candies to provide food for their clients on monthly basis. They also agreed with faith-based NGO Caritas to provide free lunches for shelter inhabitants.

UNICEF Ukraine also successfully introduced optimized ART regimens in NGCAs and covered some 9,500 people living with HIV. The experience gained by UNICEF Ukraine during this project was used to advocate for the optimization of ART for all patients in Ukraine. The current procurement policy on antiretroviral drugs by the Government of Ukraine already reflects the more effective and less expensive regimens, which were introduced by UNICEF Ukraine in NGCAs.

In the area of child protection, UNICEF Ukraine supported Mariupol municipality in partnership with a local NGO to develop and implement, at the municipality social service levels, a case management methodology aiming to improve the quality of social services. As part of the process, social workers were also trained and the methodology was tested before it was rolled out within the municipality. The results of this pilot were shared with other districts and interest was expressed in rolling it out to other municipalities.

**Human rights-based approach to cooperation**


UNICEF Ukraine and other United Nations agencies contributed to the Universal Periodic Review, including engagement with civil society. Ukraine’s human rights record was appraised by United Nations Member States through an interactive dialogue based on a peer-to-peer review held under the auspices of the Human Rights Council in Geneva on 20 November 2017. Ukraine received 190 recommendations, which is more than in the previous Universal Periodic Review (in 2012). The largest block of recommendations made concerned gender issues, including gender equality and gender-based and sexual violence. Fifteen member states recommended ratification of the Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention). The next step is for the Government of Ukraine to respond to these recommendations no later than at the thirty-seventh session of the Human Rights Council in March 2018. The final recommendations will constitute an opportunity for joint advocacy by United Nations agencies.

The Convention on the Elimination of Discrimination against Women 2017 report also represented a unique opportunity for joint United Nations advocacy and partnerships with civil society. The United Nations gender theme group, in which UNICEF Ukraine is an active member, systematically monitors the implementation of recommendations at the country level.

In close collaboration with the child rights commissioner and the Parliamentary Human Rights Committee, UNICEF Ukraine contributed to strengthening the capacity of independent monitoring mechanisms at national and local levels. This is, however, a work in progress and will be a priority for 2018.
As part of joint United Nations advocacy efforts to address critical human rights issues, including child rights concerns, UNICEF Ukraine, together with the United Nations High Commissioner for Refugees (UNHCR) and the Office of the United Nations High Commissioner for Human Rights (OHCHR), addressed a letter to the Prime Minister on payment of pensions to internally displaced persons, freedom of movement and registration of births and deaths occurring in territories not controlled by the government. UNICEF Ukraine prepared a detailed advocacy paper on the situation of birth registration in NGCAs, complementing the letter.

**Gender equality**

As part of the development of the new Country Programme, in 2017, UNICEF Ukraine completed a gender programme review to strengthen gender-responsive programming, positioning gender as a cross-cutting issue throughout development challenges across the country as well as critical needs in conflict-affected regions in the east, as well as on two key programming priorities.

Promoting the advancement of girls on gender-related barriers in sports was central to the Sport for Development approach promoted during a UNICEF Ukraine-supported Volleyball Cup with the participation of over 300 mixed school teams. Following the success of this event, for the International Day of the Girl Child, UNICEF Ukraine organized the ‘Empower Girl’ Football tournament. The cup was recognized as a key advocacy event promoting access to sports for girls and awarded a special prize by the Ukrainian Football Federation.

UNICEF Ukraine also implemented a digital campaign on Father’s Day with the engagement of several celebrity dads – a host of The Voice, a popular singer and prominent footballers. UNICEF Ukraine initiated a blog about #SuperDads at the largest online news platform and, in partnership with the top television channel, broadcasted a series of stories during primetime programmes. Messaging on the importance of the father’s role in children’s early development reached over 5 million people through traditional and social media channels.

In conflict-affected areas of eastern Ukraine, UNICEF Ukraine, through a network of adolescent volunteers, supported peer-to-peer training on gender-responsive adolescent health and prevention of risky behaviour as part of the most-at-risk adolescents programme. Several polls on gender issues were conducted via U-Report, including gender-based violence awareness, gender stereotypes and barriers.

UNICEF Ukraine also implemented a tailored programme project aiming at providing services to gender-based violence survivors. Fifteen psychosocial mobile teams delivered survivor-centred psychosocial services to 3,600 men, women, boys and girls, supporting and strengthening positive coping mechanisms.

**Environmental sustainability**

Within the framework of a broader risk assessment, UNICEF Ukraine conducted an assessment of environmental risks associated with the water system in the conflict-affected region of Donetsk, on both sides of the line of contact. The assessment contributed to the formulation of risk mitigation measures, which were considered by all duty bearers managing the water system.

On UNICEF’s greening initiative, UNICEF Ukraine has taken steps to promote paperless processes to the extent possible, leaving only officially required documentation on paper. It followed double-sided printing, avoiding colour printing and focusing on using economical
modes of printing. As in previous years, UNICEF Ukraine continued the greening initiative through recycling paper and utilizing recycled paper.

Video, Skype and conference calls are encouraged as much as possible to reduce the amount of physical travel. For in-country trips, land transportation via train is preferred; the use of plane transportation is reduced to urgent cases. Joint transportation is also prioritized for all staff retreats, avoiding the use of several cars. For logistics, groupings are promoted to optimize cost and carbon footprint.

Written off information and communication technology (ICT) equipment is not thrown away but destructed by IT or other relevant company. In 2017, UNICEF Ukraine decided to reduce desk communication equipment and foster the use of Microsoft Office 365 telephony solutions and all office staff accounts were upgraded to enable access to Skype for Business.

**Effective leadership**

The programme and operations oversight structure included the annual management review and mid-year review, regular country management team (CMT) meetings, programme meetings and thematic meetings. The country management team met regularly and effectively monitored all key performance management indicators and the accountability system. All the established office committees for 2017 also functioned effectively.

Business continuity was prioritized and smoothly maintained during UNICEF Ukraine’s relocation into one building.

UNICEF Ukraine reviewed the risk profile based on the preliminary audit observations; its priorities were linked to respective risks and reflected in the annual management plan and regularly monitored by the country management team.

UNICEF Ukraine progressed towards closing a significant part of the preliminary observations of the 2016 audit throughout the year. One of the achievements to be highlighted is the progress made by establishing a consolidated programme monitoring plan, including zonal offices workplans. Progress was made in improving the definition of roles and responsibilities among the Kyiv office and field offices by better defining accountabilities at all levels.

As part of the implementation of the UNICEF Ukraine Country Programme 2018–2022 and the revised structure, UNICEF Ukraine will continue adjusting and enhancing the governance structure through the following steps:

- Review the office committees;
- Re-design the table of authority to ensure respective accountabilities are reflected on all levels and the risk mitigation system is embedded;
- Strengthen the quality assurance system to infiltrate all processes and ensure their integrated effective functioning.

