

One United Nations Programme and Common Budgetary Framework Bosnia and Herzegovina 2015-2020

United Nations Development Assistance Framework



2018 UN Country Results Report

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Reporting Context

The United Nations Country Team (UNCT) in Bosnia and Herzegovina (BiH) is comprised of 17 UN Programmes, Funds and Specialized Agencies: FAO, ILO, IOM, UNHCR, UNICEF, UNDP, UNFPA, UNODC, UNEP, WHO, UNESCO, UN Women, UNV, three regionally-based UN Agencies that are also operational in BiH (UNIDO, IFAD, and IAEA), and the UN IRMCT.

The work of the UNCT in BiH is guided through the *2015-2020 United Nations Development Assistance Framework (UNDAF)* endorsed by the BiH Council of Ministers on 14 May 2015 and officially signed on 15 June 2015. Thirteen outcomes have been agreed within the 2015-2020 UNDAF, in four strategic focus areas that respond to country needs and make use of the UN's comparative advantages: Rule of Law and Human Security, Sustainable and Equitable Development and Employment, Social Inclusion (education, social protection, child protection, child protection and health), and Empowerment of Women. UNDAF is operationalized through 4 biennial Joint UN Work Plans (JWPs) at the output and activity level corresponding to four UNDAF Focus Areas, which are prepared every two years in close consultations with the relevant BiH authorities and approved by the Joint BiH/UN Steering Committee (JSC). With the overall responsibility of coordinating and monitoring the UNDAF implementation in BiH, the JSC provides strategic guidance and oversight during the 2015-2020 UNDAF implementation, endorses the JWPs and reviews the annual reports. It is composed of the BiH authorities from state, entity and Brcko District levels, in addition to the UNCT.

In line with the decision of the BiH Council of Ministers at its 146th session on 18 June 2018, the UNDAF was extended for one year, until 2020 in order to better align the process of preparation of the next UNDAF for BiH with the election cycle as well as some key planning processes in BiH. Within this context the UNCT just completed its final biennial planning cycle for the period 2019-2020 with the 2019-2020 JWPs in the indicative amount of USD 125.3 Mil. endorsed by the JSC on 25th March 2019.

Full implementation of the UNDAF foreseen an *estimated total of USD 264,592,034*. This includes an indicative USD 54,871,620 from regular or core resources and a projected USD 78,533,932 from other or non-core resources. The total estimated funding gap during UNDAF creation was USD 131,186,482 which was expected to be mobilized during the UNDAF implementation. As of the end of 2018, after four years of implementation, the **collective UNCT delivery is USD 250.66 million USD, or 94.7% of the indicative five-years UNDAF budget**. Planned 2019/2020 delivery as described in the 2019-2020 Joint Work Plans is 125.3 million USD, which brings **total UNDAF 6-year value to 375.96 million USD**.

Within this context, the UNCT prepares a joint UN Country Results Report on the annual basis informing the JSC and other partners in BiH of the achievements and progress made in implementation of the 2015-2020 UNDAF for BiH. This report summarizes and highlights the key development results achieved in BiH in 2018 with the UN support during the fourth year of the UNDAF implementation.

2018 Key Developments

BiH is an upper middle-income country with the aspirations to become a member of the European Union (EU). At the same time, 23 years following the 1992-1995 conflict, BiH continues to struggle with its peacebuilding process and internal efforts to establish a common vision for the country with mutually-accepted internal governing arrangements. Consequently, the BiH's context is generally characterized through frequent political crisis and institutional deadlocks that often impedes with the EU integration process but also the overall advancement of the development agenda in the country, including the long-term planning processes. Complex governing structure and ambiguous constitutional provisions frequently create challenges for decision-making processes in the country and establishment of the full national ownership.

In the political aspect, 2018 was marked by *the general elections*, which were organized in October with the increased political attention on the election campaign and much of the government apparatus in the technical mandate throughout the year. Due to the lack of consensus over the electoral law reform prior to the elections, the campaign was conducted in a politically charged and divisive context with legal ambiguities on the

implementation of the election results. As a result, the government formation process began in a very slow and complicated manner subjected to frequent political conditioning and blockages.

Despite the difficulties, over the last couple of years, BiH has managed to advance its EU integration agenda following a period of stalemate and institutional deadlock on the EU-related issues. In February 2018, BiH submitted its consolidated feedback on the EU Commission's Questionnaire as part of the preparation of the Commission's Opinion on the merits of the BiH's application from late 2016. The Commission has started the work on its Opinion, which will be prepared on the basis of the country's answers to the Questionnaire and follow-up inquiries.

In terms of the national planning processes, BiH continues to lack a development framework with a set of defined and country-wide agreed strategic development goals. The BiH Reform Agenda (2015-2018), represented the first mid-term planning document with a broad consensus among all governing institutions since 2007. It outlined the key priorities for economic and social reforms that were expected to underpin the country's application for EU membership. Currently, there is ongoing discussion on the new set of Reform Agenda to lead the mandate of the new authorities in BiH following the general elections in October.

In 2018, with support of the UN, the country has also initiated the process of rolling-out the global 2030 Agenda and the Sustainable Development Goals (SDGs) and localizing the SDGs priorities in BiH. In many aspects, this process can inform an eventual country-wide strategic framework for development and as such represents a valuable and important reference point for future strategic partnership between the UN and BiH. Bosnia and Herzegovina is supported by the UN Country Team and the wider UN system with preparation and presentation of country's first SDG Voluntary Report at the High Level Political Forum in New York in July 2019 as well as preparation of the country-wide SDG Framework in BiH that will define development pathways and key targets and accelerators for sustainable development in BiH context.

BiH continued experiencing a mixed-migration flow in 2018 with a noticeable *increase of refugee and migrant arrivals* with the numbers doubling almost on a monthly basis. The country faced some serious challenges in addressing adequately the situation exposing weaknesses in the BiH's coordination system, including the issue of competencies among the various governing levels, and insufficient capacities.

Thematic Area 1: RULE OF LAW AND HUMAN SECURITY

Thematic area 1 or UNDAF Pillar 1 aims to contribute to improved rule of law and human security through promoting access to justice, non-discrimination and equality, focusing on peaceful resolution of conflicts, reconciliation, respect for diversity, as well as strengthening community security, including enhanced protection of children in contact and conflict with the law, effective management of explosive remnants of war and strengthened prevention and preparedness for disasters.

UNDAF intended results

- Ensure access to justice through mechanisms for peaceful resolution of conflicts, reconciliation and respect for diversity;
- Ensure access to rights of persons with refugee status in line with the international standards;
- Strengthen prevention, prosecution of traffickers and protection of victims of human trafficking;
- Increase prevention of narcotic trafficking, cultivation and processing of distribution cases;
- Reduce explosive war remnants and surplus armaments;
- Strengthen prevention, early detection and processing of corruption cases;
- Improve capacities for prevention of armed violence;
- Invest in prevention of disasters caused by natural and man-made hazards.

