Executive Summary

There are signs that the global economic situation has started impacting the Vietnamese economy and it is facing challenges, despite the overall success of macroeconomic stabilization. Poverty has become more entrenched, particularly amongst ethnic minorities, domestic migrants, and landless farmers. Policy priorities will need measures beyond macroeconomic stabilization, such as social protection policies.

In 2012, UNICEF achieved results in the key areas of policy advocacy. The benefits from south–south cooperation leveraged the experience of South Africa for the implementation of social protection. A high-level study tour to South Africa, together with extensive technical support from UNICEF and the World Bank, led to the development of a road map for comprehensive social protection reform. The reform is expected to translate into an effective child-sensitive social protection model. UNICEF advocated with its national partners to professionalize social work, as a key requirement for ensuring quality community-based social services for children.

UNICEF took the lead in establishing a coalition of government, multilateral, and nongovernment partners in Vietnam to advocate to expand paid maternity leave from four to six months and to implement a total ban on marketing breast milk substitutes for children up to two years old. On June 18, 2012, the National Assembly voted in favour of both efforts. This was considered a successful collaborative effort between government and nongovernment partners. The achievement was recognized by child rights advocates, including the UN Special Rapporteur on the Right to Food. It was also shared at the International Breastfeeding Conference held in India as a case study in effective policy advocacy.

In the context of the UN ‘Delivering as One’ approach, 2012 marked the beginning of a UNICEF Country Programme which was designed to ensure UNICEF remains a relevant partner to middle-income Viet Nam. The overall direction for 2012-2016 will be to take on the ambitious roles of knowledge leader on children’s issues; advocate for child rights; provider of capacity development; and convener of duty bearers and right holders in the child development and protection areas. The office-wide Ethnic Minority Strategy provided an effective platform in 2012 for equity focused planning and policy advocacy. The strategy will continue to form an important basis for UNICEF engagement at both the national and subnational levels to ensure that the voices of the most vulnerable and disadvantaged are heard, and issues related to inequality are addressed.

For the 2012-2016 programme cycle, a total of 16 Detailed Project Outlines at the central level and 8 Detailed Project Outlines at the provincial level were developed by the Government of Viet Nam. These represent a critical foundation for UNICEF’s Multiyear Work Plans. Despite delays in the approval process, UNICEF managed to undertake critical activities across programmes throughout 2012. It is important to highlight this externality and its impact on the 2012 annual reporting for both the programme component results and intermediate results. It should also be noted that these delays are a concern and the impact will be felt even as implementation is accelerated in 2013 and beyond.

Country Situation as Affecting Children & Women

The economic situation witnessed many positive developments following the stabilization and inflation containment policies enacted in October 2011 by the Communist Party in Resolution 11 as a solution to inflation control, macroeconomic stabilization, and social security enhancement.

However, despite the overall stabilization of the macroeconomic situation, the economy is still facing a series of challenges and some worrying trends have been observed. For example, gross domestic product (GDP) growth declined and is expected to reach 5.2% in 2012 (lower than planned); the declining inflation, which stabilized at 7%, brought concerns of further exacerbating the downfall of an already weak economy (IMF Governor Statement, October 9, 2012); and the sudden change from a trade deficit to a trade surplus has questioned the ability of the economy to absorb inputs and develop further. Slow progress in restructuring the banking sector, state owned enterprises, and public investment are partly to blame for the above effects.

Risks and vulnerabilities still remain. The expansion of the domestic economy has caused an increase in the
In the context of rising poverty and inequalities, key policy priorities for Viet Nam include macroeconomic stabilization, creation of sustainable jobs, and labor market development, as well as an increased focus on social protection policies. In that sense, 2012 was critical for moving further in achieving a national consensus on the need to strengthen and consolidate the national social protection systems. In particular, the new Party Resolution (No.15) on social policies for the period of 2012–2020 offered an opportunity to work further to consolidate the social protection and assistance system, as well as improve the efficiency and effectiveness of spending, especially at the provincial level.

Currently, Viet Nam’s social protection expenditure is low compared to countries of similar GDP per capita, less than 4% of GDP according to the Ministry of Finance (MOF). The social assistance system suffers from overlaps and fragmentation while informal workers remain unprotected from shocks both in working-age and in old-age, except for those over 80 years old. However, reforms would require allocating additional resources to the social protection system, and more importantly, renewed political commitment to accelerate the required reforms and their implementation. A modern social protection system would make the country more resilient in face of economic and climate-related shocks, guaranteeing at least a social protection floor to all Vietnamese, especially the most vulnerable.

Finally, Resolution 80 on Direction For Sustainable Poverty Reduction from 2011-2020 confirmed the government’s recognition to better coordinate and institutionalize multidimensional approaches to measure and address poverty and vulnerability.

**Country Programme Analytical Overview**

The UN One Plan was signed in early 2012 between the UN Country Team and the Government of Vietnam for the period of 2012-2016. The One Plan fulfils the functions of both the United Nations Development Action Framework (UNDAF) as well as the UNICEF Country Programme Action Plan (CPAP). A Common Country Programme Document (CCPD) was developed by UNDP, UNFPA, and UNICEF – in lieu of agency specific Country Programme Documents (CPDs). The CCPD was approved by the UNICEF Executive Board in February 2012.
2012. These developments represented major achievements in terms of ‘Delivering as One’ in Viet Nam. A Consolidated Programme Plan of Action (CPPA) was formulated to address information gaps in joint programming documents with the aim to provide a comprehensive programming and accountability framework for UNICEF. The CPPA represents an important baseline for management purposes in the five year programme cycle.

The CPPA also provided a basis upon which the Government of Vietnam developed the required Detailed Project Outlines (DPOs) which are the cornerstones of management and utilization of Official Development Assistance (ODA) regulated by relevant government Decrees. For the 2012-2016 programme cycle, a total of 16 DPOs at the central level and 8 DPOs at the provincial level were developed by the government. The DPOs represents a critical foundation on which UNICEF Multiyear Work Plans (MYWPs) are finalized and approved in collaboration with key government partners at the national and subnational levels.

Despite delays in the approval process, UNICEF managed to undertake critical activities across programmes throughout 2012. It is important to highlight this externality and its impact on the 2012 annual reporting for both programme component results and intermediate results. It should also be noted that these delays are a concern and the impact will be felt even as implementation is accelerated in 2013 and beyond.

As a lower middle-income country, Viet Nam requires best-practice, high-quality policy advice on how to respond to the challenges associated with its middle-income status, including widening inequalities and disparities, and persistent poverty in specific regions and population groups. Despite the difficult circumstances around the approval of DPOs, it is clear that UNICEF is well placed to provide policy advice and access to international best practices, and help the government bridge the gap between policy and implementation.

In addition, it is clear from the experience of 2012, that the office-wide Ethnic Minority Strategy provided an effective platform for equity focused policy advocacy. The strategy will continue to be a critical instrument to ensure that the voices of the most vulnerable and disadvantaged are heard, and issues related to inequality are addressed.

**Effective Advocacy**

*Fully met benchmarks*

UNICEF, Alive & Thrive, and local partners made a concerted effort to extend maternity leave to six months and align national legislation with the International Code on Marketing of Breast Milk Substitutes. Both policies were important to provide caregivers support to make the best feeding choices for their children. In June 2012, after several years of focused engagement, both policies were successfully passed by the National Assembly. First, on June 18, Vietnam’s National Assembly made a landmark decision to extend paid maternity leave to six months. Three days later, the National Assembly voted to expand its ban on advertising breast milk substitutes for children less than 24 months old, including feeding bottles and teats, as well as other complementary foods for infants less than 6 months old. Both laws passed with more than 90% of the vote.

Research to inform advocacy strategies and tactics included formative research on infant and young child feeding (IYCF) barriers, practices, and facilitators; a detailed landscape analysis of existing IYCF policies; and opinion leader research to understand attitudes and perspectives on IYCF and related policies. The research and evidence to build the case for policy change fell into four categories: 1) international standards and current implementation status; 2) scientific evidence base; 3) socioeconomic benefits; and 4) empirical experience and application (how the law has been or will be implemented). Local, tailored research was also key to developing communications.

UNICEF conducted a broad stakeholder analysis to understand who could make the case for change with high-level decision makers in the government and legislature. The research findings were distilled into key messages for these policy makers, using motivational frames. The messages reinforced Viet Nam’s recent growth and leadership status; referenced Ho Chi Minh and patriotic duty; and reinforced breastfeeding and
IYCF as a child’s right. The messages were brought together in simple, compelling materials for use during the consensus building phase.

A robust network of partnerships created pathways to reach the relevant legislative audiences. Each partner either led or shared significant responsibility for specific activities; whether conducting research and establishing the evidence base, performing policy and legislative analysis, creating compelling communications materials, liaising with relevant partners or legislative agencies, or building consensus through workshops and seminars.

The unique expertise and comparative advantages within the partnership were leveraged to execute advocacy meetings with target audiences. The process included convening stakeholders, delivering the evidence base, generating consensus, and gathering key concerns to be addressed. Over a two year period, more than a dozen workshops targeting parliamentarians and other key decision makers were conducted, with more than 3,000 policy briefs distributed to target audiences.

Throughout the process, the media was engaged to tell the story of how IYCF and related policies impact health, social, and economic development outcomes. IYCF sensitization workshops were held with reporters. This led into a robust journalism fellowship and award program, which resulted in more than 60 articles and television features on IYCF. Through a partnership with the Viet Nam Women’s Union, documentary-style features and talk shows were produced featuring high profile national and international champions.

### Capacity Development

Initiating action to meet benchmarks

### Communication for Development

Initiating action to meet benchmarks

To realize the institutional shift in positioning communication for development (C4D) as one of the crosscutting strategies, progress was demonstrated by developing and implementing an office-wide C4D strategy for 2012-2016. The strategy helped in two areas by: (1) outlining behavioral and social change components under the results of the four programmes to invest in C4D, and (2) identifying research, capacity development, and partnerships in C4D to benefit all programmes. This strategic approach is a marked departure from the previous cycle where C4D was predominantly about child survival and development (CSD). Another result of institutionalizing C4D is the office-wide shift of using C4D beyond individual level behavior change to strengthening community engagement, empowerment, and dialogue across the various levels of programming (i.e., children, families, institutions, networks, policy implementers, and decision makers).

Specifically, C4D is reflected under the national and subnational MYWPs of all programmes: CSD, child protection (CP), education (EDU), and social policy and governance (SPG). Despite a slow year of CP implementation, the C4D team provided technical support to counterparts in quarterly planning and implementation. With CSD, the C4D team continued to support the Ministry of Health (MOH) on behavior change around exclusive breastfeeding and social health insurance for children less than six years old, and the Ministry of Agriculture and Rural Development (MARD) on water, sanitation, and hygiene (WASH) communication capacity assessment and action plan development. The C4D team successfully engaged with the EDU and SPG to initiate C4D for inclusive education and social protection, respectively, under the cash transfer programme. The C4D team also embarked on promoting child participation through joint work with CP and Communication on child friendly CRC, and climate change and children.

At the subnational level, the process evaluation results from the previous cycle’s integrated behavior change communication initiative will help to establish a C4D working mechanism in the eight provinces in 2012-2013. The mechanism will focus on platforms enabling two-way communication, facilitating collective change while addressing deep-rooted cultural and social practices, and linking communities to provincial and national decision makers. Research to establish C4D baselines and L3 monitoring of bottlenecks is also prioritized.
Capacity development to strengthen the C4D function moved forward, both internally with programme staff and externally across the government. As part of a range of strategic and long-term approaches, a C4D training was organized to help programme staff understand the C4D shifts and priorities. The immediate result is reflected in the current MYWPs. To strengthen the government system, two workshops were conducted for officials from the Ministry of Education and Training (MOET) and eight provincial Departments of Education and Training (DOETs). As a result, national and provincial C4D plans were developed to address equity aspects; especially stigma and discrimination facing vulnerable and marginalized children, social exclusion, and school dropout among ethnic minority children due to language and other barriers.

UNICEF support to strengthen the capacity of key government counterparts in child and social protection will be a priority in 2013-2014. As well, UNICEF will continue to engage with MOH on comprehensive behavioral and social change addressing mortality and morbidity across maternal, newborn, and child health (MNCH), nutrition, and WASH. Partnerships were explored with a university and social research agencies, and will be finalized in 2013.

**Service Delivery**

*Fully met benchmarks*

Service delivery is not a priority as UNICEF strives to remain a relevant partner to middle-income Vietnam. The overall direction for UNICEF in 2012-2016 will be to take on the ambitious roles of knowledge leader on children’s issues; advocate for child rights; provider of focused capacity development support; and convener of duty bearers and right holders in a range of child development and protection areas.

**Strategic Partnerships**

*Fully met benchmarks*

UNICEF successfully strengthened its partnership with the World Bank through joint efforts to support the Government of Vietnam to reform the social protection system, with particular attention on modernizing the social protection service delivery. The partnership supported the Ministry of Labours, Invalids and Social Affairs (MOLISA) to design a social assistance system strengthening project (SASSP) aiming at integrated and child-sensitive social transfers for poor families with children and pregnant women. The SASSP uses a modern management and delivery system that is effective in reducing poverty, especially multidimensional child poverty. It is expected that systematic data management will enhance service delivery mechanisms and ensure more effective targeting and management, modern payment systems, effective monitoring and evaluation (M&E), and a grievance redress. The social cash transfer pilot program will support parents and caregivers with key messages around health, nutrition, and education-seeking behaviors.

UNICEF worked closely with the World Bank and MOLISA in all steps of the project design through technical discussions and inputs. UNICEF and the World Bank will also strengthen MOLISA’s coordination role with other key line ministries and agencies at both the national and subnational levels. The goal is to integrate and leverage resources and efforts for improving access to social services for poor and vulnerable people, including children and pregnant women. UNICEF’s collaboration with the World Bank was strategic and significant, and has already resulted in adopting a child-sensitive social protection approach to address multidimensional child poverty in Vietnam.

In addition, UNICEF also collaborated with the World Bank to support the government in its poverty analysis. UNICEF contributed with a strong equity lens focusing on disparities and inequalities in multidimensions of child poverty and vulnerabilities. As a result, the child right perspective in poverty analysis is now integrated in the World Bank’s focus on poverty reduction and social protection.

UNICEF worked closely with various committees of the National Assembly to advocate for child rights. UNICEF developed direct partnerships with the National Assembly Committee for Culture, Education, Youth, and Children; Social Affairs Committee; Justice Committee; Law Committee; and Institute of Legislative Studies.
Achievements were made, including expanding maternity leave in the Labour Code.

Through various programmes, UNICEF supported legislative development, awareness raising, and capacity building with National Assembly members on child-related issues, as well as capacity building to improve their oversight function. This included technical assistance in the review of the Law on Domestic Violence, Law on Adoption, Law on People with Disabilities, Anti-Human Trafficking Law, Law on Health Insurance, Law on Medical Examination and Treatment, Law on Food Safety, Law on Marketing, and the Labour Code.