At the inter-agency level, UNICEF Ukraine continued chairing the operations management team (OMT). Good results were achieved in the field of common premises maintenance, Minimum Operational Security Standards compliance, capacity-building of vendors and the human resources market. The development of the business operations strategy is ongoing. Challenges remain in regard to obtaining staff accreditation for NGCAs, which at times requires alternative approaches. This is discussed within both OMT and the United Nations Country Team.
Financial resources management
In 2017, UNICEF Ukraine managed to make significant progress towards ensuring the effective stewardship of financial resources. This was achieved through the implementation of the following measures:

- the establishment of a harmonized approach to cash transfers (HACT) monitoring group which helped ensure regular oversight of activities related to implementing partners;
- conducting the HACT training for UNICEF staff and implementing partners, with the support of the regional implementing partners management specialist, which ensured proper regional oversight and high-level expertise;
- the refinement of the HACT assurance system by assigning responsible staff, establishing and regularly monitoring planned assurance activities, thus enabling the streamlining of the monitoring and accountability process;
- tailored capacity-building meetings with partners, which resulted in higher quality implementation and document submissions;
- the transfer to the eZHACT system, which enabled the streamlining of the implementing partners management process and contributed to its integration into other processes;
- mitigation measures of financial risks, especially related to the volatility of the banking system and currency depreciation.

All performance management indicators were on track for 2017.

Serious delays in value added tax reimbursement still pose a risk for UNICEF Ukraine given lack of clarity regarding the value added tax refund. UNICEF Ukraine made all possible efforts, jointly with other United Nations agencies, to address the issue. These included official communications addressed to the Ministry of Foreign Affairs and the State Fiscal Service; attracting donors to raise the issue with the Government; contracting a local law firm for advice; escalating the issue to the United Nations Office of Legal Affairs, which, in turn, addressed the Permanent Mission in Ukraine. The issue is still pending. The United Nations Country Team is considering viable options given the currently sensitive political situation in Ukraine.

Fundraising and donor relations
In 2017, UNICEF Ukraine developed a fundraising strategy, which analysed programme funding trends and gaps and identified new opportunities for strengthening existing partnerships and building new ones based on a diversified approach to public donors, while seizing emerging opportunities from national private donors. The importance of balancing fundraising efforts among emergency, recovery, and development programmes was also noted.

Throughout 2017, UNICEF Ukraine continued targeting private, bilateral and multi-lateral donors. As a result, the Government of Germany provided a new contribution for WASH for US$15 million; Germany was by far the largest donor to Ukraine for UNICEF recovery and humanitarian efforts. In support of UNICEF humanitarian interventions, the governments of Germany, Japan, Poland and Switzerland, the Global Fund, the Directorate-General for European Civil Protection and Humanitarian Aid Operations, and the Office of United States Foreign Disaster Assistance are the largest contributors.

In 2017, the total allocated budget (Institutional Budget, Regular Resources, Other Resources and Other Resources Emergency) reached US$36.6 million with a total utilization rate of 99 per cent (funds committed and disbursed) as of 31 December 2017; the utilization rate of Regular Resources funds was at 100 per cent and Other Resources Regular was at 97 per cent. The funding gap was for emergency funds in particular; including carry-over from previous years,
only 68 per cent (US$21.3 million) of the planned emergency budget (US$31.2 million) was received.

The overall CPD ceiling for the cycle 2012–2017 was US$65 million (as the Other Resources ceiling was increased from US$18 million to US$60 million in 2016), out of which US$50 million in Other Resources was raised. Since the beginning of the conflict in 2014, UNICEF Ukraine has mobilized US$55.5 million Other Resources Emergency funds in parallel.

In regard to donor reporting, all 31 reports were submitted on time. At the same time, UNICEF Ukraine also prepared more than 10 donor proposals, including multi-sector proposals.

**Evaluation and research**

In 2016, UNICEF Ukraine commissioned an evaluation of the country programme that was finalized in 2017. The evaluation provided an objective and impartial view of country programme performance in achieving planned results. The majority of the recommendations were acknowledged and agreed to by management. Furthermore, the recommendations of the evaluation directly informed the formulation of the programme strategy note and the UNICEF Ukraine Country Programme 2018–2022.

As a result, the Country Programme 2018–2022 places a greater emphasis on disaggregated data collection on child rights, including through qualitative methods. The new country programme introduces a dedicated outcome on child rights monitoring that will be supported by a dedicated staff member and regular resources. Responding to one of the critical recommendations of the evaluation, UNICEF Ukraine also strengthened its monitoring and evaluation function and invested in the proper development of theories of change as part of the new country programme.

Similarly, the recommendation on ensuring that the decentralization reform works for children and strengthening the capacity of newly consolidated governmental institutions were addressed by UNICEF Ukraine through dedicated support provided to the Government in formulating and rolling out the reform of integrated social protection services tailored to the decentralization reform. As such, the evaluation was among the triggers that allowed UNICEF Ukraine to formulate a new area of engagement that was highly acknowledged by the Government.

Following the recommendation addressed to the child protection programme to focus on de-institutionalization reform, UNICEF Ukraine also intensified its engagement in this area and supported the Government in the process of the formulation of the intersectoral action plan. In addition, UNICEF Ukraine also strengthened the capacity of all regional child protection and social services, allowing them to effectively utilize additional funds allocated by the Government.

**Efficiency gains and cost savings**

In 2017, UNICEF Ukraine continued focusing on efficiency gains:

- Virtual no-cost modalities for training, teleconferences, meetings, interviews, briefings and discussions;
- Avoiding the additional staff load and consumption of related administrative maintenance resources through the utilization of common services;
- Functioning in the field through common premises. The United Nations Development Programme (UNDP) continued administering the premises, which significantly relieved UNICEF Ukraine’s load. More efficiency and savings were obtained through cost-shared budgeting.
The ‘best value for money’ principle was always applied to procurement in relation to:

- Acquiring goods and services competitively unless there was no clear evidence to the contrary;
- Ensuring that beneficiary’s needs are met and not exceeded (receiving clear specifications from requestors);
- Lateral collaboration, where applicable, to ensure joint orders (for events, delivery);
- A vast majority of purchases were made through long-term agreements (LTAs);
- Shared United Nations common premises in the field;
- In cases of urgent need for convoys, UNICEF Ukraine effectively cooperated with other United Nations agencies to cross the conflict line without difficulties and/or additional resources engaged;
- UNICEF Ukraine migrated to Microsoft Office 365 telephony, which ensured unified communication between the office staff and external recipients as well as minimized office expenses for the telephony communications.

UNICEF Ukraine managed to realize savings amounting to 11,205.6 person-hours in 2017 through the application of common services in procurement, recruitment and other joint human resources activities, ICT infrastructure and administrative support in the field.

**Supply management**

During 2017, the supply component functioned effectively included mostly local procurement. Offshore options were applied through DO LTAs for the standard supplies (IT, midwifery kits). UNICEF Ukraine raised 536 purchase orders, with a total value of supplies received in 2017 amounting to US$16,938,289.93 (programme supplies – US$8,864,171.93; operational supplies – US$382,802.98; services – US$7,691,315.02, including construction works and services – US$3,053,118.15 representing the highest value service material group).

Strategic sourcing was realized through the establishment and extension of 51 local LTAs for services (transportation, cleaning, security, communication and digital services, construction, HACT-related services allowed to procure 34 per cent of services through LTA-S) and goods (furniture, WASH supplies, sporting equipment, various types of kits); contracting major local manufacturers.

UNICEF Ukraine continued supporting the Government with procurement services and in-country logistics. Based on the memorandum of understanding signed with the Ministry of Health (MOH), UNICEF Ukraine coordinated the delivery of vaccines and antiretrovirals medications with a cumulative value of US$28,524,316.60, representing 62 per cent of total supplies received in 2017 and related to 2015–2017 state budgets at different stages of implementation.