UNDAF related Outcomes: 1,2,3.

Development trends and challenges identified

The **rule of law and the judicial system** remains a challenging sector. The public administration is still in dire need for further reforms and **non-harmonized legislation** between different levels of governments in BiH impedes UN's further targeted assistance in this field.

The trend of increasing number of refugees and migrants entering the country continued in 2018. During 2018, BiH authorities detected the arrival of 24,067 refugees and migrants compared to only 755 in 2017. While a record high of 5,057 arrivals were detected in October 2018, the number of arrivals fell to 1,931 in November and 935 in December. The majority arrived irregularly overland from Serbia, or from Montenegro. The composition of the migration flows was mixed – top declared countries of origin being Pakistan, Iran, Syria, Iraq and Afghanistan – and among them categories, including families with small children, Unaccompanied and Separated Children, elderly and sick. Out of the 24,067 persons detected in 2018, 22,130 (92%) expressed an intention to seek asylum, receiving an attestation that allows their regular permanence in the country for up to two weeks, while only 1,568 lodged a formal asylum application with the Sector for Asylum. At the end of the year, the UN estimated that between 4,500 and 5,000 refugees and migrants remained in BiH – with a smaller number in Sarajevo and the majority of being in Una-Sana Canton, primarily in the City of Bihac and the Municipality of Velika Kladusa, close to the border with EU Member State Croatia. The response of authorities was slow and insufficient. Capacities of the State-managed Asylum Centre in Delijas and the Refugee Reception Centre in Salakovac were quickly reached, and refugees and migrants were left sleeping rough, in parks, and abandoned buildings. Supported by the European Union, at the end of the year, the UN supported the SFA in the opening of 5 new temporary reception centres with the capacity to host around 4,000 persons, of which 600 in centres designated for families and unaccompanied and separated children.

There were no systemic changes of legislation related to **Internally Displaced Persons (IDP)** and returnee population in 2018 following enhanced coordination and streamlining of Annex VII and thematic sessions on access to health care and closure of collective centres held in 2017. The 2017 Report on the Realization of the Revised Strategy of BiH for Implementation of the Annex VII of the Dayton Peace Agreement was adopted in July by the Council of Ministers of BiH and is pending a review by the Parliamentary Assembly. There was a change of administration in RS where responsibilities of the ministry in charge of refugees and displaced persons in RS were transferred to the Secretariat for Displaced Persons and Migrations based on the law dealing with administration, which was passed in an urgent procedure.

The process of fully establishing specialised **child friendly justice systems** is ongoing with achievements reflected in institutionalized training programs and trained personnel, availability of community-based diversion measures (as an alternative to formal judiciary proceedings), specialised facilities as child friendly rooms and provisions for child victims/witnesses. The lack of a strategy or action plan for the implementation of justice reform at entity level still puts **constraints on holistic sustainable improvements of the justice for children system**. The use of child sensitive procedures is improving and the development of Guidelines on the Best Interests of the Child in 2018 have helped, although the application of the full range of protections and support remains ad hoc, while children's right to a Best Interests Determination is not clearly understood, nor fully applied in practice. Despite the developed capacities for application of correctional recommendations as a form of diversion from formal proceedings as prescribed by law, in FBiH and especially in the RS are rarely issued. Additionally, there is a need to strengthen the **capacity of the social welfare sector** in terms of human and financial resources as well as their capacity to work with at-risk children and families through case management and specialised services. While the BiH Council for Children strengthened its coordination of child rights monitoring in BiH, **obstacles in coordination** between governance levels still exist, especially with regard to the country's obligations for CRC monitoring.

Actions of the relevant authorities regarding the enhancement of the legal framework for **victims of wartime torture** are still influenced by different political processes. To the UN's knowledge, since January 2017 to-date, the FBiH Commission for Granting victim status for **Conflict Related Sexual Violence (CRSV)** survivors received 77 cases files and positively resolved 75 CRSV cases. In BD, the equivalent Commission was operationalised in autumn 2017, and has since then decided positively on 7 out of 9 received cases. The harmonization of the laws in the cantons/BD/RS is highly dependent on the budgetary potential of the governments and the constitutional limitations in regard to the mandates of relevant bodies in charge for drafting the CRSV related legislation. Formal establishment of the Office for Provision of **Free Legal Aid** within the Ministry of Justice was pending employment of two staff. The Offices in Canton 10 and Herzegovina Neretva Canton were not operational in 2018.

In the area of **peacebuilding and conflict prevention**, UN continued with implementation of the second-phase of the Joint UN Programme "Dialogue for the Future (DFF)" in partnership with the BiH Presidency. The program implementation focused on targeted selected locations bordering external and/or internal entity boundaries with the population of ca. 1.5 mil people. With a volatile election period dominating 2018, the project's focus was aimed at setting up process-based activities at the local levels. This facilitated constructive interaction and peacebuilding among youth as leaders and other socially vulnerable groups. These activities contributed to collaborative approaches around identifying joint priorities, needs and challenges as well as solutions. Innovative approaches unfolded to include the participation of adolescents and youth to convey their views about issues concerning their lives, through real-time responses to select questions.

Furthermore, the UN continued to engage in 15 targeted communities across BiH supporting community-based approaches with the aim to reduce vulnerabilities and enhance the resilience of youth to all types of violent extremist influences, including both religiously-motivated extremism and far-right nationalist extremism that may lead to violence and terrorism. The UN facilitated opportunities for direct cooperation and exchange between BiH institutions and institutions of EU Member States with already established PVE Referral Mechanisms. The Ministry of Security of BiH, maintained focus on increased awareness and recognition of **violent extremism** as a threat to national and community security through its coordination role in the implementation of the Strategy of BiH for **Prevention and Combating Terrorism** and the Action Plan. Followed by adoption of the Organized Crime Threat Assessment (OCTA) document 2017-2020 and the Strategy for **Combating Organized Crime** in BiH for the period 2017-2020, the National Strategy on **supervision over narcotic drugs**, prevention and suppression of the abuse of narcotic drugs in BiH has been endorsed by the Parliamentary Assembly of BiH in May 2018.¹

As per official data, BiH is responsible for the management of approximately 19,900 tonnes of ammunitions located in 12 storage sites throughout the country. All **ammunition** currently in stock is not only over several decades old but also at the end of its life cycle and represent safety, security and development concern for BiH and, due to delays in institutional decision-making, BiH ammunition disposal approaches were often hampered. Furthermore, BiH is still faced with the **presence of illicit arms** which favours organised crime, domestic violence and terrorism and as such constitutes a key security risk that slows down the path to economic development. Noteworthy, BiH passed the Strategy for Control of Small Arms and Light Weapons

¹ [http://static.parlament.ba/doc/110756_\(B\)%20Misljenje%20ZKOB.pdf](http://static.parlament.ba/doc/110756_(B)%20Misljenje%20ZKOB.pdf)

for the period 2016–2020 which constitutes the continuation of efforts of the BiH authorities to reduce the risks that small arms and light weapons represent for all aspects of security.