UNICEF also raised awareness by developing and disseminating a bi-annual newsletter for elected officials in the National Assembly focusing on children’s issues. As well, capacity building events were conducted for elected officials as follow up to the CRC periodic report submitted in 2012.

### Knowledge Management
 Mostly met benchmarks

### Human Rights Based Approach to Cooperation
 Fully met benchmarks

### Gender Equality
 Partially met benchmarks

### Environmental Sustainability
 Mostly met benchmarks

### South-South and Triangular Cooperation

UNICEF explored a number of opportunities to strengthen south–south cooperation. A high-level delegation travelled to South Africa with the objective to learn from the South African experiences in designing child-focused social protection. This opportunity provided very practical and operational experiences about the implementation of a social cash transfer program. The trip has since been a critical reference point for ongoing discussions to design a child-focused social cash transfer program in Viet Nam.

Senior government officials attended the International Conference on Social Work and Social Development in Sweden to exchange experiences with other countries. Sessions included the following topics: ‘Domestic violence and child abuse in Brazil’, ‘Qualified child protection social work in India’, and ‘Role of school social workers in South Africa’. As a result, delegation members have been able to bring important insights into the legal review on social work in Vietnam.

Government partners also had the opportunity to share their experiences in the areas of child poverty, vulnerability analysis, and ethnic minorities. UNICEF supported the Committee for Ethnic Minority (CEM) to participate in the South-South Cooperation Symposium on Child Poverty in Beijing in November 2012. Vietnam’s presentation on reaching out to ethnic minority children was highly appreciated by the symposium participants. The presentation contributed to the discussions on what policy measures are the most effective in reaching the hardest to reach children and advancing their rights with equity.

At the invitation from the Government of Myanmar, MOET attended the International Conference on Development Policy Options, with special reference to education and health. This high-level conference was attended by 600 participants, including a number of government leaders. MOET shared Vietnam’s experience in improving the quality of education for children through mother tongue-based bilingual education. The presentation was highly appreciated, as it was based on a specific experience that is generating positive results and contributing to ongoing education policy development.

A delegation from the Lao Ministry of Education and Sports visited Viet Nam to learn about various initiatives...
to improve education, especially the experience in mother tongue-based bilingual education. The delegation members were impressed with the positive outcomes of bilingual education and provided positive feedback to the Government of Viet Nam.

In support of the National Assembly and the review of the Law on Handling of Administrative Violations, a study visit was organized to expose lawmakers to innovative child justice models in South Africa, including diversion, child justice courts, and one-stop child justice centers. The Law was subsequently approved in June 2012 with a number of positive reforms to the juvenile justice system.

Finally, MOF co-hosted the East Asia and Pacific Conference on Public Finance, Social Policies, and Children in Ha Noi in September 2012, in collaboration with the UNICEF East Asia Pacific Regional Office. This event offered an opportunity to not only share Vietnam’s experience, but also establish new partnerships across countries to improve the voice of children in the public finance debate.
### Narrative Analysis by Programme Component Results and Intermediate Results

#### Vietnam – 5200

#### PC 1 - Social Policy and Governance

- **On-track**

**PCR 5200/A0/04/801:** By 2016, key national institutions formulate and monitor people-centered, green, and evidence-based socioeconomic development policies to ensure quality of growth as a middle-income country.

**Progress:**

Due to external factors uncontrolled by UNICEF, the approval process for all Detailed Project Outlines (DPOs) was significantly delayed in 2012, the first year of the new Country Programme cycle. As a result, the multiyear work plans (MYWPs) were held up, leading to postponements in implementing 2012 activities at both the national and subnational levels.

The Social Policy and Governance Programme contributed to realizing child rights through support for knowledge generation, policy and legal advice, policy monitoring, and capacity development at both the national and provincial levels (in eight focus provinces). The following areas were addressed: (1) Child-sensitive Socioeconomic Development Planning, Monitoring, and Evaluation; (2) Child-sensitive Social Protection; and (3) Parliamentary Governance for Children.

The social audit toolkit and training materials were finalized by building on the previous results from UNICEF’s support to the child-sensitive planning, monitoring, and evaluation (PM&E) reforms within the socioeconomic development plans (SEDP) at both the national and subnational levels. These materials included the following five social audit tools: Citizen Report Card (CRC), Community Score Card (CSC), Public Expenditure Tracking Survey (PETS), Gender Audits, and Child Rights-based Social Audit. The package is expected to contribute to increased government accountability and stronger community participation in the PM&E of national and provincial SEDPs.

To generate an evidence-base, UNICEF also supported the plan to integrate multidimensional child poverty into poverty reduction measurement. UNICEF collaborated with the World Bank to support the government in strengthening the child-sensitive social protection system. The support included designing a social protection system (SPS) project aiming at integrated social transfers to poor families with children using a modern delivery system.

Achievements in parliamentary governance for children included the following: (1) agreeing on key strategic priorities for 2012-2013; (2) developing effective partnerships with key stakeholders, including UN agencies and civil society organizations (CSOs), to build parliamentary capacity for monitoring child rights; (3) providing technical assistance for revising the Law on Protection, Care, and Education of Children; and (4) providing civil sector support for the national follow up on the concluding observations of the last CRC report to Viet Nam.

Along with the contribution of other UN agencies, these results were a factor in achieving the following One UN Plan Outcomes: 1.1 (on the formulation and monitoring of people-centered, green, and evidence-based socioeconomic development policies); 2.1 (on a more effective national social protection system); 3.1 (on capacity development for elected bodies to formulate laws and oversee the performance of state agencies and represent the aspirations of the Vietnamese people); and 3.3 (on improved performance of the public sector institutions at the national and subnational levels).

- **On-track**

**IR 5200/A0/04/801/001:** By 2016, strengthened child-sensitive planning, implementation, monitoring, and evaluation of socioeconomic development plans and programmes.

**Progress:**
UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues at both the national and subnational levels. Specifically, UNICEF was involved in a number of consultations at both the national and subnational levels to develop the 2013 SEDP, and M&E frameworks for both the annual and five-year SEDPs. Children’s issues received increased focus in these plans as a result. For example, the child-related indicators (such as under-five mortality, under-five malnutrition rates, and completion and transition rates) were advocated to be included in the draft national M&E framework.

In addition, given the fact that M&E has not received adequate attention in the SEDP process, the social audits were advocated to be used for mid-term review of SEDPs in selected provinces. Therefore, a social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized and are ready to be disseminated at both the national and subnational levels.

Moreover, since the PM&E reforms emphasize the evidence-based approach, UNICEF supported the plan to integrate multidimensional child poverty into poverty reduction measurement. This approach was supported through publishing the 2011 Multiple Indicator Cluster Survey (MICS) report, and strengthening national and subnational linkages through the participation of high-level leaders in the launch of Situation Analysis (SitAn) reports in Ninh Thuan and An Giang.

**On-track**

**IR 5200/A0/04/801/002:** By 2016, there is expanded coverage of child-sensitive social assistance for poor, ethnic minorities, and other vulnerable children.

**Progress:**

UNICEF supported the government to strengthen the child-sensitive social protection system to address multidimensional child poverty. In particular, UNICEF in collaboration with the World Bank (UNICEF/WB) supported MOLISA to design a social assistance system (SAS) project focused on integrated social transfers to poor families with children using a modern management and delivery system. The support included a series of (1) reviews and local assessments to identify policy and institutional gaps and propose options for expanding and modernizing SAS, and (2) dialogues and consultations at different levels about policy options.

The government’s experiences from two study visits to South Africa (UNICEF supported) and Brazil (World Bank supported) on child-focused and integrated social protection have better oriented MOLISA’s design of a new SAS project to be more child-sensitive and integrated.

UNICEF/WB technical support to MOLISA in the SAS reform contributed to MOLISA’s technical support to develop the Communist Party’s Resolution on the main social policies for 2012-2020 and its Action Plan. The Rapid Impact Monitoring (RIM)- 3rd round’s report conducted by the Vietnam Academy of Social Science (VASS) informed key policy makers about social and economic impacts of economic shocks on different stakeholders, including the poor, vulnerable, children, and women. Moreover, external support provided to VASS helped them to review RIM methodologies to better capture social aspects of the impact. The analysis report on ethnic minority (EM) child poverty was available for discussion among CEM’s key policy makers, and applied a multidimensional approach to EM poverty analysis.

**On-track**

**IR 5200/A0/04/801/003:** By 2016, enhanced capacity of elected officials in the National Assembly and in selected Provincial People’s Councils to over the realisation of child rights, policy formulation and implementation, and the performance of State agencies in delivering services to children and their caregivers.

**Progress:**

The new Country Programme cycle began in 2012 and some progress was made despite delays in its implementation. Overall achievements include agreeing on priorities to be addressed for 2012-2013, and developing partnerships with stakeholders (such as other UN agencies and CSOs) to work on parliamentary development and child rights monitoring which will provide a solid foundation for the coming years.
Specifically, efforts were made in the following areas: (1) improved knowledge of elected officials on key gaps in national legal frameworks on child rights and children’s situation to inform the upcoming revision of the Law on Protection, Care and Education of Children; (2) active involvement of CSOs to follow up CRC concluding observations; (3) development of a comprehensive road map to follow up CRC concluding observations; and (4) strengthened child participation in policy discussion with three youth forums organized.

Access to financial resources was limited in 2012 and is a cause for concern.

Gender equality was given significant attention through gender-sensitive analysis of children’s situation, and sufficient representation of girls and those who are the most vulnerable in relevant child participation activities.

**On-track**

**IR 5200/A0/04/801/004:** By 2016, enhanced citizen and child feedback-based monitoring of the quality and relevance of Ho Chi Minh City’s budgets, planned public services for all children, including those living in migrant families.

**Progress:**

UNICEF supported Ho Chi Minh City (HCMC) to successfully implement the PETS social audit tool to assess a social assistance programme for disadvantaged children (e.g., orphans, abandoned children, and HIV/AIDS infected children). The final report was disseminated to relevant stakeholders in December 2012.

**On-track**

**IR 5200/A0/04/801/005:** By 2016, the An Giang provincial socioeconomic development plan and underlying sector plans and budgets reflect provincial commitment to promote equitable realization of child rights.

**Progress:**

UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues in the province. As part of the reform, new planning methods employing results-based and participatory approaches were supported by UNICEF in planning both the SEDP and sectoral plans across provincial departments and districts.

UNICEF advocated integrating social audits as complementary tools to strengthen M&E in the province since it did not receive adequate attention in the SEDP process. A social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized with the provincial authorities and will be disseminated.

Since the PM&E reforms also emphasize the evidence-based approach, UNICEF supported the analysis of the children’s SitAn in the province. This SitAn report has been widely disseminated in An Giang, as well as at the national level, for future policy design and implementation.

**On-track**

**IR 5200/A0/04/801/006:** By 2016, the Dong Thap provincial socioeconomic development plan and underlying sector plans and budgets reflect provincial commitment to promote equitable realization of child rights.

**Progress:**

UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues in the province. As part of the reform, new planning methods employing results-based and participatory approaches were supported by UNICEF in planning both the SEDP and sectoral plans across provincial departments and districts.

UNICEF advocated integrating social audits as complementary tools to strengthen M&E in the province since
it did not receive adequate attention in the SEDP process. A social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized with provincial authorities and will be disseminated.

**On-track**

**IR 5200/A0/04/801/007:** By 2016, there will be enhanced capacity for child-sensitive planning, budgeting, monitoring, and oversight of the Ninh Thuan socioeconomic development plan and underlying sector plans.

**Progress:**

UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues in the province. Specifically, UNICEF supported consultations with provincial authorities to highlight children’s issues relevant to the 2013 SEDP.

UNICEF advocated integrating social audits as complementary tools to strengthen M&E in the province since it did not receive adequate attention in the SEDP process. A social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized with provincial authorities and will be disseminated.

Since the PM&E reforms also emphasize the evidence-based approach, UNICEF supported the analysis of the children’s SitAn in the province. This SitAn report has been widely disseminated in Ninh Thuan, as well as at the national level, for future policy design and implementation.

**On-track**

**IR 5200/A0/04/801/008:** By 2016, there will be enhanced capacity for child-sensitive planning, budgeting, monitoring, and oversight of the Kon Tum socioeconomic development plan and underlying sector plans.

**Progress:**

UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues in the province. Specifically, UNICEF supported consultations with provincial authorities to highlight children’s issues relevant to the 2013 SEDP.

UNICEF advocated integrating social audits as complementary tools to strengthen M&E in the province since it did not receive adequate attention in the SEDP process. A social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized with provincial authorities and will be disseminated.

Since the PM&E reforms also emphasize the evidence-based approach, arrangements were made to undertake the analysis of the children’s SitAn in the province. This study will be implemented in 2013.

**On-track**

**IR 5200/A0/04/801/009:** By 2016, there will be enhanced capacity for child-sensitive planning, budgeting, monitoring, and oversight of the Dien Bien socioeconomic development plan and underlying sector plans.

**Progress:**

UNICEF supported PM&E reforms for the SEDPs with a stronger focus on children’s issues in the province. Specifically, UNICEF supported consultations with provincial authorities to highlight children’s issues relevant to the 2013 SEDP.

UNICEF advocated integrating social audits as complementary tools to strengthen M&E in the province since it did not receive adequate attention in the SEDP process. A social audit toolkit and training manuals for five social audit tools (including CRC, CSC, PETS, Gender Audits, and Child Rights-based Social Audit) were finalized with provincial authorities and will be disseminated.
Since the PM&E reforms also emphasize the evidence-based approach, UNICEF plans to support the review of follow up actions on the recommendations from the analysis of the children's SitAn in Dien Bien.

**On-track**

**IR 5200/A0/04/801/010:** By 2016, there will be enhanced capacity for child-sensitive planning, budgeting, monitoring, and oversight of the Gia Lai socioeconomic development plan and underlying sector plans.

**Progress:**

Gia Lai province in the central highlands of Viet Nam is one of the two new focus provinces in the subnational engagement of the Country Programme (2012-2016). As this is the first year of engagement with provincial authorities in Gia Lai it was expected that the planning, reviewing, and approval process of the DPO and MYWP would take longer than usual. Nevertheless, some key activities were planned for implementation, including the following: consultations to prepare for the analysis of the children’s SitAn, and an introduction workshop on social audits as part of capacity building related to PM&E reforms of the SEDP.

**On-track**

**IR 5200/A0/04/801/011:** By 2016, there will be enhanced capacity for child-sensitive planning, budgeting, monitoring, and oversight of the Lao Cai socioeconomic development plan and underlying sector plans.