In August, MOH transferred US$42,229,682 of the 2017 state budget for procurement services. In cooperation with MOH, UNICEF Ukraine ensured the timely distribution of medicines throughout the country, enabling response to emerging needs and preventing interruptions of therapy. UNICEF Ukraine used government and commercial warehouses for the storage of supplies and medicines, including the MOH warehouse for procurement services supplies. UNICEF Ukraine, supported by Supply Division and ECARO, initiated supply chain strengthening activities and worked on MOH capacity enhancement.

UNICEF Ukraine cooperated with the United Nations logistics cluster, the World Health Organization (WHO), UNHCR and other partners to ensure implementation of the emergency
Global Fund project and the delivery of antiretrovirals (US$1,506,646.04) and other supplies to the NGCAs. The value of inventory of programme supplies controlled by UNICEF Ukraine recorded as being physically in the warehouse as of 31 December 2017 was US$823,468.31. The value of programme supplies issued from the local warehouse controlled by UNICEF Ukraine in 2017 was US$6,356,374.78. The total value of supplies managed by UNICEF Ukraine was US$7,179,843.09.

The work of the United Nations common procurement group resulted in establishing LTAs for conference and travel services, sharing experience and information on the existing LTAs and suppliers involved in construction services and other areas. Being the owner-agency for multiple LTAs, upon request, UNICEF Ukraine extended the LTAs for the use of UNDP, UNFPA and the United Nations Office for Project Services.

**Security for staff and premises**

Following the recommendations of a security mission from UNICEF Headquarters in New York, in 2017 UNICEF Ukraine hired an experienced security specialist for six months, primarily to cover the challenges in the east. The security specialist conducted a comprehensive review of Minimum Operational Security Standards compliance and the situation on the ground, which resulted in a number of recommendations, including the extension of the armoured vehicle fleet and increase of the satellite phone base.

The specialist also updated the UNICEF Ukraine staff security database and ensured the efficiency of the warden system. No separate security function is so far envisaged in the new country programme; however, the structure can be revisited based on the development of the security situation in the country.

The security of the new office premises in Kyiv will be strengthened through closed-circuit television installation and the strengthening of guard positions.

UNICEF Ukraine equipped all vehicles in the Eastern and Central Asia Region with the Novacom global positioning system tracking system, which allows for instant tracing of a vehicle’s location and identification of the relevant systemic deviations.

UNICEF Ukraine successfully finalized the office relocation in the last quarter of 2017, which accommodated the team in one building and enhanced business continuity. Due to the current lack of opportunities for the common premises in Kyiv and due to the Government of Ukraine’s other priorities, UNICEF Ukraine is still renting the office on a commercial basis.

In the field, all offices were rented within the United Nations common premises governed by the Memorandum of Understanding for Common Premises and administered by UNDP in most offices (except UNHCR in Mariupol). Due to the restructuring, two field offices – in Kharkiv and Dnipro - were closed by the end of the year. The office in Kramatorsk will be further reinforced; the offices in Mariupol, Donetsk and Luhansk will continue according to programme needs.

**Human resources**

Following the approval of the new CPD and within the framework of the new management plan, UNICEF Ukraine, in consultation with staff and the local staff association and with ECARO support, revised the office structure in order to better respond to the requirements of the new programme outline. The new country programme management plan (CPMP) was approved through the programme budget review in October 2017.
In order to ensure an effective and adequate transition to the new structure and relevant, sequenced implementation of the recruitment plan, UNICEF Ukraine hired a senior human resources manager. Priority was also given to properly advise staff on career development opportunities, provide coaching on recruitment procedures and build the capacity of the human resources section. In 2018, the team will be further reinforced by a Professional Level 3 human resources specialist, who will lead the section, focusing on partnership approaches and the efficiency of the human resources function. Overall office governance will also be strengthened with the arrival of an international chief of operations at Professional Level 4 in early February.

The roll-out of the human resources reform has enabled UNICEF Ukraine to explore effective ways of meeting programme needs, addressing performance assessment queries and gaps and taking advantage of flexible approaches that become available in the recruitment process. The team of hiring managers was properly prepared to act professionally and efficiently during the selection process. This contributed to the efficient management of the process.

UNICEF Ukraine managed to realize approximately 70 per cent of the 2017 recruitment plan, exceeding the globally established key performance indicators.

Training activities for staff were supported as planned; joint consultative committee meetings took place regularly and all staff were duly informed and familiar with the CPMP process and proposal.

UNICEF Ukraine implemented activities related to the Global Staff Survey, addressing the following areas of work/life balance, office efficiency and career development.

**Effective use of information and communication technology**

The ICT function focused on effectively maintaining and reinforcing sustainable infrastructure and granting continuous access to corporate applications under any conditions, including emergencies. This was ensured in accordance with the latest UNICEF standards. In order to provide the needed quality, the following items were implemented:

- The Lightweight and Agile Information Technology infrastructure was extended to all UNICEF Ukraine office locations and efficient support was provided to ensure minimal downtime for the service. In total, 85 users utilized this service in their activities in 2017.
- Microsoft Office 365 telephony was implemented, with the installation of related equipment and its proper set-up and management. Following this, 77 users were migrated to Skype for Business telephony in Ukraine. Such a migration successfully unified communication between the office staff and external recipients and minimized office expenses for telephony communications.
- Regular maintenance and connectivity checks of the key office and infrastructure applications were conducted.
- Expansion and support of BGAN terminals coverage for the field offices, maintenance of Iridium satellite terminals, UHF Motorola radio stations.
- ICT technical resources were engaged in the implementation of open-source and mobile tools with partners through holding Skype conferences, arranging remote financial assessment and utilizing social media platforms for information sharing.
- UNICEF OneDrive and SharePoint solutions were extensively used for data exchange, secure storage and unified access to information.
- The UNICEF Ukraine Team Site was actively applied to maintain proper access to information.
UNICEF Ukraine extensively used social media, particularly Facebook, Twitter, VKontakte, LinkedIn and Instagram, to support the communication function, information sharing and visibility and the human resources function through vacancy advertisement.

UNICEF Ukraine continuously participated in and contributed to the activities of the United Nations ICT Working Group.

UNICEF Ukraine pursued the practice of proper and safe equipment disposal, following LPSB decisions.

**Programme components from RAM**

**ANALYSIS BY OUTCOME AND OUTPUT RESULTS**

**OUTCOME 1 Programme support**

**Analytical statement of progress**

UNICEF Ukraine effectively strengthened its programme management and operations in the following ways:

- Maintaining effective and results-oriented governance systems through the effective functioning of office committees, mid-year budget review and optimization through important cost-saving initiatives; the promotion of participatory decision-making; and performing as effectively as possible to provide support in the context of the ongoing and deepening crisis activities;
- Management of key processes through the Virtual Integrated System of Information;
- Strengthening the quality assurance system to infiltrate all processes and ensure continuously effective functioning;
- Rolling out of the human resources reform to enable UNICEF Ukraine to explore effective ways of meeting programme needs, addressing performance assessment queries and gaps and taking advantage of flexible approaches that became available in the recruitment process and have allowed UNICEF Ukraine to apply out-of-the-box solutions to attracting and retaining a talented cadre in the framework of the new country programme.
- Ensuring further focus on cost savings;
- Reviewing security and business continuity risks and enhancing the safety and security of staff and premises at the field office level.
- Relocating the Kyiv office to one premise.
- Continuous support and leadership of the OPS manager as the OMT chairperson, resulting in the coherent work of the OMT and achievement of such key results as comprehensive review of salaries, establishment of logistical hubs in the field, improvement of common processes and joint fundraising.