A general assessment of the **mine situation** in BiH identified 1,369 communities as still affected by landmines, explosive remnants of war (ERW) and cluster munition. This assessment also states that landmine/ERW and cluster munition contaminated locations directly affect approximately 545,000 citizens, which is 15% of the country population. BiH, as a signatory to the Ottawa Convention, will be **unable to fulfil its Article 5 obligations to achieve mine free status** by 01 March 2019. Consequently, BiH submitted its second Extension Request to achieve mine free status by 2021 line with the new BiH Mine Action Strategy 2018-2025. This request has been accepted by the Ottawa Committee on the 17th meeting of the Member State Parties (MSP) in Geneva on the 26 November 2018. Two major initiatives relevant to mine action were initiated and are relevant to Country Assessment of all mine suspected areas in BiH as well as creation of BHMIC Information System Web Platform with aim to provide accurate, transparent and reliable mine action data obtained through various mine action activities (non-technical survey, clearance operations, technical survey, technical investigation etc.) thus facilitating informed decision-making processes in BiH relevant to mine action and fulfilment of national and international BiH obligations in terms of achieving mine free status by set Ottawa Convention deadlines.

Climate change and high exposure to natural and man-made hazards further hurdle the country socio-economic development. The 2017 World Risk Report ranks BiH as a country of high exposure to natural hazards. According to the World Bank's Global Facility for Disaster Reduction and Recovery², more than 20% of BiH's territory is prone to flooding, which, on average, annually impact about 100,000 people and about US\$600 million in GDP. Despite evident historical trends also captured by the Third National Communication on Climate Change for BiH³, the frequency of disasters has not yet prompted adequate government approach for climate-induced disasters, including preventive measures. Given the climate change projections for the region, by the end of the century, the Western Balkans can expect an increase in the frequency, unpredictability and intensity of flooding, drought, heatwaves and wildfires. This will have an adverse effect on the GDP of each country, multiple sectors and, more importantly, the lives and livelihoods of people.

Key achievements

In response to the **increased number of refugees and migrants** present on the territory of BiH, the UN increased the reception capacities through the establishment of five temporary reception centres (TRC) and emergency shelters: Bira TRC in Bihac, Borici TRC in Bihac, Miral Emergency Shelter in Velika Kladusa, Sedra TRC in Cazin, and Usivak TRC in Hadzici, near Sarajevo, increasing the accommodation capacity from 400 to over 4,500 beds. Refugees and migrants at these centres, along with those accommodated in the government-managed Delijas Asylum Centre and Salakovac Refugee Reception Centre, have access to food, sanitary facilities, non-food items, health and protection services. Systemic compilation and sharing of relevant information on asylum-seekers and migrants was organised in order to address needs and shortcomings based on evidence and to maximise results with available resources. UN increased its field presence and strengthened provision of services to overcome gaps in reception of asylum seekers and migrants. In parallel, the UN continued to strengthen authorities' capacities in migration and border management. Capacities of the Border Police and the Service for Foreigners' Affairs were strengthened through the provision of vehicles, equipment for registration and surveillance and by supporting the relocation of officials to key migrant entry points along the Eastern border, and the reinforcing the registration capacities in Una-Sana Canton. 140 officials and NGO representatives benefited from organized capacity building events, targeting actors from the law enforcement, migration management and social protection sectors to improve the identification, assistance and referral of vulnerable migrants, including potential victims of trafficking of human beings (THB). Capacities for cultural mediation and interpretation of migrants' main languages continue to be supported through the engagement of cultural mediators operating in all TRC and the development of a translation App for border police officials. 411 persons have been supported to return to their countries of origin through Assisted Voluntary Return mechanism. Participation of key BiH officials in regional coordination events to exchange information and tackle the increase of cases of smuggling of migrants (SOM) and the risk of trafficking of human beings (THB) is regularly supported.

² <https://www.gfdrr.org/bosnia-and-herzegovina>

³ http://www.ba.undp.org/content/bosnia_and_herzegovina/en/home/operations/projects/environment_and_energy/--third-national-communication-of-bosnia-and-herzegovina-under-t.html

UN advocated for effective access to the asylum procedure and issuance of documentation to asylum seekers, immediate birth registration of new born children of undocumented migrants and persons seeking asylum, access to health care through advocacy to equalize costs of health services to the costs for nationals, timely appointment of guardians for UASC as for nationals and their adequate protection.

In line with ongoing increase of migrants/refugees in the country, capacities of local stakeholders for provision of **sexual and reproductive health (SRH) services and prevention of gender-based violence (GBV)** were enhanced. A special methodology for protection of Boys on the move was adapted and used for empowering public and civil service providers for work with migrants/refugees population. At the same time, three Centres for Women and Girls were opened in reception centres aimed at empowering female affected population (about 300 of them). In addition, 95 women and girls were provided SRH services in cooperation with local health care clinics. Main obstacle in the provision of SRH services was the lack of female gynaecologists in the field, as male gynaecologists are not yet traditionally accepted in majority of local communities. Special attention was given to adoption of Standard Operating Procedures for provision of services in case of GBV in emergencies. Forty-five service providers and first responders, and 20 humanitarian personnel now have improved capacities for dealing with GBV cases in emergencies. Finally, 2,000 dignity (non-food) kits were distributed to affected population.

UN worked on further harmonization of **free legal aid (FLA)** legislation and access to FLA services relevant to 12 laws and bylaws on FLA in BiH. UN addressed issues related to birth registration and access to health care by pregnant women, as well as to improve practice of provision of services to persons at risk of statelessness, stateless persons and persons seeking asylum in BiH. UN continued its support in provision of FLA to vulnerable individuals including asylum seekers, persons granted international protection, persons at risk of statelessness, IDPs and returnees; 12,680 vulnerable individuals benefitted from UN funded FLA to resolve their status issues and access fundamental rights. In order to map situation and needs in Roma communities, as well as to provide FLA assistance in civil registration and access to rights, UN organized 80 focus group meetings with participation of 1008 Roma.

As a result of intense advocacy of the UN over the past two years, in October 2018, the RS Government adopted the improved text of the Law on Protection of Victims of Torture, in line with advocated international standards. After three months of implementation, it was reported that around 300 applications for the recognition of the status of victim of torture were submitted to the first instance bodies, of which 60 are **CRSV** cases.