**Progress:**

Lao Cai province in the central highlands of Viet Nam is one of two new focus provinces in the subnational engagement of the Country Programme (2012-2016). As this is the first year of engagement with provincial authorities in Lao Cai it was expected that the planning, reviewing, and approval process of the DPO and MYWP would take longer than usual. Nevertheless, some key activities were planned for implementation, including the following: preparing for an introduction training on social audits as part of PM&E reforms of the SEDP, and consultations for the design of child benefit models.

**On-track**

**IR 5200/A0/04/801/012:** The Social Policy and Governance (SPG) programme is effectively and efficiently managed and implemented, through quality assurance, technical expertise, and results monitoring for children.

**Progress:**

UNICEF will take on the following roles in 2012-2016: knowledge leader on children’s issues; advocate for child rights; provider of focused capacity development; and convener of duty bearers and right holders in a range of child development and protection areas. In this context, the skills and competencies of the Country Office were tailored to provide technical assistance to the government in the design, implementation, monitoring, and evaluation of equity-based interventions to improve the lives of children.

The SPG programme component allocated financial resources to be managed under this intermediate result. This allocation will ensure high quality technical assistance to accelerate progress towards social policy and governance intermediate results, as well as contribute to programme component results and the One UN Plan outcomes.

### PC 2 - Child Protection

**On-track**

**PCR 5200/A0/04/802:** By 2016, a more effective national social protection system provides increased coverage, quality, and equitable access for vulnerable and disadvantaged groups.
Progress:

Due to external factors uncontrolled by UNICEF, the approval process for all DPOs was significantly delayed in 2012. As a result, the MYWPs were held up leading to postponements in implementing 2012 activities at both the national and subnational levels.

UNICEF’s child protection support to the government prioritized strengthening social work development and child protection systems at the national and subnational levels. Activities included strengthening the legal and regulatory framework, capacity building for welfare and justice officers, improving care and support services for the most vulnerable children, and improving the child friendly justice system.

UNICEF’s policy advocacy effectively contributed to approval of the Law on Handling of Administrative Violations, the National Programme of Action for Children (2012-2020), the National Project for the Implementation of the Hague Convention on Intercountry Adoption, and the National Project to Support People with Disabilities (2012-2020). The efforts of UNICEF helped to significantly improve the legal framework to strengthen the child protection system in Viet Nam.

With support from UNICEF, access to social and child protection services for vulnerable children and their families improved by introducing case management, establishing ten new social work service centres and respite day care centres, and training frontline staff and managers on social work.

IR 5200/A0/04/802/001: Child protection human resource and service structures are better able to prevent and respond to child neglect, abuse, violence, and exploitation.

Progress:

Progress was made in a number of areas through advocacy, technical assistance, and partnerships. In 2012, UNICEF effectively influenced the amendment process of the Law on Protection, Care, and Education of Children; and development of guidelines for implementing the National Programme on Child Protection. Key leaders and officers from 63 provincial DOLISAs were trained on planning and budgeting for child protection.

A legal review of the social work profession was completed. Meetings and workshops were conducted to advocate for a law amendment to recognize the role of social workers and strengthen the social work service system. An interagency circular was developed between various government departments on establishing and operating social work service centers. The number of social work service centers increased from 20 in 2011 to 30 in 2012. A national curriculum on two-year social work was developed for training frontline workers. Two hundred staff from the social work service centers were trained.

To create a protective environment for children, the emphasis lies on improving the capacity of crucial stakeholders, including the social welfare sector and the Fund for Vietnamese Children. A Programme Cooperation Agreement for organizational reform was signed with the Viet Nam Association for the Protection of Children’s Rights, the only national child rights nongovernmental organization (NGO).

A capacity assessment of the lead government agency on children with regard to CRC implementation was conducted and the results will inform the capacity development strategy for 2013. The approval of the National Programme of Action for Children (NPAC) for 2012-2020 provided a comprehensive framework for further promoting children’s rights. The issuance of the new Politburo Party directive will strengthen the role of the political party on protection, care, and education of children.

IR 5200/A0/04/802/002: Special protection measures are developed and implemented to provide care, support, and protection for the most vulnerable children, including those children who are exploited and trafficked, without parental care, affected by HIV/AIDS, and have disabilities.

Progress:
UNICEF effectively supported the development of a number of national policies and programmes to improve prevention and protection of victims of human trafficking. UNICEF successfully supported the incorporation of child-specific protection measures in the newly developed and amended policies on human trafficking. UNICEF supported strengthening cross border collaboration with Cambodia through having an improved Bilateral Agreement on coordination against human trafficking. Another success is that Vietnam has become a member of the Hague Convention since February 2012. Technical assistance was provided to develop two training manuals on adoption for social welfare officers. The first Study on Commercial Sexual Exploitation of Children (CSEC) was published. Based on that study, the government decided to develop a National Plan of Action against CSEC. Sub-laws were developed and approved to guide the implementation of the Law on Persons with Disabilities.

The National Project on community-based social assistance and rehabilitation for people with mental illness was successfully launched with priority given to mental health care for children and women. The decree on social assistance was revised with assistance from UNICEF and an increasing number of vulnerable children will receive cash transfer and emergency support, including children in foster care, children with HIV, and children with severe disabilities. The cash transfer level was also increased to 270,000 VND (150% increase) with the revision.

Improved early detection and inclusive education measures, as well as increased financial support for children with disabilities (CWD) are three areas within the National Project to Support CWD credited to UNICEF’s advocacy and technical support. UNICEF’s support to three day care centers and one social work service centre in Da Nang province has created models that are being replicated by other provinces to improve support for CWD.

**On-track**

**IR 5200/A0/04/802/003:** A child friendly justice system is established in line with the Convention on the Rights of the Child and other key international standards to protect the rights of children in contact with the justice system.

**Progress:**

UNICEF’s continued advocacy on international standards and good practice pertaining to justice for children influenced the approval of the Law on Handling of Administrative Violations in June 2012. The Law reforms the juvenile justice system considerably as 70% of juveniles in conflict with the law are dealt with through the administrative system.

UNICEF effectively supported the development of a Project on Establishing Family and Juvenile Courts. UNICEF also worked to ensure that justice for children is mainstreamed into the country’s ongoing legal and judicial reforms. The Ministry of Public Security was supported to develop technical guidelines on child friendly investigation, and establish police child friendly interview rooms to strengthen the capacity of investigators on justice for children. Moreover, an interagency circular was developed to provide investigators, prosecutors, and judges with guidance on diverting alleged juvenile offenders away from the criminal system.

**On-track**

**IR 5200/A0/04/802/004:** HCMC – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.

**Progress:**

Progress was made in a number of areas through advocacy, partnership, and technical assistance. UNICEF continued its advocacy and awareness-raising on strengthening child protection in HCMC. A city-wide baseline on the situation of children in need of special protection was conducted. The City Programme of Action for Children (2012-2020) was developed and approved, and the City Programme on Child Protection is being implemented based on lessons learnt from the community-based child protection system supported by
UNICEF. Local child protection systems were established in 20 wards and communes in 5 districts to provide support and protection services for vulnerable children and their families. The existing two social work service centers provided support and protection services, particularly psychosocial support and referrals to services for vulnerable children and their families.

Partnerships with the Buddhist Association and Fatherland Front were expanded to respond to child protection issues. To increase understanding on civil society’s role in child protection, a children’s forum and advocacy workshop were organized and local authorities participated. A number of CSOs in HCMC were supported to provide care and support to vulnerable children. They received technical assistance in their community mobilization and awareness-raising work, including strengthening of their internal networking.

**On-track**

**IR 5200/A0/04/802/005:** An Giang – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.

**Progress:**

Progress was made in a number of areas through advocacy, technical supervision and assistance, and awareness-raising. As a result, the provincial plan of action for children for 2012-2020 was developed. A provincial programme on the development of social work was also created. Basic training was provided to 110 local staff from DOLISA, as well as other relevant sectors and mass organizations. Local child protection systems were established in 14 communes in 4 districts, an increase of 6 communes and 1 district compared to 2011. Refresher training was conducted for 32 members of provincial and district level child protection committees and working groups. One social work and child protection centre at the provincial level and one at the district level were in operation. They provided support and protection services, particularly psychosocial support and referrals to services for vulnerable children and their families.

**On-track**

**IR 5200/A0/04/802/006:** Dong Thap – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.

**Progress:**

Progress was made in a number of areas through advocacy, technical supervision and assistance and awareness-raising. As a result, the provincial plan of action for children for 2012-2020 was developed. A provincial programme on the development of social work was also created. Basic training was provided to 60 staff of DOLISA and mass organizations at the district and provincial levels, and 144 DOLISA commune officers and collaborators. Implementation of the provincial programme on child protection started, taking into account lessons learnt from the current community-based child protection systems supported by UNICEF. These systems have now been replicated to cover 20 communes in 3 districts, an increase of 10 communes compared to 2011. Two social work and child protection centers, one each at the provincial and district levels, were supported to provide child protection services, particularly psychosocial support and referrals to services for vulnerable children and their families.

**On-track**

**IR 5200/A0/04/802/007:** Ninh Thuan – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.

**Progress:**

Progress was made in a number of areas through advocacy, and technical supervision and assistance. UNICEF continued advocacy and awareness-raising to strengthen child protection at the local level. As a result, the Provincial People’s Committee issued a directive to all line departments and local authorities requesting plans to address major child protection concerns by strengthening staff capacity, interagency cooperation, public awareness, and resource mobilization. The draft provincial plan of action for children that was submitted for approval includes multisectoral elements.
Furthermore, implementation of the first provincial programme on child protection has started. Community-based child protection systems in 10 communes in 3 districts provided increasingly qualitative services to vulnerable children and families. A series of trainings on social work and child protection increased the knowledge and skills of 140 district and commune staff. An exchange visit to Dong Thap, which has more experience in professional child protection and support services, improved the understanding of 20 local key officials and staff. Subsequently, DOLISA developed a proposal to establish a social work service centre, which is currently receiving comments from relevant provincial line departments. The practical experiences in establishing community-based child protection structures and services were highly appreciated by the local authorities, and are being introduced to other communes in the province in 2013.

On-track

**IR 5200/A0/04/802/008: Kon Tum – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.**

**Progress:**

With support from UNICEF, Kon Tum has been able to maintain the community-based child protection system in eight communes of two districts. As a result, about 200 children and their families in difficult circumstances have benefited from counseling and education sessions by commune child protection collaborators. In the area of capacity strengthening, 110 commune welfare staff and collaborators of the 8 project communes were trained on case management and social work skills. They are expected to strengthen the system to increase the number of children accessing child protection and social work services.

On-track

**IR 5200/A0/04/802/009: Dien Bien – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.**

**Progress:**

UNICEF supported the development of the following provincial programmes related to child protection: Programme of Action for Children (2012-2020), Programme on Community-based Rehabilitation for People with Mental Illness (2012-2020), and the Programme on Care and Support for People with Disability (2012-2020). UNICEF continued its support to strengthen local child protection systems in five communes in two districts. District child protection committees were set up in three districts. A provincial steering committee and interagency working group were established at the provincial level. These will facilitate the replication of the model of community-based child protection system to other districts and communes, and increase oversight and service delivery for vulnerable children and families (including issues related to early marriage, child labour, and children without parental care). UNICEF also supported DOLISA to finalize a proposal to receive approval from the Provincial People’s Committee to establish social work service centres.

On-track

**IR 5200/A0/04/802/010: Gia Lai – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.**

**Progress:**

A consultation meeting between UNICEF, the Ministry of Public Security, and Gia Lai’s Department of Justice was concluded with the aim to discuss establishing a child friendly interview room and improving child friendly investigation. No other activities took place in 2012.

On-track

**IR 5200/A0/04/802/011: Lao Cai – The child protection system is strengthened to prevent and protect children from neglect, abuse, violence, and exploitation; and from being in conflict with the law.**

**Progress:**
Lao Cai is one of the two new focus provinces in the subnational engagement of the Country Programme (2012-2016). As this is the first year of engagement with provincial authorities in Lao Cai it was expected that the planning, reviewing, and approval process of the DPO and MYWP would take longer than usual. As a result, no activities took place in 2012.

On-track

**IR 5200/A0/04/802/012:** Technical assistance for child protection is effectively and efficiently managed and implemented, through quality assurance, technical expertise.

**Progress:**

UNICEF will take on the following roles in 2012-2016: knowledge leader on children’s issues; advocate for child rights; provider of focused capacity development; and convener of duty bearers and right holders in a range of child development and protection areas. In this context, the skills and competencies of the Country Office were tailored to provide technical assistance to the government in the design, implementation, monitoring, and evaluation of equity-based interventions to improve the lives of children.

The Child Protection programme allocated financial resources to be managed under this intermediate result. This allocation will ensure high quality technical assistance to accelerate progress towards expected social policy and governance intermediate results areas, as well as contribute to programme component results and the One UN Plan outcomes.

### PC 3 - Child Survival and Development

On-track

**PCR 5200/A0/04/803:** By 2016, there will be increased quality and effective management of a comprehensive national health system, including health promotion and protection, with a focus on ensuring more equitable access for the most vulnerable and disadvantaged groups.

**Progress:**

Due to external factors uncontrolled by UNICEF, the approval process for all DPOs was significantly delayed in 2012. As a result, the MYWPs were held up leading to postponements in implementing 2012 activities at both the national and subnational levels.

**Equity:**

Equity is an overarching issue, being addressed with the following three step integrated process: (1) better analysis of underserved populations, (2) defining an integrated package, and (3) scaling up access.

Key challenges will be adequate monitoring and providing incentives for an integrated approach. To ensure that child and equity issues were reflected, UNICEF provided technical and financial support to the national plans for health, immunization, nutrition, WASH, reproductive health, health insurance, and HIV and AIDS. UNICEF convened a series of meetings with UN teams on these issues and two meetings with NGOs. The focus was on equitable approaches to scale-up access to integrated packages of sexual reproductive, maternal and newborn, nutrition, WASH, prevention of mother to child transmission (PMTCT), and child health packages for women and children. A life cycle approach was used in close collaboration with other UN agencies. Guidelines for scaling up coverage and Community-led Total Sanitation (CLTS) have been drafted. Laws on six month maternity leave and the regulation of milk substitute products were passed, using innovative ways of engaging with the National Assembly. Continued safe procurement of GAVI procured vaccines through the Supply Division continued and high-level engagement and studies on social health insurance were completed.

As part of the One UN team, UNICEF technically and financially supported the MOH to undertake an equity analysis of Millennium Development Goal (MDG) achievements, with recommendations and consideration of the post-2015 agenda. This work will help with implementation in 2013, despite the late signing of the DOP...
for the Child Survival Development Programme (2012-2016). UNICEF worked with MOH to speed up the process of establishing the new Project Management Units, which have started to support co-implementing partners to quickly implement the Child Survival Development Project.