**OUTPUT 1 Governance and systems**

**Analytical statement of progress**

UNICEF Ukraine’s overall governance and systems are embedded in the annually updated annual management plan. The oversight structures were reviewed at the annual management review and mid-year review, CMT meetings and programme meetings. The monitoring mechanisms were rationally distributed between the mentioned meetings, with the CMT to oversee the implementation rates and accountability structures. All established office
committees functioned effectively in 2017.

Business continuity was prioritized and smoothly maintained during UNICEF Ukraine’s office relocation into one building.

UNICEF Ukraine reviewed the risk profile (ERM) based on the audit recommendations and made respective adjustments. UNICEF Ukraine’s priorities were linked to respective risks and reflected in the annual management plan. Priorities were addressed by the assigned responsible staff and progress was reviewed by the CMT.

Though the draft audit report was only issued in the fourth quarter, UNICEF Ukraine progressed extensively in closing its 2016 audit observations, which helped strengthen the monitoring system, particularly for zonal offices, by creating a consolidated zonal office monitoring plan and reviewing field office governance.

As part of the Country Programme 2018–2022, UNICEF Ukraine will continue adjusting and solidifying its governance structure through the following steps:

- Review of the office committees;
- Re-design of the table of authority to ensure respective accountabilities are reflected on all levels, a back-up system exists and the risk mitigation system is embedded;
- Review of the business continuity process;
- Strengthening the quality assurance system to infiltrate all the processes and ensure continuously effective functioning.

In terms of inter-agency collaboration, UNICEF Ukraine continued chairing the OMT in 2017. Key focus was placed on and successful results were achieved in the field of common premises maintenance, Minimum Operational Security Standards compliance, capacity building of vendors and the human resources market. Progressive work is ongoing with regard to business operations strategy development and the further harmonization of United Nations operations.

Challenges remain in regard to obtaining accreditation for NGCAs, which requires alternative approaches, as well as in obtaining a value added tax refund from the Government. The latter has been escalated to the Headquarters of the United Nations level and steps were taken to address the Government of Ukraine for finding a time-bound solution.

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

**Analytical statement of progress**

In 2017, following the 2016 audit recommendations and based on lessons learned in the operating process, UNICEF Ukraine successfully improved the effective stewardship of financial resources by implementing following measures:

- establishment of the HACT monitoring group, which helped ensure regular oversight of activities related to implementing partners;
- conducting the HACT training for UNICEF staff and implementing partners, with the support of the regional implementing partners management specialist, which ensured proper regional oversight and high-level expertise;
- the refinement of the HACT assurance system by assigning responsible staff, establishing and regularly monitoring planned assurance activities, thus enabling the streamlining of the monitoring and accountability process;
tailored capacity-building meetings with partners, which resulted in higher quality implementation and document submissions;

- the transfer to the eZHACT system, which enabled the streamlining of the implementing partners management process and contributed to its integration with other processes;
- thorough mitigation of financial risks, especially related to the volatility of the banking system and currency depreciation.

Serious delays in value added tax reimbursements still pose a risk given the lack of clarity regarding the value added tax refund. UNICEF Ukraine made all possible efforts, jointly with other United Nations agencies, to tackle the issue. These included official communications addressed to the Ministry of Foreign Affairs and the State Fiscal Service through Notes Verbale as well as official meetings on all levels; attracting donors to raise the issue with the Government; contracting a local law firm for advice; escalating the issue to the United Nations Office of Legal Affairs, which, in turn, addressed the Permanent Mission in Ukraine. The issue is still pending.

In 2017, UNICEF Ukraine managed to locate the entire Kyiv office in one location, with minimal disruption to business continuity during the relocation process and harmonization of the staff presence by section. As a result, UNICEF Ukraine signed a new lease agreement for two years with one of the long-serving partners, NEST, whereas the other lease was not renewed. Due to the restructuring process and in line with the new country programme, UNICEF Ukraine is closing two field offices, in Kharkiv and Dnipro. As a result, the field office in Kramatorsk will be strengthened to function as a hub for the remaining field offices in Mariupol, Donetsk and Luhansk. In the field, UNICEF Ukraine will remain located in the United Nations common premises administered by UNDP.

UNICEF Ukraine continuously investigated cost savings in all possible areas. The main efficiency gains were achieved through common services, common premises, virtual no-cost modalities for training and meetings, application of LTAs and joint convoys with other United Nations agencies.

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

**Analytical statement of progress**
In 2017, following the audit recommendations and in order to meet the needs of the new country programme, UNICEF Ukraine revised its staffing structure. The framework was changed to reflect the traditional sectoral approach and keep the focus on the key results outlined in the CPD.

With the support and oversight of ECARO and relevant expertise, a new CPMP was developed and approved through the programme budget review in October.

In order to implement the change management transition plan, UNICEF Ukraine has hired a senior human resources manager at Professional Level 4 to concentrate on the sequenced implementation of recruitment, advising staff on development and conducting career conversations while building the capacity of the human resources section. In 2018, the team will be further reinforced by a Professional Level 3 human resources specialist who will sustainably lead the section, focusing on partnership approaches and on the efficiency of the human resources function. Overall governance will also be strengthened through the reinforcement of
the management team, as a Professional Level 4 chief of operations will join UNICEF Ukraine in early February.

The roll-out of the human resources reform has enabled UNICEF Ukraine to explore effective ways of meeting programme needs, addressing performance assessment queries and gaps and taking advantage of flexible approaches that become available in the recruitment process and allow UNICEF Ukraine to apply out-of-the box solutions to attracting and retaining a talented cadre. All hiring managers were properly prepared to act professionally and efficiently during the selection process. This has contributed to quickly and qualitatively selecting the most suitable candidates for critical positions.

As of the end of 2017, UNICEF Ukraine had managed to implement about 70 per cent of the recruitment plan, which enabled filling all priority posts, including field posts, exceeding the globally established key performance indicators.

UNICEF developed, jointly with local staff association, a workplan to implement activities related to the Global Staff Survey conducted in 2016 to improve career development and work-life balance, as well as office efficiency.

OUTCOME 2 Country programmes are efficiently designed, coordinated, managed and supported to meet quality programming standards in achieving results for children.

Analytical statement of progress
The year 2017 represented the final year of the UNICEF Ukraine country programme. Throughout the year, UNICEF Ukraine was busy with planning processes (situation analysis update and preparation of programme strategy notes, drafting of the new CPD and CPMP) for the development of the new CPD as well as the new UNDAF. As part of these processes, several programme meetings, including for operations, were organized, together with a results-based management (RBM) workshop, during which the results matrix was reviewed and refined.

In order to ensure coordination across sectors for integrated programming, some of the internal and external (with partners) cross-sectoral interventions were convened and facilitated by the deputy representative. Programme meetings were used not only to monitor ongoing implementation for results and key performance indicators, but also to discuss core thematic issues such as children with disabilities, childcare reform, integration of humanitarian and development work and field coordination, as well as findings, challenges and opportunities in sectors and cross-sectors. Gender mainstreaming continued, with better integration of gender analysis and gender-responsive programming in results for children. Emergency responses were coordinated effectively and UNICEF Ukraine took part in the pilot of the new EPP platform. All donor reports were submitted on time, one fundraising strategy was developed with the support of a private fundraising and partnerships division stretch assignment and at least 10 new concept notes were developed for fundraising. Some of these are still being negotiated with partners. The deputy representative also supported the development of policy briefs for high-level management meetings with Ukrainian officials.