The **justice for children system** was further strengthened through improved legal policy regulatory frameworks, capacity-building of professionals, strengthening child-friendly procedures and services, and enhancing knowledge management. Over 500 professionals improved their capacities to work with children through institutionalised training programmes focused on strengthening knowledge and skills on the existing legislation, child psychology, development of treatment plans, and the application of diversion and alternative measures. As a result of capacity building efforts and support at the community level (Justice for Children Working Groups in 16 project locations) the pronouncement of diversion measures prescribed by law increased in BiH from 13 per cent in 2014 to 29 per cent in 2017⁴. As a result of UN advocacy efforts, the High Judiciary and Prosecutorial Council endorsed a set of recommendations related to victim and witness support providers. Child rights monitoring in the country is constrained by limited coordination between the many actors involved in the implementation of the Convention on the Rights of the Child (CRC). In 2018, the Ministry of Human Rights and Refugees (MHRR) of BiH together with UN strengthened coordination on child rights through the establishment of a dedicated 'Group for the Promotion and Protection of Child Rights in BiH.' During 2018, UN supported the development of the NGO Alternative Child Rights Report and the Children's CRC Report, while the Multiple Indicator Cluster Survey (MICS) implementation was postponed to 2019/2020.

Under the auspices of the BiH Presidency, the UN continued its support in strengthening the overall **social cohesion and peacebuilding process** in BiH through sustained dialogue and mechanisms for enhancing cooperation and trust reflected in the creation of 28 local dialogue platforms bringing together local leaders and civil society, youth, women's organizations and other relevant stakeholders.

⁴ Judiciary data for 2018 are not available before Q2 2019.

Through the direct engagement in local communities the UN contributed to strengthened individual and community **resilience to violent extremism**. Over 1,400 young people across fifteen communities individually developed local initiatives to promote youth activism and social cohesion. In partnership with local actors, including parent councils, social workers, teachers, police and religious leaders, youth groups contributed to awareness raising of the risks of violent extremism, and directly took part in the development and implementation of youth-led initiatives to reduce risks and strengthen community resilience.

In 2018, UN supported the work of the Ministry of Security of BiH and the Advisory Body responsible for the implementation of the Strategy for Prevention and Combatting Terrorism and the Action Plan. Activities were focused on setting up a local referral mechanism for the prevention of violent extremism. The UN supported the development of an Options Paper presenting different models of referral mechanism based on international and EU models, and an institutional mapping of relevant institutions and service providers in the country. The paper was included in the Advisory Body's Library. As a result of the support, Instructions/guidelines for establishment of local referral mechanisms for PVE in BiH were adopted by the Advisory Body.

UN further capacitated responsible institutions in BiH to counter the threats of **organized crime and illicit trafficking** through containers and to improve supply chain security by building capacity in customs and other relevant law enforcement agencies resulting in approx. 40 customs and border policeman trained. Furthermore, the technical skills of some 50 law enforcement officers were enhanced in controlling cross-border transportation of cash, and 20 law enforcement experts on administrative and normative aspects of Foreign Terrorist Fighters (FTF) that fully incorporates the rule of law and respect for human rights.

In 2018, UN continued to assist BiH to enhance a statistical and conceptual framework for quantifying and analyzing data on **organized crime (OC)** in BiH, resulting in evidence-based OC analytical report. In the anti-money laundering and countering financing of terrorism area, UN provided technical assistance to BiH authorities pertinent to the implementation of the action plan of the Financial Action Task Force (FATF) and the Moneyval Committee of Experts which ultimately resulted in Bosnia and Herzegovina being removed from the "Grey List" of the FATF.

UN, in cooperation with the European Agency for Law Enforcement Training (CEPOL), rolled out a comprehensive technical assistance on the capacity building of the law enforcement and judiciary on financial investigations. UN developed the first national course on financial investigations for BiH which constitutes the very first step of the four-phase comprehensive UN train-the-trainers programme on financial investigations. As a result of this training, a group of 10 national trainers on financial investigation has been established in BiH and will be engaged in the development of the first national curriculum on financial investigations.

In 2018, the UN continued to support BiH authorities to tackle **unstable and surplus ammunition** stockpiles aimed at establishment of sustainable ammunition stockpile management. Only in 2018, over 2,500 tonnes of such ammunition have been disposed, reducing the overall surplus ammunition quantity to 6,864 tonnes. Within these, 3.5 million pieces of small arm light weapons were disposed of. UN supported the advancement of the stockpile management standards by infrastructure upgrades of 12 storage facilities in two ammunition storage sites. Efforts in this area have been characterized by a platform approach, enabling multiple national and international partners to contribute to a common goal of reduction of unstable surplus ammunition in the country. In the area of mine action, UN supported the development of the Mine Action Strategy 2018-2025. BiH mine action authorities were supported to submit the mine clearance extension request, which has been approved by the Ottawa Committee on the 17th meeting of the Member State Parties in Geneva.

UN also provided support to the Ministry of Security BiH and the Border Police to strengthen institutional and operational capacities necessary to **counter illicit arms trafficking**, reaching out to more than 1,500 border police officers. Integrated border management capacity of the Border Police has been advanced through upgrade of information systems, institutionalization of six procedural acts on arms' detection that codify in a unified manner the actions of Border Police officers. In order to voice out those mostly affected by the danger of illicit arms trafficking, UN facilitated dialogue and interaction between the Border Police and 6 border communities. The activities above contributed to the achievement of concrete results in terms of detection and seizures of significant quantities of illicit arms and drugs.

In the area of **disaster risk reduction (DRR)**, the UN continued to support authorities to improve legal and policy frameworks supporting implementation of disaster and climate risk management measures. Specifically, a RS Decree on content and basic elements of flood assessment and risk management was

adopted, completing alignment with the EU Flood Directive. Further, 13 local governments were supported to develop flood intervention plans. 8 local governments ensured DRR aspect is embedded in their local strategies and action plans. An important step forward has been made through the signing of the Declaration on DRR by local governments, and relevant state and entity institutions. To enable direct decision makers and citizens' access to information and scientific data on risks of floods, landslides, and earthquakes and to increase awareness of general public about disaster risks at specific localities, UN designed and anchored the Disaster Risk Analysis System (DRAS) into 12 local governments, increasing access to civil protection and prevention to 344,418 citizens. In 2018 and in order to aid BiH response to 2014 floods and still evident infrastructural scars the floods caused, UN continued its efforts and rehabilitated/constructed 140 housing units, allowing for 420 vulnerable people in flood-affected areas to return to their new homes and resume life in normal living conditions.

UN supported development of the Strategy for Improvement of **Sexual Health and Reproductive Rights (SRHR)** in Republika Srpska 2018-2028 that is awaiting the constitution of the National Assembly of Republika Srpska and its adoption. The strategy, among other issues, plans detailed **MISP (Minimum Initial Service Package) services** in response to reproductive health needs of citizens in emergencies. Based on strategic intentions, the BiH MISP Working Group developed the BiH MISP Action Plan 2019-2021. The plan envisages actions to be taken as of next year starting with development of a pool of MISP trainers and building capacities of stakeholders in emergencies for provision of MISP services.