Challenges remain in ensuring a less fragmented and more integrated approach to address CSD issues. As part of the Country Programme, a new CSD team was established in 2012 which allowed UNICEF to refocus its priorities. It has also been a year of change management for both UNICEF and the government, where a new project management unit was also established. Partnerships with the World Health Organization (WHO), UN Population Fund (UNFPA), Joint United Nations Programme on HIV/AIDS (UNAIDS), World Bank, and NGOs continued and will need to be further strengthened. With reduced ODA, there will be renewed focus on advocacy for the MOH to mobilize domestic resources and make better use of existing resources. Changing internal and external attitudes and behaviors towards more sustainability and less reliance on ODA continues to be complex.

**IR 5200/A0/04/803/001: By 2016, identified beneficiaries are covered with social health insurance and benefit equitably from increased access to sustainable, high quality, and integrated basic MNCH services.**

**Progress:**

With UNICEF’s support, MOH approved a national guideline for early screening and interventions for children with disabilities and a circular on vital registration. The latter's implementation will help to improve the vital registration in the health care system. UNICEF and WHO provided technical and financial support to MOH to ensure timely procurement and distribution of vaccines (i.e., pentavalent vaccines). As well, MOH conducted a national polio vaccination campaign benefiting 1,137,970 children in 79 districts in 19 provinces across Viet Nam. Through consultations, a road map for developing an integrated package for women and children was completed and guidelines for its implementation were drafted. Initial discussions have also made it possible for MOH and relevant counterparts to plan and implement performance-based funding mechanisms and health information system strengthening.

**IR 5200/A0/04/803/002: By 2016, identified beneficiaries benefit equitably from increased access to sustainable, high quality, and integrated nutrition services.**

**Progress:**

Viet Nam had a breakthrough in legislative change to protect the breastfeeding rights of women and children and help fulfill its obligations under the Convention of the Right of the Child (CRC), the International Code on the Marketing of Breast Milk Substitutes, and subsequent World Health Assembly resolutions. The approved Law on Advertisement included a ban on marketing breast milk substitutes, bottles, and teats for children less than 24 months old, as well as baby foods for infants under six months. An extension of maternity leave from four to six months was also successfully included in the approved Labour Code Amendment.

The National Nutrition Strategy that provides guidance on interventions to reduce stunting (based on disaggregated data from the General Nutrition Survey) was approved and disseminated with the Prime Minister’s Decision No. 226/2012. Evidence was also consolidated from the modeling of Integrated Management of Acute Malnutrition to scale up to ten new provinces in collaboration with MOH and other members of the Nutrition Cluster & Partnership Group.

In collaboration with the Alive & Thrive Initiative, a costing exercise for treating severe acute malnutrition and providing counseling services for IYCF was started to be included in the 2013 Health Insurance Law. Key challenges will be to integrate various nutrition interventions into mainstream CSD implementation, and monitoring to reduce fragmentation.

**IR 5200/A0/04/803/003: By 2016, identified beneficiaries benefit equitably from increased access to**
sustainable and hygienic sanitation.

**Progress:**

Some activities with MARD in 2012 were carried over from 2011, such as the study on the correlation between school WASH and children’s absenteeism. UNICEF supported various activities and events, such as operating the sanitation working group through the rural water supply and sanitation partnership, monitoring activities in the provinces, organizing Global Hand Washing Day, and organizing training on household water treatment and storage (HWTS). The support advocated for improvements of WASH in schools, sanitation promotion, HWTS, and hand washing with soap, and targeted the hard to reach communities.

Strong government commitment to end open defecation was shown with the decision to annually recognize July 2 as the National Patriotic Sanitation Day. The commitment became even stronger after the Bali EASAN Ministerial Conference in September 2012. The Directive of Implementation of the National Patriotic Sanitation Day was approved and issued from the Prime Minister’s office on November 26. The government has shown their determination to bring Viet Nam to an open defecation free country as soon as possible.

**On-track**

**IR 5200/A0/04/803/004:** By 2016, identified beneficiaries benefit equitably from increased access to PMTCT services and pediatric treatment of HIV.

**Progress:**

Progress towards integrating PMTCT into mainstream MCH/RH services markedly improved in 2012. At the national level, significant progress was made to transfer the responsibility for PMTCT from the Vietnam Administration for AIDS Control (VAAC) to the MCH/RH Department. The transfer will occur officially in early 2013. The core issue for UNICEF has been to respond to pediatric treatment of HIV, and in particular access to anti-retrovirals (ARVs). There is declining international donor support to provide ARVs, and possible changes in the commencement of ART, which may place additional demand on ARVs for children. Through dialogue with relevant international partners, the extent and type of support UNICEF can provide to government is being developed and documented. The key challenge is stimulating discussion on financial sustainability and mainstreaming.

**On-track**

**IR 5200/A0/04/803/005:** By 2016, identified beneficiaries in HCMC are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

UNICEF supported the provincial authorities in HCMC to refocus its priorities and targets for the next five years. Through a successful planning meeting with relevant implementing partners in September 2012, fragmented interventions will now have a strong focus on improving breastfeeding rates, health insurance coverage, and quality of care for children less than six years old. HCMC health authorities were engaged for a strategic shift in the health and nutrition programme supported by UNICEF. This is consistent with the HCMC’s profile, where the exclusive breastfeeding rate was only 1% and health insurance coverage for migrant children was only 38%. Activities to strengthen baby friendly hospitals in HCMC were started, including an orientation workshop for leaders of all obstetrics, gynecology, and pediatrics hospitals (both public and private). The workshop focused on the need for hospitals to apply the ten steps recommended by WHO for successful breastfeeding. As well, inspecting and monitoring compliance with Decree 21 on marketing and using breast milk substitutes, and monitoring the policy on free health care for children less than six years old (focusing on migrant children) was initiated in all districts. The monitoring and inspection results are expected to serve as critical evidence for revising Decree 21 and amending the Health Insurance Law to extend the benefits package for children under six.

**On-track**
**IR 5200/A0/04/803/006:** By 2016, identified beneficiaries in An Giang province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

Three out of the five planned groups of activities were undertaken; however, only 20.8% of the 2012 funding was utilized due to the late signing of the MYWPs. Nevertheless, two out of the four planned targets for 2012 were achieved.

The provincial plan for 2012-2016 was developed to integrate MNCH and reduce stunting in children. Collaboration with national level CSD was strengthened by participating in the CSD/MOH Project launch ceremony. Community Approaches to Total Sanitation (CATS) models on CLTS, sanitation marketing, hand washing with soap, and HWTS were implemented, starting with trainings and communication activities in the communities in three districts of An Phu, Tinh Bien, and Tri Ton (Target 2).

Breastfeeding models were supported in the provincial hospital, Phu Tan district hospital, and two communes. As well, the following activities were held: an introduction workshop on ‘Enhanced Breast Feeding Practice in the Community’, breastfeeding training, Ten Steps of Baby Friendly Hospital Initiative for district health staff, and a ceremony for Breastfeeding Week. A planning workshop was held on social marketing for iron and folic acid for pregnant women and women of reproductive age in the community (Target 3).

Communication activities and counseling on voluntary HIV screening testing were also conducted.

No interventions were conducted towards achieving the other two targets on developing a communication action plan to provide information on health insurance for children less than six years old, and a budgeted PMTCT master plan.

- On-track

**IR 5200/A0/04/803/007:** By 2016, identified beneficiaries in Dong Thap province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

UNICEF efforts with Dong Thap provincial authorities supported the planning process which will lead to a planning meeting for implementing partners under the local Department of Health (DoH) and Department of Agriculture and Rural Development (DARD) in first quarter of 2013. Initial monitoring of social marketing for iron folate took place in late December 2012. Other activities have been postponed until 2013 when the focus will be on developing provincial action plans for maternal and child health nutrition, and capacity building.

- On-track

**IR 5200/A0/04/803/008:** By 2016, identified beneficiaries in Ninh Thuan province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

Due to the late approval of work plans only 34.6% of the 2012 funding was used. UNICEF supported the pioneering initiative of Ninh Thuan province to move responsibility for providing PMTCT services from the Provincial AIDS Committee to the Department of Maternal and Child Health. The provincial plan for 2012-2016 was being developed to integrate MNCH and reduce stunting in children. Collaboration with national level CSD was strengthened through participating in the CSD/MOH Project launch ceremony. Social mobilization and capacity building to introduce integrated management of acute malnutrition (IMAM), including ready-to-use therapeutic food (RUTF), was conducted for all nine commune health centers, and for health workers in the district and provincial hospitals who are ready to implement IMAM service. CATS
models on CLTS, sanitation marketing, hand washing with soap, and HWTS were implemented, starting with trainings and communication activities in the communities in Thuan Bac district. Data was collected for a provincial Rural Water Supply and Sanitation M&E system. Training on communication skills was also conducted for motivators, and a launch ceremony was held on Global Hand Washing Day.

**On-track**

**IR 5200/A0/04/803/009:** By 2016, identified beneficiaries in Kon Tum province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

Development of the provincial plan for 2012-2016 to integrate MNCH and reduce stunting in children is ongoing with UNICEF’s financial and technical support. UNICEF also worked with national level counterparts, such as the Maternal and Child Health Department and the National Institute of Nutrition, to provide technical support to the development process and the link between the national and provincial strategies and action plans. With UNICEF’s support, the provincial action plan will include essential health and nutrition interventions for the maternal and child population. Training on IMAM for district and commune health workers was completed, and IMAM services were expanded to a new district of Tumorong. CATS models on CLTS, hand washing with soap, and HWTS were implemented. Trainings were also conducted on other relevant WASH topics. As well, community communication activities were conducted.

**On-track**

**IR 5200/A0/04/803/010:** By 2016, identified beneficiaries in Dien Bien province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

Development of the provincial plan for 2012-2016 to integrate MNCH and reduce stunting in children is ongoing with UNICEF’s financial and technical support. UNICEF also worked with national level counterparts, such as the Maternal and Child Health Department and the National Institute of Nutrition, to provide technical support to the development process and the link between the national and provincial strategies and action plans. With UNICEF’s support, the provincial action plan will include essential health and nutrition interventions for the maternal and child population. CATS models on CLTS, sanitation marketing, hand washing with soap, and HWTS were implemented. Trainings were also conducted on other relevant topics of WASH, nutrition, management of acute malnutrition, HIV/AIDS, and newborn care. As well, community communication activities were conducted.

**On-track**

**IR 5200/A0/04/803/011:** By 2016, identified beneficiaries in Gia Lai province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**

Two orientation trips were made to the province. The March trip provided initial guidance for the five year integrated strategy of CSD, oriented provincial counterparts with what UNICEF should and should not do, and familiarized UNICEF with the Gia Lai situation. The October trip oriented local counterparts with UNICEF’s project management modality, and provided technical inputs to help implement the work plan activities.

**On-track**

**IR 5200/A0/04/803/012:** By 2016, identified beneficiaries in Lao Cai province are covered with social health insurance and benefit equitably from increased access to sustainable and quality basic CSD services (i.e., nutrition, WASH, and MNCH).

**Progress:**
Efforts with provincial authorities in Lao Cai was placed on instituting a planning process which will lead to a planning meeting for implementing partners under the local DoH and DARD in first quarter of 2013. Activities have been postponed until 2013.

**IR 5200/A0/04/803/013:** Technical assistance for the CSD programme is effectively and efficiently managed and implemented, through quality assurance and technical expertise.

**Progress:**

UNICEF will take on the following roles in 2012-2016: knowledge leader on children’s issues; advocate for child rights; provider of focused capacity development; and convener of duty bearers and right holders in a range of child development and protection areas. In this context, the skills and competencies of the Country Office were tailored to provide technical assistance to the government in the design, implementation, monitoring, and evaluation of equity-based interventions to improve the lives of children.

The CSD programme allocated financial resources to be managed under this intermediate result. This allocation will ensure high quality technical assistance to accelerate progress towards expected social policy and governance intermediate results areas, and effectively contribute to programme component results and the One UN Plan outcomes.

### PC 4 – Education

**PCR 5200/A0/04/804:** By 2016, there will be increased quality and effective management of education and training systems, and increased access to pre-primary, primary and non-formal education, particularly for the most vulnerable and disadvantaged groups.

**Progress:**

Due to external factors uncontrolled by UNICEF, the approval process for all DPOs was significantly delayed in 2012. As a result, the MYWPs were held up leading to postponements in implementing 2012 activities at both the national and subnational levels.

The government reaffirmed its commitment to improve the quality of education, as stipulated in its Education Strategy (2011-2020) which was approved in 2012. UNICEF successfully advocated for special attention to disadvantaged children in the strategy. As a result, addressing the challenge of ethnic minority children’s language was included into various government initiatives, including a US$85 million project funded by the Global Partnership for Education from 2012 to 2016.

UNICEF established strategic partnerships to strengthen policy advocacy for equity in education. In particular, the National Assembly’s Ethnic Council became a co-implementing partner of the MOET-UNICEF cooperation and an important ally for UNICEF’s Ethnic Minority Strategy. As a result of UNICEF’s evidence-based advocacy with the Council, three more provinces (in addition to the three existing provinces) showed interest to apply mother tongue-based bilingual education to improve ethnic minority education.

UNICEF’s partnerships with eight Provincial People’s Committees through Provincial Child Friendly Projects have been instrumental in bringing education equity issues to policy makers’ attention. Using UNICEF’s comparative advantage, national and subnational linkages were fostered for systematic policy monitoring and capacity building at both levels to achieve results for children.

UNICEF demonstrated its role as a knowledge broker on education equity issues by developing an updated Brief on Bilingual Education, language mapping, out-of-school children report, and provincial briefs. UNICEF’s support for policy development led to the final draft of interministerial circulars on inclusive education for children with disabilities. These will provide the legal framework and support to the resource centers and teachers who are working with children with disabilities, and ensure the final draft Law on Disaster Risk Management addresses education adequately and sufficiently.
UNICEF continued to play the instrumental role of coordinating disaster risk management in education. UNICEF’s support enhanced the education system’s institutional capacity on disaster risk management and climate change in education.

C4D added a different dimension to UNICEF’s strategy. It instituted a culture in the education system to analyze and influence people’s behavioral change, and address social norms that constitute barriers and bottlenecks hindering quality education for all.

**On-track**

**IR 5200/A0/04/804/001**: By 2016, disadvantaged children benefit from an education system that provides quality and relevant inclusive education.

**Progress:**

Progress was made to achieve the milestones for government to provide quality and relevant inclusive education to disadvantaged children.

UNICEF support enhanced education managers and policy makers’ awareness on key education equity issues. More than 40 policy makers and government officials improved their understanding on the challenges and lessons learnt on the implementation of the Decree and Law on Persons with Disabilities, contributing to the finalization of circulars on education for children with disabilities. Preparation for the education situation analysis of children with disabilities is underway to better inform education policies and planning.