UNICEF Ukraine also played a leading role in driving change for children in Ukraine by scaling up its effective communication on child rights issues through international and local media outlets, global and local social media platforms and by developing partnerships with key stakeholders in the Government, the private sector, the donor community and civil society.
Media statements on the humanitarian needs in eastern Ukraine and UNICEF emergency response in the country were distributed to national and international press and posted to UNICEF global, national and regional websites, blogs and social media accounts. UNICEF press statements about the situation of the conflict-affected children along the contact line were picked up by such international media outlets as The Guardian, Xinhua, VOA News, USA Today, Radio Free Europe, The Washington Post, ABC News and Reuters. Furthermore, a new emergency communication and public advocacy strategy was developed in May 2017 to address growing humanitarian needs, the protracted nature of the crisis and the WASH component of UNICEF work.

While prioritizing emergency-related communication, UNICEF Ukraine scaled up its public advocacy and outreach by establishing new partnerships and strengthening existing cooperation with key government players, civic society, the private sector and opinion leaders.

UNICEF Ukraine, with partners, initiated several communication campaigns and local activations of global communication initiatives targeting more than 71 million people. Thus, the ‘Let’s get together’ campaign that sought to promote social inclusion and raise awareness about available support provided by the humanitarian community to internally displaced persons reached over 82 per cent of adults in Ukraine via social advertising on six national television channels, a website and several public events. In addition, the #EarlyMomentsMatter activation on Father’s Day reached 5 million people through traditional and social media channels, while UNICEF’s 70th anniversary publicity reached over 600,000 people with digital activation, and the World’s Largest Lesson engaged over 600 schools around Ukraine.

In addition to traditional media, UNICEF Ukraine further increased its social media presence. By December 2017, the number of followers on UNICEF Ukraine Facebook, Twitter and Instagram accounts exceeded 90,000 people, while social media activities on VKontakte were terminated due to the government ban of Russian-linked social media websites.

OUTPUT 1 Advocacy / communication

Analytical statement of progress
The year 2017 represented the final year of the UNICEF Ukraine country programme. Throughout the year, UNICEF Ukraine was busy with planning processes (situation analysis update and preparation of programme strategy notes, drafting of the new CPD and CPMP) for the development of the new CPD as well as the new UNDAF. As part of these processes, several programme meetings, including operations, were organized, together with an RBM workshop during which the results matrix was reviewed and refined.

In order to ensure coordination across sectors for integrated programming, some of the internal and external (with partners) cross-sectoral interventions were convened and facilitated by the deputy representative. Programme meetings were used not only to monitor ongoing implementation for results and key performance indicators, but also to discuss core thematic issues such as children with disabilities, childcare reform, integration of humanitarian and development work and field coordination, as well as findings, challenges and opportunities in sectors and cross-sectors. Gender mainstreaming continued, with better integration of gender analysis and gender-responsive programming in results for children. Emergency responses were coordinated effectively and UNICEF Ukraine took part in the pilot of the new EPP platform. All donor reports were submitted on time, one fundraising strategy was developed with the
support of a private fundraising and partnerships division stretch assignment and at least 10 new concept notes were developed for fundraising. Some of these are still being negotiated with partners. The deputy representative also supported the development of policy briefs for high-level management meetings with Ukrainian officials.

**OUTPUT 2** UNICEF staff and partners are provided with tools, guidance and resources for effective communication on child rights issues with stakeholders. UNICEF is Ukraine's most visible and credible voice to drive change for children.

**Analytical statement of progress**
Articulating the immediate and longer-term impact of the conflict on children remained challenging in world media in 2017, as the situation in Ukraine only reached the international headlines and attracted public attention in case of major escalations of violence and significant political developments. However, UNICEF Ukraine successfully continued the promotion of children’s rights in the country in line with UNICEF’s global communication strategy as well as priorities defined by the country programme.

UNICEF Ukraine’s communication activities resulted in extensive local media coverage, focusing on emergency response provided in the east, local initiatives implemented by UNICEF Ukraine and new partnerships established for the benefit of children in Ukraine. Crisis communication and managing reputational risk continued on such sensitive issues as humanitarian access to NGCAs, as well as immunization, vaccine procurement and HIV treatment by UNICEF Ukraine.

Media statements on the humanitarian needs in eastern Ukraine and UNICEF emergency response in the country were distributed to national and international press and posted to UNICEF global, national and regional websites, blogs and social media accounts. UNICEF press statements about the situation of the conflict-affected children along the contact line were picked up by such international media outlets as *The Guardian*, Xinhua, VOA News, *USA Today*, Radio Free Europe, *The Washington Post*, ABC News and Reuters. Furthermore, a new emergency communication and public advocacy strategy was developed in May 2017 to address growing humanitarian needs, the protracted nature of the crisis and the WASH component of UNICEF work.

While prioritizing emergency-related communication, UNICEF Ukraine scaled up its public advocacy and outreach by establishing new partnerships and strengthening existing cooperation with key government players, civic society, the private sector and opinion leaders.

UNICEF Ukraine, with partners, initiated several communication campaigns and local activations of global communication initiatives targeting more than 71 million people. Thus, the ‘Let’s get together’ campaign that sought to promote social inclusion and raise awareness about available support provided by the humanitarian community to internally displaced persons reached over 82 per cent of adults in Ukraine via social advertising on six national television channels, a website and several public events. In addition, the #EarlyMomentsMatter activation on Father’s Day reached 5 million people through traditional and social media channels, while UNICEF’s 70th anniversary publicity reached over 600,000 people with digital activation, and the World’s Largest Lesson engaged over 600 schools around Ukraine.

In addition to traditional media, UNICEF Ukraine further increased its social media presence. By December 2017, the number of followers on UNICEF Ukraine Facebook, Twitter and Instagram
accounts exceeded 90,000 people, while social media activities on VKontakte were terminated due to the government ban of Russian-linked social media websites.

OUTPUT 3 Publications, promos and info materials

Analytical statement of progress
In preparation for the new CPD and CPMP 2018–2022, UNICEF Ukraine undertook a review of the situation of women and children in Ukraine, including supporting the collection of updated sector-specific indicators. As a result, UNICEF Ukraine facilitated two national consultations on the United Nations Inter-agency Group for Child Mortality Estimation and WHO-UNICEF low birth weight estimation updates. The national Multiple Overlapping Deprivation Analysis was conducted and the results were presented to national counterparts for their review.

In conflict-affected areas within 15 kilometres of the line of contact, UNICEF Ukraine conducted an assessment on the situation of children and women that allowed a more focused programmatic response, but also contributed to the revision of the UNICEF Humanitarian Action for Children appeal for Ukraine and inter-agency emergency response documents.

While the Statistics Office published various socio-economic data, considerable data gaps on the progress towards the SDGs related to children exist. Disaggregation is not routinely practiced. The last national census dates to 2001 and the last Multiple Indicator Cluster Survey to 2012. To fill data gaps on child rights monitoring and to provide reliable information on the progress towards the SDGs, a government delegation from the Statistics Office attended the Multiple Indicator Cluster Survey 6 Survey Design workshop, with initial plans to roll it out in 2019 in Ukraine. Initial communication with potential donors for fundraising is underway.