Thematic Area 2: SUSTAINABLE AND EQUITABLE DEVELOPMENT AND EMPLOYMENT

Thematic area 2 or UNDAF Pillar 2 aims to decrease economic, social and territorial disparities between units of local self-governance, enhance legal and strategic frameworks to ensure sustainable management of natural, cultural and energy resources and to enable greater access to productive employment and income opportunities.

UNDAF intended results

- Ensure integrated and inclusive development at local level;
- Increase coverage of households with public water and sanitation services;
- Enhance farmers' and SMEs long-term competitiveness;
- Increase of budgetary allocations for environmental protection and energy efficiency;
- Ensure strategic approach and establish mechanisms to improve employment measures, specially targeting youth.

UNDAF related Outcomes: 4,5,6.

Development trends and challenges identified

Delivery of key reforms was delayed by lack of agreement within the ruling political establishment. With the expiration of the Reform Agenda 2015-2018, the backbone of the new European Union (EU) approach, the country is yet again without a country-wide strategic framework to guide development efforts in the long-term. On a positive note, with UN's support, authorities across all government levels have stepped up their commitment and engagement to nationalize the Agenda 2030.

Increasingly, young people opt to migrate out of the country. According to the Fragile States Index 2018, Bosnia and Herzegovina is ranked 95th among 178 countries. The country's fragility results from multiple factors, including economic, political, community and environmental insecurities, aggravated by complex governance structure. Subsequently, this leads to poor service delivery, high unemployment, growing poverty, and inequalities. The country's economy is projected to grow from 3% in 2017 to 3.2% in 2018, and 3.9% by 2020. Official records show that the labor market has improved, and the unemployment rate went down from 20.5% in 2017 to 18.4%, driven by a rising demand for labor and a fall in the activity rate.

The National Energy Efficiency Action Plan (NEEAP) for the period of 2016-2018 was adopted in December 2017 and came into effect in 2018, making an important step towards fulfilling the requirements from the Energy Community Treaty. The Framework Energy Strategy of Bosnia and Herzegovina until 2035 was adopted in August 2018, creating conditions to draw IPA funds and funds from the Western Balkans Investment Framework (WBIF) for the energy sector, as well as to attract investors to the sector. Federation of Bosnia and Herzegovina has adopted the Updated Renewables Action Plan (APOEF) in November 2018 and set tentative targets for the share of renewable energy in the total final consumption in the heating and cooling, electricity, and transportation sectors until 2020. At the end of 2018, two regulations on energy efficiency certification of public buildings were adopted, and in 2019 the adoption of Rulebooks on energy efficiency information system and energy management is expected in the Federation of Bosnia and Herzegovina and Republika Srpska. In 2018, the country initiated preparation of the Fourth National Communication on Climate Change and the Third Biannual Update Report on Greenhouse Gas Emissions to the United Nations Framework Convention for Climate Change

The Environmental Approximation Strategy adopted by the Council of Ministries of Bosnia and Herzegovina in 2017 offers some vague solutions regarding the process of reporting on greenhouse gases (GHG) only. The **biodiversity in the country faces various pressures** of development in terms of **land use change, pollution, over-exploitation of resources** and sustainable use of essential resources and ecosystem services remains a considerable challenge. The economic and societal factors that influence **air pollution** continue to grow and

the design of an air pollution abatement strategy as well as integrated air quality management should be recognized as urgent by the governmental stakeholders and public.

As a follow-up of the newly adopted Kigali Amendment to the Montreal Protocol on **substances that deplete the ozone layer**, introducing HFCs on the list of controlled substance, ratification process initiation and setting up policy measures in this area of intervention will be a priority in ensuring future Bosnia and Herzegovina compliance towards Montreal Protocol treaty binding obligations post 2020.

In terms of **nature conservation**, the country is still lacking wider acknowledgment of the economic and social benefits arising from sustainably managing fragile ecosystems. Even if in 2017 the country complied with its reporting obligations for some Multilateral Environmental Agreements, and developed the key environmental indicators, there are still no provisions regulating the steps necessary for **compliance and enforcement** with most of the international environmental agreements, including **reporting obligations** for a country's follow-up on its implementation.

In the areas of **radiation emergency preparedness and response system**, the country has prepared a State Action Plan for a Nuclear and Radiological Emergency (SREP). However, the implementation of the Plan and the establishment of an adequate system for radiation emergency remains challenging. In order to reduce the gravity of radiological injuries in the event of radiological and nuclear emergencies, establishment of a system of nuclear and radiological emergency with adequate organization, equipment and trained personnel, as well as testing the system through drills and exercises is a priority for the coming period.

Following adoption of the new Strategy for development of Science in Bosnia and Herzegovina for the period 2017 - 2022, the UN supported initiation of the elaboration of the Action Plan for the implementation of the Strategy. The Action Plan is drafted, and the final version is to be adopted in the first half of 2019. In the area of culture, several interventions were implemented in accordance with the Action Plan for Implementation of the Strategy for Cultural Policies in Bosnia and Herzegovina while the new Cultural Strategy of Republika Srpska was finally adopted by the Parliament of Republika Srpska in 2018.

Despite some positive indicators, the overall business environment remains weak. The World Bank Doing Business 2019 Report ranks Bosnia and Herzegovina 89th, indicating a negative downward trend (86th in 2017). The complicated political, judicial system and complex bureaucracy constitute **large barriers for investments** and the establishment of new enterprises. One of the biggest challenges now is to improve the dialogue between public and private sector on investment-related issues and to deliver results in areas such as procurement reform, enhancing tax administration, and improving business registration. **Rural development**, as a generator of income for farmers, new job opportunities and investments, continues to be central to the lives and livelihoods in many communities throughout Bosnia and Herzegovina. With adoption of the new Strategic Plan of Rural Development of Bosnia and Herzegovina by the Council of Ministers (as well as by Entities and Brčko District's governments), the country will systematize its work in this sector and get access to EU funds (financial support under IPA II 2018-2020). Other challenges are related to **gender mainstreaming in rural business development**, ensuring financial contribution from local governments and woman associations, as well as farmers' organizations participation.

Key achievements

Strategic planning remains one of the UN signature results, with the new Law on Development Planning and Management in the Federation of Bosnia and Herzegovina. **76% of local governments and 100% of cantons having strategies as part of a coherent development framework**. A comprehensive development management system featuring **performance-based financing** has also been introduced in 18 local governments, as a scalable model. Yet, an overarching country-wide planning system is not in place.

Having in mind the importance and scope of **public water supply and sanitation services**, the UN continued supporting partner local governments in their efforts to reduce non-revenue water losses and improve sustainability of local utilities. Access to improved water supply services was provided to 308,627 households in total since 2014. Overall, implementation of strategies contributed to **better service delivery** (public water and sanitation, waste, roads, business infrastructure, health, education, culture and sports, etc.) benefiting more 1.5 million citizens (some 40% of the country's population) with **better quality of life** since 2015.