UNICEF’s evidence-based advocacy led to government officials and policy makers’ increased understanding on barriers and solutions for ethnic minority education through joint policy monitoring visits by the National Assembly and MOET. As a result, recommendations were made for the policy review to improve the quality of ethnic minority education.

The consultative process to develop new national guidelines and standards to support education for disadvantaged children in place to improve preschool multi-age teaching, language issues, and ethnic minority semi-boarding school, for which the outlines have been developed. Preparation is underway for a study on the impact of schools fees on education attainment of children from poor families.

The Ministry’s action research shows that 490 children of Mong, Jrai and Khmer ethnic minority groups (comprised of 251 students in Grade Four and 239 students in Grade Three in Lao Cai, Gia Lai, and Tra Vinh), continue to have quality education through a mother tongue-based bilingual education programme. The children demonstrated better learning outcomes compared to ethnic minority students studying in Vietnamese. Teaching and learning materials for Grade Four, Term Two were finalized and the first draft for Grade Five, Term One was developed for continued success in implementing the programme.

**On-track**

**IR 5200/A0/04/804/002**: By 2016, education managers undertake child-focused national education planning, monitoring and evaluation, and provide respond to emergencies and climate change.

**Progress:**

Steady progress was made to achieve the milestones to enhance education managers’ abilities to perform child-focused education planning and disaster risk management in education.

With UNICEF support, a consultative process was led by MOET to finalize the out-of-school children profile and develop provincial briefs. The aim was to strengthen MOET’s capacity to improve education planning and elevate public attention about the inequities in education. A rights-based review of the current education planning guidelines identified gaps, leading to recommendations to address equity issues in the planning process. Capacity building materials were prepared for education managers on the rights-based approach in education. As well, a guidance manual was prepared to strengthen routine education data collection at the
UNICEF’s support was vital in enhancing MOET’s leadership on disaster risk management in education to lead the coordinated implementation of its Action Plans on natural disasters and climate change. Progress made in disaster risk management in education includes the following: (1) the coordination group was strengthened with a Terms of Reference; (2) 35 members of MOET’s Steering Committee for Flood and Storm Control and the Provincial DOET were trained on disaster risk management; and (3) curriculum and materials addressing disaster risk management and climate change were reviewed to identify key content and approaches, which will be integrated in relevant subject areas in the new curriculum. By providing technical support and coordinating inputs among partners, UNICEF was instrumental in ensuring the final draft Law on Disaster Risk Management addressed education adequately and sufficiently.

There were some challenges in implementing the work plan, as some issues (such as rights-based education planning) were new to MOET, and some Departments have never worked with UNICEF before.

**On-track**

**IR 5200/A0/04/804/003:** By 2016, disadvantaged children in HCMC benefit from relevant and quality preschool and basic education supported by the provincial Education Sector Plan.

**Progress:**

The delayed approval of the government’s DPO and signing of the work plan left limited time for implementation. A major shift was introduced to the UNICEF-HCMC cooperation, focusing on systematic capacity building at the city and district levels, compared to previously focusing on the school level. Nonetheless, DOET demonstrated leadership to improve coordination. DOET engaged technical units to prepare and implement the work plan to progress towards achieving the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support enhanced the capacity of city and district education managers, and preschool master teachers, including the following: (1) 50 staff were trained on Early Learning and Development Standards to improve the quality of early childhood education; (2) 60 staff were trained on children with disabilities; and (3) 45 city and district education managers, and representatives from the Department of Labour, Invalids and Social Affairs; Department of Health; and Networks of People Living with HIV were trained on C4D to address the stigma of children affected by HIV. An outline of the Education Department’s communication plan was developed and will be finalized in 2013.

A draft evidence-based provincial brief on the profile of out-of-school children was developed, helping to raise key issues on education equity in HCMC. The draft brief will be used to dialogue on contextual barriers and bottlenecks, as well as inform the need for further studies on the education situation of these children.

Preparation for the planned education situation analysis of poor and working children is underway, based on key principles of the human rights-based approach. The situation analysis will be deepened by combining it with the development of a brief on out-of-school children and a migration study.

**On-track**

**IR 5200/A0/04/804/004:** By 2016, disadvantaged children in An Giang province benefit from relevant and quality preschool and basic education support to the provincial Education Sector Plan.

**Progress:**

DOET made solid progress to achieve the milestones to improve the quality of education for disadvantaged children. This was despite the delayed approval of the government’s DPO and prolonged payment process for the quarterly plan, which left limited time to implement the work plan.

UNICEF’s support enhanced the capacity of the provincial and district education managers, and master teachers, including the following:
• 56 staff have a better understanding on the key issues facing children with disabilities, and practiced adjusting lesson plans and assessments to consider children with disabilities. They also developed individual action plans for inclusive education.

• Three core education managers were trained in C4D methodologies and developed a communication plan to reduce stigma and discrimination against children with disabilities to ensure their right to education.

• 56 staff have a better understanding on Early Learning and Development Standards to improve the quality of early childhood education. The process is ongoing to adapt the assessment tools with the Provincial Teacher Training College for province-wide use.

In partnership with MOET, UNICEF contributed to education knowledge by developing a draft evidence-based provincial brief on the profile of out-of-school children. The brief will help to raise education managers and local authorities’ awareness on the barriers and bottlenecks in education equity in the province, and to develop recommendations.

An initial rights-based analysis of the An Giang Education Sector Plan identified gaps and implications for education equity, as part of preparing to integrate specific indicators in the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen future planning processes.

**On-track**

**IR 5200/A0/04/804/005:** By 2016, disadvantaged children in Dong Thap province benefit from relevant and quality preschool and basic education support to the provincial Education Sector Plan.

**Progress:**

The delayed approval of the government’s DPO and prolonged payment process left limited time to implement the work plan. However, DOET’s leadership to establish an internal team enhanced coordination within the Department and facilitated implementation of the work plan. DOET made progress to achieve the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support enhanced the capacity of the provincial and district education managers, and master teachers, including the following: (1) 150 staff have better understanding on Early Learning and Development Standards to improve the quality of early childhood education; and (2) 3 staff were trained in C4D and developed a communication plan to address issues with out-of-school children.

In partnership with MOET, UNICEF contributed to education knowledge by developing a draft evidence-based provincial brief on the profile of out-of-school children. The brief will help to raise education managers and local authorities’ awareness on the barriers and bottlenecks in education equity in the province, and to develop recommendations.

A draft provincial plan was developed to put the MOET’s action plan on disaster preparedness, response, and mitigation into operation. The provincial plan is to be finalized in early 2013. The process helped to improve education managers’ understanding of disaster risk management in education, and also increase the commitment by local authorities, education managers, schools, and communities to disaster risk management in education.

An initial analysis of the Dong Thap Education Sector Plan identified gaps and implications for education equity, as part of preparing to integrate specific indicators in the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen the future planning process.

**On-track**

**IR 5200/A0/04/804/006:** By 2016, disadvantaged children in Ninh Thuan province benefit from relevant and quality preschool and basic education supported by the provincial Education Sector Plan.

**Progress:**

The delayed approval of the government’s DPO and prolonged payment process left limited time to...
implement the work plan. However, progress was made to achieve the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support enhanced the capacity of the provincial and district education managers, and master teachers, including the following: (1) 100 staff enhanced their capacity to apply Early Learning and Development Standards to improve the quality of early childhood education; (2) 60 staff strengthened their skills on the Child Friendly School approach; and (3) 3 staff were trained on C4D to lead the provincial communication interventions to reduce stigma and discrimination against Raglai ethnic minority children.

A strategic partnership with the Provincial Teachers Training College added a new dimension to the UNICEF–Ninh Thuan cooperation in education. A draft module on inclusive education for children with disabilities at primary education level was developed to be institutionalized into the pre-service teacher training curriculum.

An initial rights-based analysis of the Ninh Thuan Education Sector Plan identified gaps in education equity, as part of preparing to integrate specific indicators for the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen future planning processes.

In partnership with MOET, UNICEF’s support contributed to education knowledge by developing a draft evidence-based provincial brief on the profile of out-of-school children. The brief will help to raise the awareness of education managers and local authorities on the barriers and bottlenecks in education equity in the province, and to develop recommendations.

An outline of the provincial plan was developed to put MOET’s action plan on disaster preparedness, response, and mitigation into operation. This was accomplished through a consultation process, which also raised awareness to increase support for disaster risk management in education.

**On-track**

**IR 5200/A0/04/804/007:** By 2016, disadvantaged children, particularly ethnic minority children, in Kon Tum province benefit from relevant and quality preschool and basic education supported by the provincial Education Sector Plan.

**Progress:**

The delayed approval of the government’s DPO and the prolonged payment process left limited time to implement the work plan. However, progress was made to achieve the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support enhanced the capacity of the provincial and district education managers, and master teachers, including the following: (1) 50 staff enhanced their understanding on Early Learning and Development Standards to improve the quality of early childhood education; and (2) 3 staff were trained in C4D to play an instrumental role in implementing communication interventions to reduce stigma and discrimination against children with disabilities.

An initial outline of the provincial plan was developed to put MOET’s action plan on disaster preparedness, response, and mitigation into operation. This was accomplished through a consultation process, which helped to improve education managers’ understanding of disaster risk management in education, and also increase the commitment by local authorities, education managers, schools, and communities to disaster risk management in education.

An initial rights-based analysis of the Kon Tum Education Sector Plan identified gaps in education equity, as part of preparing to integrate specific indicators in the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen future planning processes, such as including selected indicators, and referencing to crosscutting issues such as gender, disability, and disasters.

A strategic partnership with the Provincial Teachers Training College added a new dimension to the UNICEF–Kon Tum cooperation in education. An outline of the module on inclusive education for children with
disabilities at the primary education level was developed. The module will be institutionalized into the pre-service teacher training curriculum to ensure sustainable teacher preparation on inclusive education for children with disabilities.

On-track

IR 5200/A0/04/804/008: By 2016, disadvantaged children, particularly ethnic minority children, in Dien Bien province benefit from relevant and quality preschool and basic education supported by the provincial Education Sector Plan.

Progress:

The delayed approval of the government’s DPO and the prolonged payment process left limited time for implementing the work plan. However, progress was made to achieve the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support strengthened the capacity of the provincial and district education managers and master teachers, including the following: (1) 40 staff were trained on teaching Vietnamese as a second language to improve ethnic minority education; (2) 45 staff have enhanced capacity on Early Learning and Development Standards to improve the quality of early childhood education; (3) 65 managers from ethnic minority semi-boarding schools were updated on good practices; (4) 3 staff were trained in C4D to address language challenges; and (5) 50 staff were trained on disaster risk management in education.

With UNICEF’s assistance, an outline of Dien Bien provincial plan on mother tongue based bilingual education was developed to improve ethnic minority education. Dien Bien education managers were also updated on the experience on the Lao Cai classroom mapping survey. They developed a draft framework for a similar study to analyze ethnic minority children’s language use in primary school classrooms. The study will help to enrich the provincial bilingual education plan, as well as the provincial education plan.

In partnership with MOET, UNICEF’s support enabled the preparation of a draft evidence-based provincial brief on the profile of out-of-school children. The brief will help to raise the awareness of education managers and local authorities on the barriers and bottlenecks in education equity in the province, and to develop recommendations.

An initial rights-based analysis of the Dien Bien Education Sector Plan identified gaps in education equity, as part of preparing to integrate specific indicators in the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen future planning processes.

On-track

IR 5200/A0/04/804/009: By 2016, disadvantaged children, particularly ethnic minority children, in Gia Lai province benefit from relevant and quality preschool and basic education supported by the provincial Education Sector Plan.

Progress:

The delayed approval of the government’s DPO and signing of the work plan left limited time for implementing activities scheduled for 2012. However, DOET established an internal team with the participation of relevant units within the Department to better coordinate implementation of the work plan. Progress was made to achieve the milestones to improve the quality of education for disadvantaged children.

UNICEF’s continued and systematic evidence-based advocacy with strategic partners (like the National Assembly) contributed to the province’s increased interest in continuing and expanding mother tongue-based bilingual education to improve the quality of education for ethnic minority children. Key education managers who were trained on mother tongue-based bilingual education planning are leading the process to develop a provincial plan on mother tongue-based bilingual education. They are also sensitizing and building the capacity of local authorities, and provincial and district education managers.

In partnership with MOET, UNICEF’s support improved education managers’ capacity in C4D, and contributed
to the development of a communication plan to support implementation and expansion of mother tongue-based bilingual education.

An initial rights-based analysis of the Gia Lia Education Sector Plan identified gaps and implications for equity in education, as part of preparing to integrate specific indicators in the Provincial Socioeconomic Development Plan (2016-2020). Recommendations were made to strengthen future planning processes; including inclusion of indicators related to education outcomes for disadvantaged groups of children, and referencing crosscutting issues such as gender, disability, disasters, and emergencies.

**Progress:**

The delayed approval of the government’s DPO and prolonged payment process left limited time to implement the work plan. Nevertheless, DOET’s leadership enabled significant progress towards achieving the milestones to improve the quality of education for disadvantaged children.

UNICEF’s support enhanced the capacity of the provincial and district education managers and master teachers, including the following: (1) 48 staff were trained on Early Learning and Development Standards to improve the quality of early childhood education; and (2) 3 staff were trained on C4D to lead the provincial communication interventions to address the challenge of ethnic minority children’s language.

UNICEF’s evidence-based advocacy contributed to policy makers’ increased support for expanding mother tongue-based bilingual education, as in the Provincial Education Plan (2011-2015). Under the expansion plan, 344 Mong ethnic minority children received mother tongue-based bilingual education, with UNICEF’s assistance in teacher training and material development. An outline of the improved provincial mother tongue-based bilingual education plan and an outline of a module on ethnic minority education focusing on language challenges were developed for pre-service teacher training.

The UNICEF supported survey on Lao Cai primary classroom language mapping revealed striking findings. For example, 70% of the teachers are Kinh speaking Vietnamese, but Vietnamese is the strong language of only 22% of the students. A one page brief on the survey’s key findings was distributed widely for advocacy and to inform education planning. The brief drew interest from other provinces, MOET, and the National Assembly, and resulted in MOET’s commitment to institutionalize the methodology for use in other provinces.

An initial rights-based analysis of the Provincial Education Sector Plan identified, leading to recommendations to strengthen future planning process, which will contribute to the preparation on indicators to be integrated in the Provincial Socioeconomic Development Plan (2016-2020).

**Progress:**

UNICEF will take on the following roles in 2012-2016: knowledge leader on children’s issues; advocate for child rights; provider of focused capacity development; and convener of duty bearers and right holders in a range of child development and protection areas. In this context, the skills and competencies of the Country Office were tailored to provide technical assistance to the government in the design, implementation, monitoring, and evaluation of equity-based interventions to improve the lives of children.