UNICEF Ukraine also supported the participation of delegates from the Statistics Office Division of Humanitarian Services to the Transformative Monitoring for Enhanced Equity meeting about data on refugee and migrant children and children from ethnic minorities. UNICEF Ukraine reviewed the country analytical report to strengthen the data disaggregation of the national administrative data system related to children.

Internally, UNICEF Ukraine organized a hands-on three-and-a-half-day RBM training for 30 programme staff from the country and zonal offices on results-based programming. Group time was also dedicated to refining the draft results framework of the new CPD. UNICEF Ukraine also actively contributed to the development of the new United Nations Partnership Framework as part of the United Nations monitoring and evaluation working group, and led, with UNFPA as co-chair, the finalization of pillar 2 outputs and indicators with all other participating United Nations agencies, while contributing to the other pillars.

Regarding research, studies and evaluation planning needs, the first half of the year was spent reviewing the planned research, study and evaluation activities from 2014–2016 and cleaning up all inactive activities. The long-standing absence of dedicated monitoring and evaluation staff in 2017 weakened the research, study and evaluation activities, despite the support of two short-term stretch assignments. The dedicated child rights monitoring staff member, who is currently being recruited, will be indispensable for enhanced data collection.

OUTPUT 4 Publications, promos and infomaterials
Analytical statement of progress
During 2017, a number of publications and information materials were produced to reinforce and support programme interventions.

To support collaboration with the Ministry of Education and Science on the reform process and safe school introduction, a set of education materials on life-skills education was produced and distributed to over 1,500 educators.

In the framework of the anti-bullying campaign, 300,000 posters and the same number of stickers with key messages on prevention of bullying were disseminated among children in 300 schools in five regions.

Some additional 170,000 comic books and 120,000 sets of stickers with ‘Superteam against mines’ were distributed in Donetsk and Luhansk regions to support the edutainment component of the mine-risk education programme.

Some 50,000 ‘Tiny Stories’ books were disseminated among children and their families in conflict-affected regions to promote social inclusion and empower children.

All children’s health facilities received posters on vaccination against measles and, in addition, the same posters were distributed in kindergartens. A total of 500,000 posters were produced and delivered to MOH in response to the measles outbreak.

OUTCOME 3 By the end of 2017, there is a government-endorsed roadmap for the overall changes required to reform health and social protection systems necessary to realize the rights of the most vulnerable children, adolescents, women and families.

Analytical statement of progress
The year 2017 represented the final year of the UNICEF Ukraine Country Programme. Throughout the year, UNICEF Ukraine was busy with planning processes (situation analysis update and preparation of programme strategy notes, drafting of the new CPD and CPMP) for the development of the new CPD as well as the new UNDAF. As part of these processes, several programme meetings, including operations, were organized, together with an RBM workshop during which the results matrix was reviewed and refined.

In order to ensure coordination across sectors for integrated programming, some of the internal and external (with partners) cross-sectoral interventions were convened and facilitated by the deputy representative. Programme meetings were used not only to monitor ongoing implementation for results and key performance indicators, but also to discuss core thematic issues such as children with disabilities, childcare reform, integration of humanitarian and development work and field coordination, as well as findings, challenges and opportunities in sectors and cross-sectors. Gender mainstreaming continued, with better integration of gender analysis and gender-responsive programming in results for children. Emergency responses were coordinated effectively and UNICEF Ukraine took part in the pilot of the new EPP platform. All donor reports were submitted on time, one fundraising strategy was developed with the support of a private fundraising and partnerships division stretch assignment and at least 10 new concept notes were developed for fundraising. Some of these are still being negotiated with partners. The deputy representative also supported the development of policy briefs for high-level management meetings with Ukrainian officials.
UNICEF Ukraine also played a leading role in driving change for children in Ukraine by scaling up its effective communication on child rights issues through international and local media outlets, global and local social media platforms and developing partnerships with key stakeholders in the government, business, the donor community and civic society.

Media statements on the humanitarian needs in eastern Ukraine and UNICEF emergency response in the country were distributed to national and international press and posted to UNICEF global, national and regional websites, blogs and social media accounts. UNICEF press statements about the situation of the conflict-affected children along the contact line were picked up by such international media outlets as The Guardian, Xinhua, VOA News, USA Today, Radio Free Europe, The Washington Post, ABC News and Reuters. Furthermore, a new emergency communication and public advocacy strategy was developed in May 2017 to address growing humanitarian needs, the protracted nature of the crisis and the WASH component of UNICEF work.

While prioritizing emergency-related communication, UNICEF Ukraine scaled up its public advocacy and outreach by establishing new partnerships and strengthening existing cooperation with key government players, civic society, the private sector and opinion leaders.

UNICEF Ukraine, with partners, initiated several communication campaigns and local activations of global communication initiatives, targeting more than 71 million people. Thus, the ‘Let’s get together’ campaign that sought to promote social inclusion and raise awareness about available support provided by the humanitarian community to internally displaced persons reached over 82 per cent of adults in Ukraine via social advertising on six national television channels, a website and several public events. In addition, the #EarlyMomentsMatter activation on Father’s Day reached 5 million people through traditional and social media channels, while UNICEF’s 70th anniversary publicity reached over 600,000 people with digital activation, and the World’s Largest Lesson engaged over 600 schools around Ukraine.

In addition to traditional media, UNICEF Ukraine further increased its social media presence. By December 2017, the number of followers on UNICEF Ukraine Facebook, Twitter and Instagram accounts exceeded 90,000 people, while social media activities on VKontakte were terminated due to the government ban of Russian-linked social media websites.

**OUTPUT 1** Enhanced costing of models (including opportunity costs) established.

**Analytical statement of progress**
The rapid sectoral decentralization created significant risk for the realization of child rights, as social and child protection service functions have been decentralized without clear expenditure assignment. In 2017 UNICEF Ukraine was instrumental in transforming the social protection system and adapting it to the objectives of decentralization. In close cooperation with the Ministry of Social Policy, UNICEF Ukraine initiated the nationwide roll-out of the reform of integrated social protection. In so doing, UNICEF Ukraine focused on a set of critical bottlenecks jointly defined with the Government and proposed multiple strategies to address these, which were officially adopted by the Government and explicitly referred to case management as a core pillar.

In order to address a critical knowledge gap of newly created consolidated municipalities in developing social and child protection services, a nationwide capacity development programme
was conducted. As a result, UNICEF Ukraine transferred knowledge on integrated social protection services to 780 professionals at both regional and local levels. UNICEF Ukraine’s strategy also included the assessment and documentation of existing good practices of social and child protection services at the decentralized level, making them available to a broader group of consolidated municipalities, totalling 650.

To complement this, targeted support to model 40 consolidated municipalities was provided, including in-depth training on case management, child-focused local social planning and results-based budgeting in partnership with the World Bank.

UNICEF Ukraine proactively advocated at various levels and in different platforms to draw the attention of the Government and development partners to the need for investment in social and child protection services. As a result, the coordination group of donors supporting decentralization decided to establish a dedicated sub-group on social protection that would enable leveraging the significant resources of major decentralization donors (the European Union and the United States Agency for International Development, among others) towards child-focused social services.