The UN initiated dialogue and sensitization of the **private sector** in terms of their engagement in the implementation of the **Agenda 2030** in Bosnia and Herzegovina and contributed to **improved private sector**

competitiveness, through direct support to agricultural households and micro, small and medium enterprises (MSMEs).

679 people increased their income streams through agriculture, summing up to the total of 22,049 people with improved livelihoods since 2014. In 2018, 274 SMEs benefited from business development services and assistance, including transfer of knowledge and know-how and business-to-business exchange; vocational training of employees; modernization of production equipment and systems; certification. 20 SMEs have been created through support to start-up companies or facilitation of business-to-business opportunities. 39 companies directly benefitted from investments in business zones infrastructure, while over 50 companies have been included in the initiatives geared towards engaging the private sector in the implementation of the SDGs. Over 100 companies received support to improve their business through cooperation with diaspora.

The UN also provided support to the Ministry of Human Rights and Refugees (MHRR) to get a better understanding of the profile of the Bosnia and Herzegovina **diaspora, their connections to the homeland**, as well as their potential and willingness to contribute to the country development. A comprehensive mapping of diaspora of Bosnia and Herzegovina was conducted in 10 key destination countries. 2150+ diaspora members contributed to policy recommendations through diaspora mapping and participation in the first Diaspora Conference held in Sarajevo in June 2018 with the support of the UN. The first Diaspora Conference confirmed the leading role of the MHRR in diaspora engagement. The MHRR-administered diaspora web-portal developed to provide for information sharing, communication, engagement and diaspora crowdsourcing is in function since February 2018 (www.dijaspora.mhrr.gov.ba).

Defining and obtaining support for the modular approach for diaspora engagement strategy, a cross governmental coordination mechanism has been initiated through nomination of 41 members of the Working Groups for design of Diaspora Strategies by 31 institutions at the level of Bosnia and Herzegovina, Federation of Bosnia and Herzegovina and Brčko District. During 2018, the UN also provided support to the MHRR to enhance its leadership and commitment in the process of creation of Diaspora Representative Body in Germany in cooperation with the Ministry of Foreign affairs (MFA), as well as to strengthen the MHRR's role in coordinating the knowledge transfer process across public sector in Bosnia and Herzegovina (41 institutions benefitted from transfer of knowledge through engagement of 10 experts in the area of IT Sector, Law, Art and Culture, Health, Environment Protection, Energy Savings, Veterinary).

Through the UN support to partnership between local governments and CSOs, 92 interventions have been implemented in the areas of culture, education, environment, social inclusion, volunteerism, youth, poverty reduction, gender and sport, in partnership between partner local governments and more than 60 CSOs. The project brought benefit to over 14,000 people (30% male, 22% female and 48% children) including 1,126 socially excluded. In 2018 the UN also continued its efforts related to addressing the consequences of the devastating 2014 floods. The focus was not on public infrastructure, but housing of families whose homes were devastated by the floods. 420 vulnerable people in flood-affected areas returned to new homes and resumed life in normal living conditions

To facilitate and harmonize the SDG's roll-out processes and maximize efforts in sensitizing and engaging private sector, UNDP established the SDG Private Sector Working Group consisting of relevant government institutions, businesses, development agencies and chambers of commerce. The Working Groups discuss and provides recommendations for embedding SDGs into emerging policy and institutional frameworks that relate to economic development and private sector competitiveness. Business-to-business forums were organized in cooperation with local governments in 5 localities, also engaging diaspora.

The "Sarajevo – Smart City Initiative", officially launched in 2018 in collaboration between the City of Sarajevo and the UN in Bosnia and Herzegovina, aiming to open dialogue among citizens, authorities, academia and the private sector on the Sarajevo of the future and test innovative solutions for digital urban planning, technology-based improvement of public services and smart urban economy.

The UN continued to support energy management and climate change mitigation and adaptation policies, laws and actions in Bosnia and Herzegovina. The 2018 flagship contributions in this regard include the impact assessment of the Law on Waters in Republika Srpska, providing assessment of the influence of the amended water legislation on demography, economy, climate change and reduction of risks from floods in this entity, with focus on Vrbas River Basin; the Methodology for Flood Risk Management Plans in Bosnia and Herzegovina developed, defining a set of measures and quantifying effects that these measures would have on

eventual floods; the spatial planning policy, defining a set of solutions/measures aimed at improving the situation of a particular area of human activity related to floods protection, including policy on spatial planning for floodplains in the Vrbas River Basin. Following the adoption of Third National Communication and Second Biennial Update Report of Bosnia and Herzegovina by Council of Ministries in 2017 and its submission to the Conference of the Parties of the UNFCCC, the conditions for preparation of Fourth National Communication and Third Biennial Update Report of Bosnia and Herzegovina have been set. It is expected that Reports will be finalized and adopted by the end of 2021. The Final draft of the Mercury Initial Assessment report of Bosnia and Herzegovina prepared.

Through the UN support, since 2015, energy efficiency retrofit measures were conducted on 153 public buildings across the country, improving indoor conditions to more than 151,000 people (49.7% women) accessing schools, kindergartens, hospitals, social and administration facilities. Through implementation of energy efficiency measures in public sector, more than USD 1.9 million of annual financial savings were achieved in public budgets, CO₂ emissions reduced by 10,000t per year and energy consumption in public buildings decreased from 220 kWh/m² to 212 kWh/m² in 2018. With 5,200 public buildings monitored through the Energy Management Information System (EMIS) and 1,800 representatives of public institutions, local and subnational governments trained on the use of EMIS, systemic collection of data and supervision of consumption of all types of energy in public sector is enabled. USD 5 million invested in infrastructure works for deep energy retrofit in public buildings resulted in creation of new 416 green jobs (7 for women) in 2018, summing up to total 1,700 green jobs created since 2015.

By promoting sustainable use of biomass, designing biomass strategic actions, establishing market value chain frameworks related to use of biomass and awareness rising of general public, the UN contributed to long-term reduction of CO₂ emissions and improvement of local population living standard. In 2018, UN helped establish the Biomass Potential Mapping Web Platform as a source of data related to biomass potentials in different sectors. The Biomass Innovation Centre in Bosnia and Herzegovina was established to enable interaction of academia, local community, citizens, public and private sector and access to innovative products, technologies and business opportunities in the area of biomass and other types of renewable energy.