The Education programme allocated financial resources to be managed under this intermediate result. This allocation will ensure high quality technical assistance to accelerate progress towards expected education
intermediate results areas, and effectively contribute to programme component results and the One UN Plan outcomes.

### PC 5 - Cross-sectoral support

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**PCR 5200/A0/04/805:** The Country Office is able to deliver programmatic results effectively through enhanced coordination, communication and partnerships

**Progress:**

Planning UNICEF’s decentralized work in eight focus provinces for 2012-2016 was completed, while maintaining good coordination across the four programme sections. Starting with strategic consultations in all eight provinces, the DPOs and MYWPs for 2012 and 2013 were prepared, finalized, and approved. Based on the preliminary experience of managing subnational work in the new cycle, there will be internal and external challenges to plan and implement the provincial project activities under each MYWP in a timely manner.

The newly created C4D Unit was able to effectively position its support to all programmes as envisioned in the CPD. The C4D Unit spent time to clarify its role and expectations with all programme staff: C4D results are the responsibility of programme sectors, and the C4D Unit is responsible for providing technical assistance, quality assurance, and support for monitoring and implementation of C4D activities. An office-wide C4D training was conducted by an international and UNICEF expert. The training set the basis to effectively reflect C4D in the programme MYWPs to address inequities through interventions using communication, participation, mobilization, and advocacy. Counterparts across health, WASH, education, and social and child protection were supportive of using C4D to accelerate results for children, as evidenced through meetings and reflection in the MYWPs.

On the partnership front, 2012 was the first year of UNICEF’s engagement with a dedicated Partnership Specialist. The 2012-2016 Private Sector (PS) Engagement Strategy was completed which outlined the strategic approach and programmatic priorities for private sector engagement. Promotion of PS engagement among partners (e.g., civil society, agencies, and government) was initiated. This included consultations with government officials of HCMC, Global Compact, and ILO. Advocacy within the business community was also initiated through meetings with five Chambers of Commerce. Existing partnerships were maintained or expanded. New strategic partnerships were identified, resulting in two signed Memorandums of Understanding (MOUs) and one fundraising campaign.

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**IR 5200/A0/04/805/001:** The C4D function is strengthened and efficiently managed across all programme components, with high-level quality assurance and technical expertise.

**Progress:**

A major achievement during 2012 was the internal advocacy to ensure C4D was embedded under programme results where behavior and social change were necessary and a major determinant to achieve the result. This was achieved by (1) developing and agreeing on an office-wide C4D strategy, and (2) ensuring C4D was reflected in each programme’s work plans under relevant IRs. As a result, C4D action is under 34 of the 44 programmatic IRs. In the Education programme, C4D successfully identified and supported the inclusion of disadvantaged children. In the Social Policy and Governance programme, C4D supported the institutional reform process. C4D related to breastfeeding promotion and hygiene and sanitation continued as part of UNICEF’s engagement with the government.

The C4D Unit initiated discussions with the National Centre for Health and Education under the MOH to develop a C4D plan that promotes an integrated comprehensive package of healthy actions. The package would support the larger health sector plan to provide services to women and children that brings together MNCH, nutrition, WASH, and reproductive health interventions. Such a comprehensive package of key behavioral interventions by caregivers would bring together ongoing vertical behavior change communication
programmes. As well, it would establish community engagement platforms that enable more two-way communication and collective change, including through social mobilization and advocacy efforts.

Two indicators where progress is still nascent are (1) to establish baseline data in provinces around a range of C4D indicators, and (2) partnerships to develop C4D capacity building and training at the national and subnational levels across the health, education, and child and social protection ministries.

**On-track**

**IR 5200/A0/04/805/002:** The subnational programme components of all four programmes are effectively coordinated to deliver results for the most disadvantaged children in Viet Nam.

**Progress:**

The newly established Subnational Coordination Unit for the new Country Programme (2012-2016) contributed effectively to coordinating the decentralized and multisectoral work of UNICEF in eight focus provinces. As it was the first year of the Country Programme, consultations were held in the provinces to lay down the foundation for implementing the Provincial Child Friendly Project. With inputs from all four programmes, the provincial authorities developed DPOs and they were consolidated for finalization and approval. In parallel, the development, consolidation, review and signing of the MYWPs were also coordinated. Although, only into the last quarter of 2012 were the DPOs approved by the government. The MYWPs were signed before the end of 2012. To facilitate timely implementation, UNICEF followed up with the provincial government counterparts to establish Project Management Units (a requirement to implement any ODA programme and project in Viet Nam). Internal coordination of these multisectoral provincial projects was strengthened by developing clear work processes highlighting the role and responsibilities of various programme sections and the Subnational Coordination Unit.

**On-track**

**IR 5200/A0/04/805/003:** Resources and partners, in particular the corporate sector, are leveraged and the HCMC Office is maintained to efficiently achieve results for children.

**Progress:**

The Draft PS Engagement Strategy (2012-2016) was completed and outlined the strategic approach and programmatic priorities. New baseline research was initiated on Corporate Social Responsibility and Children. Fundamental tools were identified and created to support PS engagement. Promotion of PS engagement among partners (e.g., civil society, agencies, and government) was initiated. This included three consultations with HCMC government officials, and meetings with Save the Children, Global Compact, and ILO. Advocacy within the business community was also initiated through meetings with the Chambers of Commerce of the USA, Canada, European Union, Vietnam, and Japan Trade and External Relations. Existing partnerships were maintained or expanded, such as with Melia Hotels and P&G. New strategic partnerships were identified, resulting in two signed MOUs with YanTV and Dentsu. A cause-related fundraising campaign was conducted through the global partnership with Unilever, which helped to raise over US$500,000 for UNICEF sanitation programmes.

Baseline information collection was initiated, including the bidding process for a market research agency to conduct a CSR Market Assessment and an analysis of the study on UNICEF’s Brand Awareness in Vietnam. UNICEF began to create tools localized for Viet Nam, including translating the Children’s Rights and Business Principles, and developing a strategy for web presence for corporate partnerships. The pitch presentation for the private sector was drafted. The advertisement was sent to locally recruit a partnerships specialist to support PS partnerships, with target start date of March 1, 2013. Research and identification of new space for the suboffice to appropriately and adequately support Private Sector Partnerships was completed.
PCR 5200/A0/04/800: Effective and efficient programme management and operations support.

**Progress:**

Due to external factors uncontrolled by UNICEF, the approval process for all DPOs was significantly delayed in 2012, the first year of the new Country Programme. As a result, the MYWPs were held up leading to postponements in implementing 2012 activities at both the national and subnational levels.

In 2012, the office was effectively and efficiently managed through support in the areas of governance and systems, financial resources and stewardship, human capacity, and communications; contributing to the delivery of programmatic results for children.

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**On-track**

IR 5200/A0/04/800/001: Office results are proficiently managed and systems efficiently applied to ensure maximum efficient resources.

**Progress:**

The office management system was established and put into operation (as outlined in the 2012 Annual Management Plan [AMP]) in a participatory manner and finalized in February 2012.

New office Standard Operating Procedures (SOPs), covering a range of work processes, integrated the requirements for the new Virtual Integrated System of Information (VISION). The SOPs were approved for use by all staff members.

The office also successfully completed an external audit with satisfactory ratings (i.e., no major issues were identified), although the final audit report is still pending.

The Business Continuity Plan (BCP) was tested and followup actions were implemented. The BCP alternate office was equipped with all necessary communication and information technology (IT) devices. The IT backup and recovery plan was updated and improved. The offsite tape backup storage was set up at the office of other UN agencies.

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**On-track**

IR 5200/A0/04/800/002: Effective and efficient management and stewardship of financial resources to support realization of results.

**Progress:**

Financial resources were managed effectively and efficiently to support the realization of results. Monthly and quarterly cash flow forecasts were developed in a timely and realistic manner (with a maximum deviation of 25%) by the programme sections. The forecasts were consolidated and posted in a timely manner on the intranet.

The Resource Mobilization and Contribution Management Strategy was updated in February 2012 as a framework for the office.

Contribution management, cash assistance, and budget control were monitored on a monthly basis through the Programme Coordination Meeting (PCM), and quarterly by the Country Management Team (CMT) using a set of standard performance indicators. Outstanding Direct Cash Transfers (DCT) between six and nine months were closely monitored and reported for actions to be taken.

The office started to operate two new bank accounts with Standard Chartered (SCB) Bank Vietnam. Preparation work was initiated with SCB and DFAM, NYHQ for the use of internet banking to efficiently facilitate the disbursement process.

The Office Supply Plan (for items procured by UNICEF and implementing partners) was available in the...
beginning of August 2012.

**On-track**

**IR 5200/A0/04/800/003: The office and staff members benefited from timely and effective recruitment process and Performance Appraisal System**

**Progress:**

The office implemented a timely and effective recruitment process, in compliance with existing rules and procedures. All recruitment recommendations were completed with a process that was transparent and compliant with UNICEF regulations. Recommendations were sent to HQ within 45 days of receiving the short list for IP posts, and within 75 days for local posts. No issues were raised about the recruitment submissions and recommendations, and no complaints were raised by staff or external candidates about transparency or compliance issues.

The Performance Appraisal System was timely and effective. Eligible PAS/E-PAS was completed 100%. An important result achieved was the successful organization of a three-day coaching workshop for all supervisors. However, due to time shortage, some office-wide trainings and learning events could not be organized.

**IR 5200/A0/04/800/888: Human resources**

**On-track**

**IR 5200/A0/04/800/889: The communication function effectively supports the advocacy, external and donor relations, fundraising, and partnership efforts of the Country Office with a high level of quality assurance and technical expertise, also contributing to One UN communication.**

**Progress:**

Public information on children’s issues was boosted to support UNICEF’s advocacy efforts on child rights. Hundreds of articles and programmes reflecting UNICEF’s messages were published and broadcasted on local and international media. A Digital Communication Strategy was developed to enhance UNICEF Viet Nam’s Web site capacity and visibility as a way to provide comprehensive information about children and UNICEF’s work in Viet Nam. A Facebook page was set up and updated on daily basis, reaching over 3,000 fans. This new channel aims to bolster partnerships with the private sector and encourage participation of young people.

Regarding communication support to donor relations and fundraising, UNICEF continued building partnerships with National Committees and other funding institutions to ensure that the work of UNICEF remained visible and attractive for either fundraising or advocacy purposes. UNICEF Viet Nam successfully hosted six visits from the Swedish, Australian, Japanese, Belgian, and Hong Kong National Committees for UNICEF.

UNICEF continued to work with its Goodwill Ambassadors – supermodel Ha Anh and actor Xuan Bac (newly appointed) – to build momentum to improve the lives of children in Viet Nam. Efforts were also increased to explore partnerships with production companies and television channels (e.g., Yan TV, Kenh 14) to reach out to younger audiences. Progress was also made in getting the government involved in a digital safety study (global research being conducted by NYHQ and Harvard University’s Berkman Centre for Internet and Society), through a technical consultation in November 2012 and the finalization process in 2013.

Within the framework of the UN Delivering as One initiative, the UNICEF communications team provided support to organize media outreach and general awareness raising activities around the post-MDG consultations and dialogues.
Effective Governance Structure

The Country Office governance structure was established and put into operation as outlined in the Annual Management Plan (AMP). The structure was developed as part of the AMP and is the result of a comprehensive review and planning exercise that started with the 2011 Annual Programme Review, conducted by the CMT in December 2011. Following the review, the 2012 AMP was completed in a participatory manner, with contributions from staff members representing sections, office committees, working groups, and task forces. The draft AMP was discussed at the All Staff Retreat from February 8-10, 2012.

The Country Office internal governance mechanisms consist of several bodies, including statutory committees, non-statutory committees, working groups, task forces, and focal points. While developing the governance mechanisms for 2012, careful attention was given to the fact that this was the first year of the new Country Programme and there were many changes in both programme structure and staffing. Under the new cycle, UNICEF started working with a new composition of teams, along the lines of the four programme components and the crosscutting units for subnational coordination, C4D, PM&E, and corporate engagement. It was important for the Country Office to ensure that effective governance mechanisms were established from the beginning to lay down a solid foundation for strong performance, strong coordination, and of course delivering programmatic results for the children of Vietnam.

One of the important changes in the governance in 2012 was the Table of Authority (ToA). With the introduction of the new operating system VISION, the previous ToA was replaced by the Role Mapping Table that the Country Office developed to conduct its business. Segregation of Duties (SOD) is an internal control involving the distribution of roles with the primary objective of preventing errors and fraud, which has been strengthened through VISA and APPROVA. Based on the SOD table, the Country Office reduced user violations from 23, including 18 high-medium violations and 5 sensitive role alerts. By the end of the year, only 5 sensitive role alerts existed.

Efforts were also made to revise and align the Management Performance Indicators and targets with VISION. Accordingly, some modifications were made to the indicators, including changing the standard monitoring format to align it with the VISION dashboard and tailor it to the Country Office’s requirement. The revised Management Performance Indicators were used as the key tool for reviewing management performance by the CMT and PCM, the Mid-Year Review, and Annual Report.

The Country Office was audited in November 2012 by a team of five external auditors. The essential functions were evaluated, including budget management, DCT, programme management, supply, and human resources (HR). There were no serious concerns and the Country Office received official feedback that it is consistent with governance requirements.

Strategic Risk Management

Vietnam has a high risk of natural disasters such as typhoons and flooding. The key to successful mitigation is a very detailed BCP. The Country Office prepared such a BCP and tested the functionality of the backup location. The residence of the Representative was prepared as the backup location with independent internet access, satellite phone, generator, and other necessary equipment. The test showed only minor weaknesses and the Country Office was well prepared. All essential staff have been trained on remote access, and all staff are equipped with laptops.

The Harmonized Approach to Cash Transfers (HACT) Implementation Plan, which included the Assurance Plan, was developed and implemented jointly with the UN Development Programme (UNDP) and UNFPA. In 2012, 19 financial spot checks (FSCs) were planned, out of which 18 were conducted and 1 was rescheduled to early 2013. All FSCs were conducted by in-house programme and finance staff. The FSC findings and recommendations were closely followed up by the management for implementation by the concerned implementing partners. Strict measures were implemented by the Country Office, including withholding further DCTs to implementing partners who failed to implement the FSC recommendations in a timely manner.
For the Country Programme (2012–2016), the Country Office planned to conduct microassessments of the 16 national implementing partners of the approved DPOs in 2012. However, due to the lengthy and complex approval process for the DPOs, these micro-assessments are to be conducted in early 2013.

**Evaluation**

On the basis of the SOP for the Integrated Monitoring and Evaluation Plan (IMEP) approved in 2011, planning of the multiyear IMEP for 2012-2013 was started in early 2012. To facilitate this process, the PM&E Unit conducted a learning session on the SOP for staff members. However, due to the delayed approval of programmes and projects between UNICEF and the government, finalization of the IMEP was delayed and completed studies and evaluations in 2012 were mainly the ones carried over or continued from 2011.