In the area of justice for children, UNICEF Ukraine, in collaboration with civil society, supported the Ministry of Justice in launching the Inter-Ministerial Coordination Council on Justice for Children, with the main objective of planning, coordinating and facilitating implementation and providing oversight of various policies and practices, which advance 1) the interests of the child and 2) public interest in the framework of crime prevention, and also support children, impacted by crime as offenders, victims and/or witnesses. Five Inter-Ministerial Coordination Council on Justice for Children working groups were launched in the third quarter of 2017, leading to the adoption of the concept of the justice for children law.

Thanks to the advocacy of partners, UNICEF Ukraine and, in particular, the presidential ombudsman, the Government adopted a 10-year national strategy on de-institutionalization. Based on the priorities identified by the de-institutionalization strategy, UNICEF Ukraine, in partnership with child protection civil society organizations, supported the Government to develop an action plan for de-institutionalization. UNICEF Ukraine also strengthened the capacity of all regional child protection and social services that would allow them to effectively utilize the additional funds allocated by the Government (US$10 million) to increase the network of alternative childcare services.

**OUTPUT 2** Children and youth enabled to participate in the decision-making process.

**Analytical statement of progress**

In 2017, Ukraine continued making progress towards creating safe spaces and enabling platforms where youth and adolescents can express their views on issues of concern and become better-informed and active citizens. To date, 36,150 youth gained social skills through participation in community-based initiatives, and 3,773 youth – though peer-to-peer trainings in the east of Ukraine, mitigating the impact of the conflict on adolescents and youth.

U-Report expanded opportunities for adolescent and youth engagement in decision-making through increased recruitment of U-Reporters, with 54,000 U-Reporters mobilized, and the results of 90 opinion polls conducted were used by the Government and other stakeholders through the steering committee mechanism. Adolescents are involved in all implementation stages by proposing poll topics, identifying initiatives for scale-up and participating as active
steering committee members. For the humanitarian response, U-Report developed a modality for WASH and education sectors’ monitoring of supplies and quality of training and launched the ‘U-Ambassadors’ peer-to-peer initiative, where young people become messengers on youth participation in the east. U-Report adopted the U-Partner technical feature and provided online counselling on safe migration, prevention of violence and sexual health in partnership with United Nations agencies and civil society organizations, including an interactive SDGs social media campaign.

At the policy level, UNICEF Ukraine provided technical support to the Ministry of Youth on the development of the state youth policy, conducting joint training and field consultations with 729 youth workers and 200 youth leaders, which resulted in the development of new regulations, guidance and a capacity-building programme on youth workers and youth centres. The new youth law was amended and submitted to the Parliament for second reading.

More than 23,600 schoolchildren enhanced reconciliation skills through Sports for Development activities in conflict-affected regions. The Sports for Development training programme covered 800 physical education teachers who use the knowledge to work with adolescents in their schools. A set of Sports for Development teaching materials for school curricula was produced and received endorsement from the Ministry of Education and Science.

The leadership programme for 200 HIV-positive adolescents increased their participation in decision-making and work on the peer-to-peer level in their communities. Adolescents participated in the country development application to the Global, HIV Global Prevention Coalition Roadmap and AIDS plans in five cities, including the launch of the mayor’s initiative in Kyiv. UNICEF Ukraine continued to play a convening role on most-at-risk adolescents and vulnerable adolescents, fostering collaboration and coordination among the key partners, and completed a collection of strategic information on most-at-risk adolescents, street children and HIV to inform the development of the national HIV/AIDS response plan.

As part of the United Nations Social Cohesion and Reconciliation Index for Eastern Ukraine, UNICEF Ukraine conducted a school-based survey of 3,331 adolescents aged 13–17 and a qualitative study on youth in the east aged 15–24. The results informed UNICEF planning and programming for the humanitarian and recovery-building response in the conflict-affected regions.

The ECARO research project ‘Age Matters!’ covered some 1,500 adolescents who participated in the online survey and focus groups. The results provided in-depth understanding of how age-related policies affected the ability of adolescents to realize their rights and informed UNICEF Ukraine’s programming.

**OUTPUT 3** Enhanced costing of models (including opportunity costs) established.

**Analytical statement of progress**
According to UNICEF Ukraine’s estimations, the business model of contracting services through civil society exists in large urban areas and in a select number of consolidated municipalities. The Government maintains a strong interest in enhancing the effectiveness and efficiency of service delivery through ‘social contracting’ at the local level. However, the limited presence of civil society in rural areas and the limited awareness of consolidated municipalities about the potential of ‘social contracting’ limited the roll-out of the modality in 2017.
In close coordination with the Cabinet of Ministers and local communities, UNICEF Ukraine designed a model for an integrated social support system. A review of the model included establishment of comprehensive service performance indicators and recommendations on planning and budgetary processes at the different levels of governance, including the individual level of working with the client through case management.

Within the framework of its capacity development interventions, highlighted in the output ‘enhanced and functional governance for children mechanisms established’, UNICEF Ukraine conducted a series of workshops at the regional level by virtue of which social contracting methodologies were presented to 780 representatives of subnational authorities. In doing so, UNICEF Ukraine presented the experience of social contracting at the level of both cities and consolidated municipalities.

**OUTPUT 4 Enhanced costing of models (including opportunity costs) established.**

**Analytical statement of progress**

Within the ongoing decentralization reform, the Government focused on elaborating costing models and, in so doing, engaged with UNICEF Ukraine. Through its early intervention programme, UNICEF Ukraine reviewed existing public finance management structures in order to formulate a mechanism for state budget subventions for early intervention services. The mechanism includes description of the basic principles of early intervention services, the structure of service providers and stakeholders' responsibilities at national and subnational levels as well as the basic cash-flow scheme. The mechanism was presented to MOH and was validated with the Ministry of Finance. The subvention for early intervention services will be applied after a joint order of the ministries of finance and health is reviewed by the respective inter-ministerial group.

In order to increase the efficiency of social protection service provision at the level of decentralized governments, UNICEF Ukraine, in several model municipalities, assessed the situation of the use of municipal property. Based on the findings, the methodological recommendations on using municipal property for the establishment of social protection services at the local level were developed and approved by the Ministry of Social Policy (Order No. 1030). These methodological recommendations were disseminated to all consolidated municipalities.

Additionally, in a number of conflict-affected municipalities in eastern Ukraine, UNICEF Ukraine experts supported municipalities in identifying fiscal space for social and child protection services via the optimization of municipal administrative costs. As a result, in several municipalities, social services and social workers were established from savings in non-staff administrative costs and reallocation to social services.

Thanks to UNICEF Ukraine’s support, the city of Odessa was first in integrating administrative and social services with a particular focus on case management functions. This was considered the best model by the Government and is recommended to other municipalities.

Following the request of the Ministry of Youth and Sport, UNICEF Ukraine provided technical support to the ministry in assessing the quality of its state budget programmes. The results of the assessment were discussed with the ministry and the decision was made to take one critical budget programme (youth involvement) and reformulate it according the programme budgeting requirements. UNICEF Ukraine experts supported the staff of the ministry through on-the-job
training. As a result, the quality of the state budget programme on youth involvement was improved, particularly in the areas of objectives and performance indicators. The revised programme was approved in the 2018 budget process.

OUTCOME 4 By the end of 2017, there is a substantial progress towards improving the quality, availability and effectiveness of health and specialized social and juvenile justice sectors services for children, women and families most affected by inequities at the decentralized level.