In 2018, the UN continued to expand its climate change adaptation and mitigation efforts and scope of work. It made a breakthrough with the US\$17.3 million grant from the Green Climate Fund launched in 2018 and expected to leverage US\$105.2 million from governmental, IFIs and donor sources. In the area of water management, the UN has contributed to Bosnia and Herzegovina's efforts to implement the state's Action Plan for Flood Protection and River Management and the EU Water Framework Directive. The UN further tested the water tariff methodology in four local governments. In partnership with 13 Vrbas River Basin local governments, the UN supported implementation of non-structural floods protection measures and introduced flood forecasting and early warning systems to improve flood intervention systems and reduce eventual damage from floods. In 2018, the UN also launched the initiative "Advance the National Adaptation Plan process for medium-term investment planning in climate sensitive sectors in Bosnia and Herzegovina" aimed at supporting the Government of Bosnia and Herzegovina to advance the climate change adaptation processes and reach goals outlined in the Paris Agreement and 2030 Agenda for Sustainable Development. USD 2.5 million of the Green Climate Fund resources will be used to enable the government to integrate climate change-related risks, strategies and opportunities into ongoing development planning and budgeting processes. The intervention will focus on sectoral approaches, upgrading the knowledge base for adaptation, prioritizing adaptation interventions for the medium term, building institutional capacities for integrating climate change adaptation, and demonstrating innovative ways of financing adaptation at sub-national and local government levels.

During the 2-year implementation of the "National Cleaner Production Programme: Bosnia and Herzegovina", **16 enterprises with about 2,500 employees** in the food, textile, printing, metal and construction service industries in Bosnia and Herzegovina were assessed, with the following **benefits identified**: average savings per company: EUR 212,150/y; total decrease in water consumption: 74,000 m³/y (equivalent to approximately 800 households in the country); total decrease in energy consumption: 103,000,000 (Mj/y) (equivalent to annual electric energy consumption of approximately 6,000 households); total decrease in waste generation: 9,100 (t/y) and total decrease in CO₂: 43,540 (t/y). Based on the **company assessments** and the country's sector specific needs, manuals for implementation of the Resource Efficient and Cleaner Production (RCEP) strategies in the airport and wood processing industry were prepared. In terms of social aspects, the programme fostered job creation among youth through the provision of training to students' and participation

in company assessments, integrating gender aspects by ensuring equal access of both men and women to the benefits and activities of the programme.

In 2017, the UN organized the third Environmental Performance Review (EPR) of the country. This process covered issues of specific importance to the country related to **legal and policy frameworks, greening the economy, air protection, water and waste management, biodiversity and protected areas and protection of the Adriatic Sea**. Recommendations generated through the Review were adopted by the Committee on Environmental Policy at its 23rd session in November 2017.

The core set of selected environmental indicators was developed and adopted encompassing a total number of **59 indicators on climate change, biodiversity and land degradation**, aiming to enhance a systematic collection and analysis of environmental information for national reporting purposes as well as for compliance with international Multilateral Environmental Agreements (MEAs). Indicator Reporting Information System (IRIS), has been developed in 2018 for environmental data collection and reporting but is not in official use yet. The road maps and legislation drafted in 2018 are expected to result in 9 new Protected Biodiversity Areas and will continue to increase the percent of protected areas to reach 2,16 in 2021. So far, 2 Management Plans for Protected Areas have been developed. To address the air pollution issues, the UN supports design and use of modern IT solutions. For example, in 2018 the Canton of Sarajevo joined the global BreatheLife campaign - a global initiative aiming to mobilize cities and individuals to protect health and the planet from the effects of air pollution. Sarajevo City air pollution mobile application developed, enabling citizens' access to real time data on air quality and instructions related to movement in the situation of high air pollution. Support provided to entity Hydrometeorological Institutes to develop Air Quality Index, including health messages and alerts to citizens.

In supporting the country to develop and strengthen capacity for emergency preparedness and response (EPR) to a nuclear and radiological emergency, opportunities for scientific visits were arranged for the regulatory body for emergency preparedness to learn from other countries to finalize the national EPR procedures. The procurement for an automatic Gamma Dose Rate Monitoring System and a high volume portable and stationary air sampler are expected to be completed in 2019.

In 2018, within the framework of UN Project "Improved environmental monitoring and assessment in support of the 2030 Agenda in South-Eastern Europe, Central Asia and the Caucasus" a gap analysis reviews on environmental data and information needed to cover the production of regional/international environmental indicators was conducted. The gap analysis also covered the use of environmental data and information in decision-making processes and communication, including country-specific recommendations and a draft road map for closing the identified gaps.

In the area of culture, in 2018, the UN continued supporting relevant state, entity and cantonal authorities to adopt the Action Plan for Implementation of the Strategy of Cultural Policies in Bosnia and Herzegovina as well as the Cultural Strategy in Republika Srpska. In the area of science, the UN supported elaboration of the Strategy for Science Development of Bosnia and Herzegovina and will continue supporting the new Action Plan for the period of five years, starting from 2018. Draft Action Plan is elaborated, and it is to be finally approved in the first half of 2019.

UN employment and rural development interventions have made notable contribution to **livelihoods and job creation**. UN contributed to creation of 1,329 jobs in 2018 (31% for women), which adds up to the impressive number of 4,978 (27% for women) new jobs since 2014, **exceeding the UN 2019 target of 3,000 new jobs created**. In addition, in 2018 with the UN support to employability, access to employment and income opportunities of 1,388 unemployed people (38% women) have been strengthened through institutionalization and capacity development of **local employment partnerships**. Seven local employment partnerships have been institutionalized and fourteen have finalized their employment action plans. Through UN-implemented interventions in agriculture, 679 people benefited from **improved livelihoods** in 2018. **Assistance to private sector** yielded additional investments of over US\$ 2 million, or nearly US\$12.5 million in a two-year period. In 2018 274 companies benefitted from improved business infrastructure, international quality standards, workforce development, or production facilities.

Effectiveness of the labour inspectorates were further strengthened, as well as of the Agency for Labour Dispute Settlement of the Republika Srpska, which joined the regional Network of Agencies for Labour Dispute Settlement. Country reports with concrete recommendations on efficient coordination mechanism for

youth employment, labour market inclusion of refugees and asylum seekers have been produced to support design and implementation of better services for vulnerable groups (unqualified youth, women (re)entering labour market after period of unpaid family duties, persons with disabilities, Roma minority).

The UN work on the promotion of the **Via Dinarica mega trail** has placed Bosnia and Herzegovina on the world **tourism** map as a nature-based tourism hotspot, changing the war-related image of the country and bringing **economic opportunities for rural communities**. In 2018, the Joint UN IT Girls initiative continued to work towards increased awareness and career opportunities for girls in the ICT sector, as well enhance confidence for girls to take on new challenges and question gender-related myths and attitudes. Some of the key results are as follows: 80 girls were reached through IT Girls online challenge “Become IT Girl” programmes. In November, IT Girls in partnership with BIT Alliance implemented a very successful crowdfunding campaign fundraising more than 14,000 USD for implementation of 10 STEM workshops in primary schools in 2019 and raising the overall awareness of issues related to girls and women’s participation in IT/STEM.

In 2018, the UN promoted volunteerism, strengthening employability of youth and vulnerable groups and initiatives, promoting benefits of volunteerism for employability. Total 24 UN Volunteers were mobilized and assigned to UN agencies to work on various development issues. In addition, 50 young people and their organizations have been engaged in the work of the City of Sarajevo in the planning and preparation of the European Youth Olympic Festival 2019. Volunteers were mobilized also with the Red Cross of the Federation of Bosnia and Herzegovina, promoting volunteerism and building resilient communities during marking International Volunteers Day, when 40 volunteers assisted staff in refugee and migrants camp Bira in Bihać.