In August 2012, the Country Office received the following feedback by the Global Evaluation Reports Oversight System (GEROS) on its 2011-2012 evaluations: (1) Provincial Child Friendly Programme Evaluation, (2) Adolescent Friendly School Evaluation; and (3) Childhood Injury Prevention Evaluation. One evaluation was assessed as ‘unsatisfactory’ and two as ‘almost satisfactory’. Following the support mission of the East Asia and Pacific (EAP) Regional Advisor on Evaluation, the feedback from the three evaluation reports and specific office-wide actions needed to improve the quality of evaluations were discussed at the Programme Coordination meeting and the Policy and Research Hub meeting in September 2012.

In order to improve the quality of Country Office evaluations, the following actions were taken during 2012:

- Established a PM&E Unit with dedicated staff and clear terms of reference on key crosscutting support and advisory functions.
- Developed a PM&E support plan with the aim to provide well-planned technical support to programmes.
- The Policy and Research Hub provided technical support and oversight on major studies and evaluations.
- The Regional Evaluation Advisor organized a one-day learning session on evaluation in September 2012.
- The SOP on evaluation management was developed and approved by CMT in late 2012, laying a good foundation for improving the practice and quality of evaluations in the Country Office. The SOP will be further disseminated so that all programme staff are familiar with it.

With support from the Regional Evaluation Advisor, efforts to strengthen the evaluation capacity across programmes will continue in 2013. The Regional Evaluation Advisor will hold a two-day office-wide training on evaluation management based on the SOP.

It was slightly difficult for the Country Office to produce quality management responses with concrete action points that could be ‘closed’ by a specific date. This was mainly due to the nature of UNICEF’s work in Vietnam, which consisted largely of technical advice and advocacy rather than service delivery. Hence, the recommendations in evaluation reports were primarily addressed to the government.

UNICEF recently started to work on national evaluation capacity building through the project on child-sensitive PM&E with the Ministry of Planning and Investment. As well, UNICEF facilitated and coordinated the collaboration of the UN Evaluation Group (UNEG) and the United Nations Evaluation Development Group for Asia and the Pacific (UNEDAP) with other UN agencies in Vietnam. This is definitely an area that should be expanded in 2013.

**Effective Use of Information and Communication Technology**

The Country Office developed an information and communication technology (ICT) action plan. The implementation of the plan achieved good results in five key areas.

The ICT infrastructure was improved to ensure reliable and stable services for users. The server room was
equipped with new UPS, temperature and humidity monitor, and physical access control. All of the servers were converted to ‘virtual machines’ running on a host server that makes the server room a ‘Green IT’. All old desktops were replaced with laptops. Staff working mobility was improved with 94.25% of staff using laptops with docking. With replacement of the laptops, old users’ UPS were removed to make the office more energy efficient. To better prepare for disaster recovery, the off-site backup storage was set up at the UNAIDS office. An automatic Internet backup mechanism was also set up to provide smooth Internet connection to users.

IT management was also improved to ensure that all IT impacts will be evaluated and potential risks are reduced. The ICT action plan was submitted to CMT for review, comment, and approval. Core IT internal processes were documented. The IT backup and recovery plan was updated and tested. Network share drivers were reviewed and restructured. Each unit, section or working group had a focal point to manage the content and access control. The BCP was also updated and tested.

IT training and communications were improved to give users a better understanding of IT policies and services, and how IT can assist users to work better. For all new staff, within the first two weeks of joining the office, they will be scheduled to attend an IT briefing session. The IT briefing will introduce users to UNICEF IT policies, the system, available resources, how to get support, etc. To ensure critical staff know how to use the remote access tools in case of an emergency, a specific IT training on remote access was arranged.

The Country Office participated and contributed actively to global and regional ICT projects. As a pilot country in 2012, the Country Office participated in many IT projects, such as upgrading AD, file and print server to Windows 2008; setting up Windows server update system; and upgrading the mail server to Lotus Domino 8.5.3. The Country Office was recognized by Regional IT as one of the only three offices in the EAP region which completed the implementation of global releases.

The Country Office actively contributed to the One UN ICT harmonization process in Vietnam. As Chair of the local ICT working group for the One UN House IT system, the Country Office coordinated IT staff from other UN Agencies and members of the IT Reference Group in HQ to follow up the recommendations from the One UN IT mission on the Green One UN House that took place in January 2012. The Country Office also worked actively with other One UN working groups, such as HR, to discuss the proposed structure of the One UN IT team.

**Fundraising and Donor Relations**

UNICEF received positive indications from key donors for future funding in core programme areas and to strengthen provincial authorities. However, as predicted in 2011, donor pledges to the One Fund have not been forthcoming and disbursements were slow. The available funding from the One Fund allocated to UN agencies in 2012 was considerably lower than expected, a total of US$3,658,495, of which UNICEF raised US$691,397 for child protection, child survival and development, and social policy and governance.

Through the Office Resource Mobilization and Contribution Management Strategy, the Country Office made significant effort to raise funds through the National Committees. During the year, the Country Office hosted six visits from National Committees which resulted in establishing relationships with the National Committees from Sweden, Hong Kong, and Japan. While such visits have resulted in some funds, it is still far from what the Country Office expected to generate through the National Committees. Regular follow up with the National Committees is critical to secure a much larger commitment in the future. The Country Office also received some funds from the different focus area tool kits that were developed for the 2012-2016 cycle and placed on the Private Fund and Partnership’s (PFP) Web site. Further efforts will be required to make these tool kits more attractive to the National Committees.

Efforts were made to raise funds for province specific proposals, which yielded positive results. Luxembourg contributed more than $2.4 million to support UNICEF’s multisectoral engagement in one of Vietnam’s poorest provinces. Given the fact that nearly half of the total Country Programme budget in 2012-2016 is allocated at the subnational level, such efforts to raise funds for individual provinces will need to continue in the future. UNICEF also started working with the European Union (EU) Delegation in Viet Nam to receive potential funds, approximately 13 million Euro over four years (2014-2017) to support putting UNICEF’s Ethnic Minority
Strategy into operation. On the basis of a UNICEF concept note, the EU Delegation formulated an identification fiche which received positive feedback from EU HQ. Senior staff from EU HQ visited Viet Nam in late 2012 to assess the sustainability and better understand the overall project through meetings with government and partners at the national and subnational levels. UNICEF is expecting to work with the EU Delegation to finalize the project details during the first half of 2013.

Timely and quality reporting to donors remained a major priority during the year. The 2012 AMP clearly outlined a number of key performance indicators for effective contribution management. These indicators were regularly monitored by PCM and CMT. All donor reports were submitted in time and all PBAs expiring in 2012 were fully utilized.

Management of Financial and Other Assets

All MYWPs were fully funded in 2012. However, 2012 was the first year of the new Country Programme which required developing DPOs for approval by the Prime Minister. As a result, the MYWPs were developed and approved later than planned, leading to delays in disbursing funds to the implementing partners and a relatively low expenditure rate compared to previous years. By December 26, 2012, the expenditure level of approved later than planned, leading to delays in disbursing funds to the implementing partners and a relatively low expenditure rate compared to previous years. By December 26, 2012, the expenditure level of regular resources (RR) and other resources (OR) was 100% and 59%, respectively.

Contribution management, cash assistance, and budget control were monitored on a monthly basis through the PCM, and quarterly by the CMT using a set of standard indicators included in the AMP. Outstanding DCT between six and nine months in the first and the second quarters of 2012 were higher than the target due to the following reasons:

- The global switch from ProMS to VISION, and the adoption of IPSAS starting January 1, 2012 created challenges in all areas, including DCT and liquidation.
- The internal changes in the Country Office’s subnational work, which was mainstreamed into four programmes and discontinued the Provincial Child Friendly Programme.

As of July 2012, the outstanding DCT rate was reduced to an average of 3% through the combined efforts of the involved sections.

Cash was well managed with balances maintained lower than two weeks of expenditure. More importantly, liquidity was ensured, taking into account the complex process of replenishing local currency newly set up by NYHQ, and additional restrictions from the local government for US dollar transfers.

The Country Office started to operate two new bank accounts with Standard Chartered Bank (SCB) Vietnam, as recommended by the UN in Vietnam and UNICEF NYHQ. During the last quarter of 2012, the Country Office used these new bank accounts together with the existing two bank accounts with ANZ Bank Vietnam. Preparation work was initiated with SCB and DFAM, NYHQ for the use of internet banking, which will efficiently facilitate the disbursement process. The bank account of the HCMC suboffice was closed in the fourth quarter of 2012. The two bank accounts with ANZ are planned to be closed in early 2013. Monthly bank reconciliations were completed within the set schedules by NYHQ, and reconciling items were cleared within one month.

Supply Management

The Country Office experienced a substantial change in the procurement modality for institutional services from HR policy to supply policy consistent with the Corporate Policy and Practice, and the introduction of VISION. To make the transition seamless, work processes for procuring institutional services was jointly developed with programme colleagues and used to guide the finalization of the Country Office SOP. The Supply Unit was also active in providing training, sharing sessions, and troubleshooting to colleagues on the VISION supply stream.

The total supply inputs were approximately US$744,000 (with US$560,000 and US$185,000 procured by UNICEF and IPs through DCT, respectively). Most of the supplies were procured locally, including institutional
services, printing, IT and office equipment, and nutrition supplies. There was a need to enhance the procurement effectiveness through DCT and to respond to the recommendations from the independent evaluation of the performance of IPs. As such, the Supply Unit developed a tool for an IP procurement capacity assessment, and a proposal for procurement training and certification for IP personnel directly involved in procurement activities.

In response to the programme shift towards upstream policy work, UNICEF continued providing technical assistance to counterparts in the certification of locally produced RUTFs and MNPs. The assistance included a mission for standard GMP certification from the Supply Division in August 2012. Also with support from the Supply Division, training on procurement services was organized in August 2012 for all UNICEF staff and potential partners (e.g., government counterparts, global funds, World Bank projects). The Supply Unit provided technical assistance to the government in procuring pentavalent vaccines and devices, with a total value of approximately US$1 million. Despite delays caused by the global shortage of vaccines, this effort clearly contributed to preventing a shortage of vaccines for Vietnam, which was highly appreciated by the government.

UNICEF continued leading the UN procurement working group to identify possibilities for joint UN procurement, and the implementation of Common Services in preparation for the Green One UN House.

Human Resources

The new Country Programme cycle began in 2012 with a new staffing structure consistent with revisions made as part of the Country Programme (2012-2016). The staff profiles were revisited, and in many cases, posts were eliminated to create new posts with new tasks, skills, and competencies. The Country Office was able to recruit most of the posts established for the new cycle. The current staffing structure has taken into account the programmatic changes, and posts have revised job profiles that are needed to achieve the results for the new cycle. To address any gap in skills, the training and learning needs of staff were taken into account by the HR Development Committee through an office-wide learning and development plan, as well as individual learning plans. Specific trainings were arranged to address the following topics: advocacy focus programming, C4D, the human rights-based approach, and the results-based approach.

The Country Office prioritized the need to establish a regular and meaningful performance evaluation process. The Country Office, in consultation with the Regional Office, trained 98% of staff on the ‘Managing Performance for Results and Coaching’ workshop for all supervisors. The Country Office was also able to meet all deadlines for completing performance planning to mid-year reviews. The PAS and e-PAS training yielded a marked difference in the way staff considered the performance evaluation process. The training also empowered staff to have meaningful discussions about individual objectives, responsibilities, and accountabilities with their supervisors.

The Country Office trained staff on ERP, and staff were deployed for emergency missions in 2012. Staff were also registered in the Regional Office roster for emergency support, and are ready and willing to deploy when the need arises.

The unavailability of professional counseling services made it difficult to support staff in this area. However, staff did not raise any concerns about this issue through the JCC or Staff Association. This will be followed up by HR in 2013, in consultation with other UN agencies. All staff were trained on HIV and AIDS, and are fully aware of the ten standards in the workplace. No issues were brought forward by staff in this area.

The Country Office reviewed the 2011 staff survey results and agreed to focus on two areas raised by staff: management communication and work-life balance. The Country Office, in consultation with the Staff Association, introduced more frequent all staff meetings, informal get-togethers, and other events with family and dependants to reduce the perceived gap between staff and management. The management was also more communicative and follow up actions through JCC were monitored. To address the work-life balance issue, the entire office agreed to apply flexible working hours and work two Fridays as a half day each month. This has created a sense of well-being amongst staff and was appreciated in a staff meeting with the regional director.
Efficiency Gains and Cost Savings

As an active member of the One UN team, UNICEF sought to achieve efficiency gains in operations. This was addressed by the Green One UN House project and related common services. The Operations Management Team (OMT) identified 46 common services that need to be established for all UN agencies that move into the Green One UN House. The move will have a significant impact on administration, vehicle management, and ICT. However, the financial impact of these areas remains difficult to measure in advance, and the effect will not be realized in the short-term.

The Green One UN House initiative dominates UNICEF’s cost saving activities. The fact that the new building is rent free will have a significant financial impact. Coordination with other agencies will be improved through functional cluster seating, instead of agencies being located separately from each other. Other activities include a new approach to advertising bids and requests for proposals in local newspapers and electronic media. UNICEF intends to reach out to more potential suppliers, and by doing so, increasing the number of submissions and competitive offers.

The One UN Communications team proved to be effective. As of January 2012, UNICEF started to recover costs from other agencies for office space and internet connectivity, and recover the expenses incurred by other agency’s staff.

The Country Office further reduced operational costs by eliminating one driver position (by not replacing a staff member who retired).

Changes in AMP & CPMP

The new Country Programme began in 2012, and therefore it was the first year of implementing the 2012-2016 Country Programme Management Plan (CPMP) and the 2012 AMP. Both these planning frameworks have taken into account the complex and rapidly changing programme environment in Viet Nam and UNICEF’s new role in the 2012-2016 cycle. The programme structure and the staffing established for the 2012-2016 cycle experienced no significant constraints and challenges.

While no major changes are envisaged in the CPMP and AMP, the Country Office will continue to give major attention to fundraising given the uncertainty and continuous decline of funds from the One Plan Fund. The 2013 AMP will provide a clear road map for fundraising building on the Resource Mobilization and Contribution Management Strategy, particularly for those programmes where the shortfall is significant and with potential implication on staffing costs.

As part of the 2013 AMP, the Country Office will prioritize finalizing and implementing the Corporate Engagement Strategy on how UNICEF (and the HCMC Office in particular) will develop partnerships with the private sector and leverage actions for children. The strategy is expected to guide UNICEF’s engagement with the private sector to promote positive business practices and support programmes for children. The 2013 AMP will also give attention to strengthening how UNICEF will manage its subnational engagement during the programme cycle, particularly since half of UNICEF’s resources are allocated to support the eight focus provinces. The work process currently guiding the coordination of subnational work will be revised and included in the AMP.