Analytical statement of progress
The year 2017 represented the final year of the UNICEF Ukraine country programme. Throughout the year, UNICEF Ukraine was busy with planning processes (situation analysis update and preparation of programme strategy notes, drafting of the new CPD and CPMP) for the development of the new CPD as well as the new UNDAF. As part of these processes, several programme meetings, including operations, were organized, together with an RBM workshop during which the results matrix was reviewed and refined.

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**OUTPUT 1** Integrated community-based services established.

**Analytical statement of progress**
Within the ongoing decentralization reform, the Government focused on elaborating costing models and, in so doing, engaged with UNICEF Ukraine. Through its early intervention programme, UNICEF Ukraine reviewed existing public finance management structures in order to formulate a mechanism for state budget subventions for early intervention services. The mechanism includes description of the basic principles of early intervention services, the structure of service providers and stakeholders’ responsibilities at national and subnational levels as well as the basic cash-flow scheme. The mechanism was presented to MOH and was validated with the Ministry of Finance. The subvention for early intervention services will be applied after a joint order of the ministries of finance and health is reviewed by the respective inter-ministerial group.

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Additionally, in a number of conflict-affected municipalities in eastern Ukraine, UNICEF Ukraine experts supported municipalities in identifying fiscal space for social and child protection services via the optimization of municipal administrative costs. As a result, in several municipalities, social services and social workers were established from savings in non-staff administrative costs and reallocation to social services.

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OUTPUT 2 Critical attitudes, practices and behaviours related to child health, protection and development are understood and effectively addressed.

Analytical statement of progress
While Ukraine continues to face challenges in addressing social norms on health-related issues and social inclusion and behaviours related to safe practices and immunization, UNICEF Ukraine facilitated discussions with line ministries on government engagement in communication for development, while implementing behaviour change activities on maternal and child health, immunization, HIV prevention, life skills and safe behaviours with unexploded objects.

On child health issues, UNICEF Ukraine focused on capacity-development for effective counselling, including education guidelines for health workers. As a result, over 1,300 health workers, educators and medical students improved their knowledge on immunization, including effective counselling skills. UNICEF Ukraine provided, though the organization of four national workshops, a platform for dialogue and discussion on health reform, including immunization and primary healthcare services, among MOH and about 400 regional authorities from all oblasts. In response to the measles outbreak, UNICEF Ukraine facilitated communication reaching over 3 million parents with key messages, while 2017 positive attitude trends towards vaccination gradually increased, with 80 per cent of parents with children aged 0–1 and 76 per cent of parents with children aged 0–3 (versus an average of 72 per cent in 2016 and 46 per cent in 2014).

On maternal health, the awareness campaign on healthy pregnancy reached 6.5 million adults, resulting in an 18 per cent increase in knowledge of dangerous symptoms during pregnancy (Research on KAPB [knowledge, attitudes, practices, and behaviours], 2017). On HIV testing, UNICEF Ukraine engaged with top national celebrity Monatik to promote testing services. The first wave of media outreach with key messages on HIV testing reached over 500,000 people.

As part of the support to the education sector, UNICEF Ukraine supported the roll-out of the education reform ‘New Ukrainian School’ with the development and launch of two online life-skills education courses for teachers of primary and secondary schools. Over 75,000 school-aged children benefited from life-skills education, and 7,122 teachers and parents improved their knowledge and skills on early learning and life-skills education programmes, including for those living in conflict-affected areas. Through the strengthened capacity of kindergarten teachers and parents in proper early development practices, 54,000 preschool children benefited from quality early learning.

UNICEF Ukraine also supported MOE with the organization of an anti-bullying campaign. A digital platform, motivational videos, informational materials and events reached 30 per cent of
all children aged 11–17, increasing knowledge of bullying and its consequences. The campaign increased public discussion of bullying and generated community-level movements.

Mine-risk education interventions continued, reaching 1.8 million children with educational videos, resulting in knowledge and intended practice of safe behaviour when observing mines increased by 12 per cent among children in affected areas. Over 38,000 children saw hygiene edutainment video content at the Children Kinofest movie festival nationally, including in eastern Ukraine. In addition, over 230,000 children were reached with a hygiene promotion video through media in Mariupol.

The multi-media campaign promoting social inclusion that reached 82 per cent of adults in Ukraine contributed to the following results: internally displaced persons became better informed about available community centres and access to education kits. About 44 per cent of internally displaced persons believe that the attitude of host communities towards them is very good and the estimated level of acceptance in the community among internally displaced persons increased by 25 per cent.

**OUTPUT 3 Access to essential commodities**

**Analytical statement of progress**

The conflict in eastern Ukraine continues to affect the lives of 3.8 million people, in particular those living along the contact line. While the Government is leading the response, UNICEF Ukraine continues to provide life-saving support to the most affected children and their families, strengthening the link between humanitarian and longer-term programming.

In the WASH sector, UNICEF Ukraine continued to support water utility companies (VodaDonbassa and PopasnaVodokanal) with pipes, pumps, equipment, machinery, rehabilitation of water facilities, provision of 379 tons of liquefied chlorine gas and 64 tons of sodium hypochlorite, benefiting approximately 1,152,000 people on both sides of the contact line in Donetsk and Luhansk oblasts. The rehabilitation of the centralized sewage systems benefited 67,738 persons in Donetsk oblast. UNICEF Ukraine procured 31,794-(6l) bottles of water and organized water trucking at checkpoints, reaching approximately 180,000 people with safe drinking water along the contact line on the GCA side. Electronic hygiene vouchers and hygiene supply benefited 160,000 beneficiaries, including 30,000 children (in both GCAs and NGCAs).

Over 138,000 boys and girls benefited from the rehabilitation of 87 of the most vulnerable schools and kindergartens and the provision of educational materials within 5 kilometres of both sides of the contact line. In addition, 3,800 parents and teachers participated in a capacity-building programme that included lifeskills and education in emergencies trainings, increasing the population’s resilience along the contact line. Thirty-one conflict-affected schools were rehabilitated with improved sanitation, with approximately 6,200 boys and girls reached with WASH-in-schools programmes. The safe schools concept was implemented in coordination with the Ministry of Education and Science and provided immediate educational benefits to boys and girls, as well as long-term, countrywide reforms to the education system.

As part of winterization support, over 31,500 people, including 9,500 children, benefited from interventions in education and health facilities along the contact line where boilers, generators and heating systems were installed.

In conflict-affected GCAs, around 600 healthcare professionals received immunization training,
while nearly 500 women who were pregnant or lactating received educational sessions on breastfeeding. In partnership with the ministries of health and social policy, UNICEF established 11 parenting rooms in health facilities of Donetsk and Luhansk oblasts, benefiting up to 10,000 children and their parents. The parenting rooms provide improved access to basic hygiene practices, privacy for breastfeeding and informational materials on hygiene, while over 650 women who were pregnant received medicines through voucher systems in areas along the contact line. UNICEF also remains the main provider of life-saving ART covering more than 11,000 people for continued ART in NGCAs.

In 2017, the education cluster delivered capacity strengthening for education officials in conflict-sensitive education, building the long-term resilience of some 60 key partners and government officials. UNICEF Ukraine and the WASH cluster conducted a water risk assessment and continued dialogue and advocacy with key stakeholders from both sides of the contact line to stop shelling the key water sources and ensure continued water supply to conflict-affected communities. The WASH cluster also promoted constructive solutions to water supply issues in Donetsk and Luhansk oblasts.

### Document centre

#### Evaluations and research

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#### Other publications

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#### Programme documents

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