Finally, 2013 is the last year before the Country Office moves to the One UN House in 2014. Considerable time and effort will be needed to prepare staff for this major change, which is yet to be fully internalized. The role of the Change Management Working Group will be critical in 2013; therefore, such effort will also be reflected in the 2013 AMP.
Acronyms

AIDS – acquired immunodeficiency syndrome
AMP - Annual Management Plan
ARV – anti-retroviral
BCP – Business Continuity Plan
C4D – communication for development
CATS – Community Approaches to Total Sanitation
CCPD – Common Country Programme Document
CEM – Committee for Ethnic Minority
CMT – Country Management Team
CP – child protection
CPAP – Country Programme Action Plan
CDP – Country Programme Document
CPMP – Country Program Management Plan
CPPA – Consolidated Programme Plan of Action
CRC – Citizen Report Card
CRC – Convention on the Rights of the Child
CSC – Community Score Card
CSD – child survival and development
CSEC – commercial sexual exploitation of children
CSO – civil society organization
CLTS – Community-led Total Sanitation
CWD – children with disabilities
DARD – Department of Agriculture and Rural Development
DCT – direct cash transfer
DOET – Department of Education and Training
DoH – Department of Health
DPO – Detailed Project Outline
EAP – East Asia and Pacific
EAPRO – East Asia and Pacific Regional Office
EDU – education
EM – ethnic minority
EU – European Union
FSC – financial spot check
GDP – gross domestic product
GEROS – Global Evaluation Oversight System
HACT – Harmonized Approach to Cash Transfers
HCMC – Ho Chi Minh City
HIV – human immunodeficiency virus
HQ – headquarters
HR – human resources
HWTS – household water treatment and storage
ICT – information and communication technology
IMAM – integrated management of acute malnutrition
IMEP – Integrated Monitoring and Evaluation Plan
IMF – International Monetary Fund
IP – implementing partner
IT – information technology
IYCF – infant and young child feeding
KAP – knowledge, attitude, and practice
MARD – Ministry of Agriculture and Rural Development
MDG – Millennium Development Goal
M&E – monitoring and evaluation
MICS – Multiple Indicator Cluster Survey
MNCH – maternal, newborn, and child health
MOET – Ministry of Education and Training
MOF – Ministry of Finance
MOH – Ministry of Health
MOLISA – Ministry of Labour, Invalids and Social Affairs
MOU – Memorandum of Understanding
MYWP – Multiyear Work Plan
NGO – nongovernmental organization
NPAC – National Programme of Action for Children
NYHQ – New York headquarters
ODA – Official Development Assistance
OMT – Operations Managers Team
OR - other resources
PCM – Programme Coordination Meeting
PETS – Public Expenditure Tracking Survey
PM&E – planning, monitoring, and evaluation
PFP – Private Fund and Partnerships
PMTCT – prevention of mother-to-child transmission
PS – private sector
RIM – rapid impact monitoring
RR – regular resources
RUTF – ready-to-use therapeutic food
SAS – social assistance system
SASSP – Social Assistance System Strengthening Project
SCB – Standard Chartered Bank Vietnam
SEDP – Socioeconomic Development Plan
SitAn – situation
SOD – segregation of duties
SOP – standard operating procedure
SPG – social policy and governance
SPS – social protection system
ToA – Table of Authority
TOR – terms of reference
UN – United Nations
UNAIDS – Joint United Nations Programme on HIV/AIDS
UNDAF – United Nations Development Action Framework
UNDP – United Nations Development Programme
UNEG – United Nations Evaluation Group
UNFPA – United Nations Population Fund
UNICEF – United Nations Children's Fund
VAAC – Viet Nam Administration for AIDS Control
VASS – Viet Nam Academy of Social Science
VISION – Virtual Integrated System of Information
VND – Vietnamese Dong
WASH – water, sanitation, and hygiene
WB – World Bank
WHO – World Health Organization
## Evaluations

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### Lessons Learned / Innovation

#### 1 Extension of maternity leave and banning advertisement of breastmilk substitutes to protect breastfeeding in Viet Nam

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**Contact Person**

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**Language**

English

**Emergency Related**


### Abstract

UNICEF, Alive & Thrive and local partners have made concerted effort to extend maternity leave in the Labour Code and align the Advertisement Law with the International Code on Marketing of Breastmilk Substitutes in Viet Nam. Both policies are key to giving caregivers the support they need to make the best feeding choices for their children.

After several years of focused engagement, both policies were successfully passed by the National Assembly in 2012. First, on 18 June, members of parliament made the landmark decision to extend paid maternity leave to six months - a bold departure from other maternity leave policies in Southeast Asia. Three days later, they voted to expand the ban on advertising breastmilk substitutes for children under 24 months, including feeding bottles and teats, as well as other complementary foods for infants under six months.

### Innovation or Lesson Learned

The process of policy change for both maternity leave and the Advertisement Law was lengthy, iterative, and involved adapting and revising plans according to new information and experience gathered along the way. Below is a summary of lessons learned:

- Develop clear advocacy goals using specific, measurable achievable, realistic and time bond objectives.
- Conduct research early and thoroughly to inform strategies and communications.
- Conduct local research; make the case relevant and attainable in the local context.
- Economic evidence is vital to the process; international evidence base is lacking.
- Strategic communications are key to success.
- Identify and tailor strategic message frames to the local context.
- Adapt and tailor messages throughout the process to address new concerns.
- Deploy effective champions to deliver the message.
- Broad, effective partnerships are critical to ensuring all issues are addressed.
- Engage the government as a partner from the outset—and demonstrate how the policy change is linked with their legislative duties and responsibilities.
- Leverage the comparative advantages within the partnership.
- Create ownership through joint branding, shared responsibility, and shared credit.
- Allocate sufficient resources to develop and support research, materials, and events.
- Monitor and evaluate progress, including risk assessment.

### Potential Application

During recent workshops and discussions with infant and young child feeding policy stakeholders from throughout the Asia-Pacific region (e.g. Asia-Pacific Development Summit, WHO RCM Meeting, etc.), there has been substantial interest and requests for more information and detail about how Viet Nam’s policy changes came to pass. This is a unique and timely opportunity to build momentum and energy for stronger parental/maternity leave and regulations on marketing of breastmilk substitutes throughout Southeast Asia. Support for regional advocacy should therefore be considered, including collaboration with the ASEAN Secretariat. In collaboration with the ASEAN Foundation, there might also be opportunities to adapt policy materials from Viet Nam and make them available for use in other ASEAN countries.
Issue

Investments in the first 1000 days of life are critical to ensure optimal growth and development. "States, therefore, have a duty to support exclusive breastfeeding for six months and continued breastfeeding, combined with adequate complementary foods, until the second birthday of the child".

In keeping with the above, Viet Nam’s National Assembly made a landmark decision to extend paid maternity leave to six months in 2012. In addition, the ban on advertising of breastmilk substitutes for children was extended to 24 months, including feeding bottles and teats, and other foods for children under six months.

Strategy and Implementation

The path to policy change in Viet Nam was methodical and comprehensive, and included the broader strategy of engaging key partners, building consensus, identifying key questions and concerns, and repeating the process until critical momentum for policy change was achieved.

Research was instrumental to inform advocacy strategies and tactics, and to build the case for policy change. Conducting a broader stakeholder analysis—with a clear understanding of who could make the case for change with high-level decision makers in the government and legislature—was also key to success.

Research findings were distilled into key messages for these policymakers, using motivational frames. A robust network of partnerships created pathways to reach relevant legislative audiences. The unique expertise and comparative advantages within the partnership were leveraged to execute advocacy meetings with target audiences. Throughout the process, the media was engaged to tell the story of how IYCF and related policies impact health, social, and economic development outcomes.

Progress and Results

Evidence emerged during the stakeholder analysis and risk assessments on the close ties and arrangements among government officials and the industry spearheaded by the US Embassy. This included a letter from the US Embassy to the President of the National Assembly with concerns for their formula milk companies in the Law on Advertisement. A letter from the American Chamber of Commerce was also sent to the Prime Minister warning about the expensive burden on the social insurance system an extension of maternity leave would cause in the Labour Code Amendment.

The initial proposals for the National Assembly were to only restrict marketing of breastmilk substitutes for children under six months in the Law on Advertisement and to extend paid maternity leave from four to five months in the Labour Code Amendment. The increased awareness and recognition by National Assembly members of their obligations under the Convention of the Right of the Child, as well as the research addressing the arguments of the opponents were therefore instrumental for the legislative change. The proceedings from the National Assembly sessions in June 2012 show that both provisions where passed in their respective laws with more than 90 per cent of the final vote.

Next Steps

The ban on marketing of breastmilk substitutes in the Advertisement Law and the extended maternity leave in the Labour Code will come to effect in January and May 2013 respectively. To ensure adequate enforcement, it will be instrumental to provide technical support in finalising the relevant implementation guidelines, including revising Decree 21 on the health sectors responsibilities to implement the regulations on marketing of baby foods. Support will also be required to raise awareness of the new maternity leave regulation and to roll out guidelines for breastfeeding rooms in enterprises in efforts to ensure compliance.
2 Innovating to make Viet Nam’s Socio Economic Development Plans (SEDPs) more socially responsive

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<td>Yoshimi Nishino, Chief, Social Policy and Governance Programme, <a href="mailto:ynishino@unicef.org">ynishino@unicef.org</a></td>
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Abstract

The Social Audit Approach is comprised of a range of methodologies, tools and techniques that are used to assess, understand, report on and improve the social performance of an organization, a plan or a policy. When applied to the Monitoring and Evaluation of Viet Nam’s SEDP, the Social Audit Approach helps capture citizen feedback on the governance of service delivery and accountability mechanisms. The implementation of the Social Audit approach in Viet Nam indicates the importance of participation, commitments and capacity of local governments. These factors will help institutionalization of the Social Audit approach in the future.

Innovation or Lesson Learned

The Social Audit Approach is comprised of a range of methodologies, tools and techniques that are used to assess, understand, report on and improve the social performance of an organization, a plan or a policy. When applied to the Monitoring and Evaluation of Viet Nam’s SEDP, the Social Audit Approach is an umbrella concept that encompasses a variety of innovative tools – the Child Rights Based Social Audit, Public Expenditure Tracking Surveys, Citizen Report Cards, Community Score Cards, and Gender Audits – that generate complementary information (to regular survey and administrative sources) to highlight the effectiveness of the social dimensions of the SEDP in a participatory manner. It is especially unique in Viet Nam’s context where avenues for providing feedback on the governance of service delivery and accountability mechanisms remain weak.

The implementation of the Social Audit Approach in Viet Nam indicates involvement and commitments of various stakeholders, especially local authorities are of great importance because they will support follow up actions and interventions. In addition, strengthening local capacity will help increase ownership of local governments over process and results of social audit implementation. These two lessons learnt are crucial to institutionalize the Social Audit approach.

Potential Application

The Social Audit Approach could be applied in other countries, where the planning, monitoring, and evaluation of policies and plans do not pay adequate attention to social issues and impacts and do not capture the perspectives of service users. The different tools that form the Social Audit package could also be used individually by governments as well as development actors (such as the UN agencies, NGOs etc.) for assessing the quality and adequacy of specific public services. It has been confirmed that social audits are a powerful tool to collect people’s feedback and assess service providers’ performance. Introducing the social audit approach is a process to empower the poor and marginalized people in particular.

Issue

Over the past 15 years, Viet Nam has made steady progress towards achieving the Millennium Development Goals (VMDGs). However, this progress has not equally benefited all segments of Vietnamese society. Achieving equitable outcomes for children is not only about formulating policy goals, plans and strategies (the "what") but just as much about the process of implementing these (the "how"). Enhanced participation in formulating and assessing key policies and programmes, and increased effectiveness of service delivery in reaching the most marginalized are crucial in this regard.
### Strategy and Implementation

UNICEF views the governance of service delivery – in terms of its quality, efficiency, accountability and relevance – as a major challenge in Viet Nam’s ability to achieve child rights with equity. The Social Audit Approach is, in turn, a key component of UNICEF efforts to support the government to meet these challenges. In its new Country Programme UNICEF will support the Ministry of Planning and Investment (MPI) through its Department of Labour, Culture and Social Affairs to integrate and institutionalize the Social Audit Approach at both national and sub-national levels.

To do so, UNICEF Viet Nam will leverage its existing solid partnership with the Government – national and provincial – and its access to international expertise and experiences to facilitate this. Utilizing these tools in a child-focused manner is an innovative way of directly engaging with children in the policy monitoring process and enhancing the accountability of policy makers and frontline service providers. While the institutionalization of the Social Audit Approach is the ultimate goal, there is not enough momentum yet for this to happen. Hence UNICEF will have to technically and financially support the implementation of the tools in the meantime.

### Progress and Results

Project implementation started in May 2009. Key achievements so far include:
- Completion of an “inception phase” encompassing 1) the development and contextualisation of a conceptual framework for the use of a social audit approach to monitoring and evaluating Viet Nam’s SEDP, 2] several rounds of stakeholder consultation, 3] exposure to international experiences (including a study tour for Government officials to the Philippines) and identification and analysis of relevant on-going experiments locally.
- Completion of a first round of social audit pilots in four provinces, using Citizen Report Cards, Community Score Cards, Public Expenditure Tracking Surveys (2 rounds) and Gender Audits.
- Development of a new, explicitly child focused social audit tool – the Child Rights Based Social Audit – in consultation with national and provincial authorities.
- 2 rounds of capacity building trainings – for national and provincial officials, and researchers – by international experts (2010 and 2011) on each of the social audit tools
- Development and finalization of a comprehensive Toolkit for the Social Audit Approach, 5 complete training packages (including detailed manuals) for each of the social audit tools, and a draft Capacity Development Plan, with technical support from international experts

### Next Steps

During the upcoming 2012-2016 Country Programme cycle, UNICEF will continue to support the Government of Viet Nam to expand and strengthen the social performance of the SEDP, through its Child Sensitive SEDP project, by doing Supporting the institutionalization of the Social Audit Approach. This will primarily be accomplished by generating further evidence on its ability to strengthen monitoring of the SEDP’s social performance, including through further use of social audit tools. From 2013 onwards, while continuously improving methodology and identifying lessons learned, the project will gradually shift from piloting to more widespread implementation of the tools with the explicit objective of informing the monitoring and evaluation of the annual SEDPs in focus provinces. It is expected that these efforts, coupled with adequate advocacy, will have practical application value in terms of improving the quality and relevance of policies and services for children. In addition, the exercises will also generate awareness and demand on the part of stakeholders for its continued application. This will help build a solid case over time with increasing traction for the approach’s institutionalization at the national level.