Thematic Area 3: SOCIAL INCLUSION: EDUCATION, SOCIAL PROTECTION, CHILD PROTECTION AND HEALTH

Thematic area 3 or UNDAF Pillar 3 aims to support all children and young people to benefit from education tailored to their needs and abilities, strengthen legislation, policies, budget allocations and inclusive social protection systems to proactively protect the vulnerable as well as to prevent and respond to cases of violence, abuse, exploitation and neglect, and strengthen provision of public health services, including management of major health risks.

UNDAF intended results

- Increase enrollment of all children, including children with disabilities, and Roma children in preschool, primary and secondary education;
- Increase number of schools with programmes tailored to needs and abilities of children with disabilities
- Adjust teaching content to include life skills education, including sexuality education in line with international standards
- Establish monitoring systems and coordination mechanisms for social protection to address bottlenecks and barriers for the most vulnerable children and families
- Promote adoption and budgeting of policies for Persons with Disabilities (PwD), targeting elderly, youth, Roma and other disadvantaged population;
- Ensure access to registration and social protection to persons at risk of statelessness;
- Strengthen response systems in cases of violence against children;
- Strengthen public health system capacities with focus on immunization, prevention of cardiovascular diseases and child wellbeing services.

UNDAF related Outcomes: 7,8,9,10,11.

Development trends and challenges identified

Education in BiH saw only modest progress in 2018. **Public sector spending on education** remains relatively high at some 5 % of the GDP, but the resulting output (in terms of **learning outcomes**) is one of the weakest in the region. There is no recent solid evidence on the status of learning of BiH students, although the country made progress this year in participating for the first time in the Programme for International Student Assessment (PISA) and successfully field testing of Trends in International Mathematics and Science Study (TIMSS) test to be implemented in 2019. The results from PISA will be available in December 2019 and will be used by the UN and partners to re-calibrate the education discourse in BiH back to focusing on the *quality of learning*.

Preschool attendance rates for children 5 years old and above in Bosnia and Herzegovina are around 54% in 2016/17 (UNICEF, 2017) a major increase since 2011/12 when they were at 31%. However, this is still extremely low, and BiH continues to **lag behind many countries in Europe**. Children from rural areas make up 0.5% of children attending preschool and children from families with unemployed parents make up only 2%. Although the current legal framework governing the preschool education system in BiH is supportive of further development and expansion of early childhood education programmes and approaches, severe financial constraints at the level of government and scarce resources of parents make the continuation of reforms - and actually increasing access to preschool - dependent on external funding.

Constrained economic progress and **unreformed social protection systems** continue to make prolonged poverty a growing issue for many vulnerable groups such as children, women, older persons, people with disabilities, and those living in rural areas or with minority backgrounds in the country. Bosnia and Herzegovina's reform of social protection systems, which was initiated in 2009, aims to improve the targeting of non-contributory cash-transfers and coverage of those most in need. However, the reform has not yet tipped the balance of public expenditures towards schemes assisting those most in need. The latest Household Budget Survey⁵ found national relative poverty rate to be 16.9% while the poorest households are those of families

⁵ Household Budget Survey in Bosnia and Herzegovina 2015, Agency for Statistics, 2018

with children (23,1 %). In consequence, vulnerable groups struggle with continued hardship, including limited healthcare and issues related to other social benefits. According to the Agency for Statistics of Bosnia and Herzegovina, in 2017, there were 375,209 social protection beneficiaries (with a slightly higher number of female beneficiaries), out of which 127,682 (34%) were minors/children. Limited capacities of most of the Centers for Social Work (CSWs) also limit the proper functioning of the social welfare system and addressing the needs of vulnerable families (technical, material, human and financial). Despite a number of good practices in terms of increased local budgeting for social services, funding of social protection initiatives, for all vulnerable groups, remains a challenge, both in terms of insufficient funding but also its lack of sustainability and predictability.

As regards **persons with disabilities**, 8.3% of BiH population has some type of disability. Equalization of rights of persons with disabilities, as well as higher awareness and improved access to all segments of society, in particular to education, employment and healthcare remains a challenge. The number of **pensioners** in BiH is constantly increasing: in the Federation of Bosnia and Herzegovina, in December 2016, the number of pensioners was 409,335 and in Republika Srpska, the total number was 257,609. The ratio between the number of pensioners and the number of active insured persons is almost equal which indicates the system's economic unsustainability.

According to the Ministry of Human Rights and Refugees of BiH⁶, in December 2017, in BiH, **displaced** status was held by 32,145 families, a total of 96,830 displaced persons, out of which 38,2% percent were displaced in the territory of FBiH, 62.4% in the territory of RS, and 395 or 0.4% in the territory of Brčko District BiH. (DEP Report on Social Inclusion, 2017).

Persons who expressed an intention to seek asylum but who have not registered their asylum application have a limited scope of rights. Adequate reception conditions, in particular for vulnerable persons have been lacking throughout 2018 both for formally registered asylum-seekers and persons who expressed intention to seek asylum. Obstacles included access to adequate reception conditions, accommodation, appointment of guardians for unaccompanied and separated children (UASC), provision of health care, birth registration, access to rights and barriers to accessing the asylum procedure. Concerns emerged with regard to the capacities of relevant authorities in BiH to provide for their protection and care at this scale. For example, reception conditions of vulnerable asylum seekers remain weak due to lack of capacities at local level, both financial and human resources, as well as lack of willingness by some government authorities to provide the required level of support/assistance to this population as per international standards.

Despite the progress on **child care reform**, there is still need for greater government institutions' commitment and more resources for preventing unnecessary separation of children from their families in the first place. Progress in transforming selected residential care facilities and deinstitutionalizing children from these has been rather slow, hence stronger advocacy is required to ensure further commitment, resources and technical assistance to cost and implement institutional transformation plans in 2019.

Access to quality health care continues to be a growing issue for various groups in the country, particularly for vulnerable groups, such as children, persons with disabilities or the elderly that are not covered by healthcare. The **alarmingly high rate of unvaccinated children** poses a great risk for many children, especially with the measles epidemics on the rise in neighboring Balkan countries and other parts of Europe; the rate for measles containing first dose in BiH was estimated at 68% in 2016, a major decline from 91% in 2012. Additional challenge is the lack of trust among parents in the benefits of immunization and the lack of confidence among pediatricians to provide clear evidence-based information.

After years of efforts to combat HIV/AIDS and tuberculosis (TB) in the country, both diseases have been curbed, with HIV prevalence being the lowest in Europe (less than 1 %) and a significant drop in TB cases by more than 50% (907 infected people). Health systems are weakened by a **shortage of health workers** and other professionals trained in providing quality general and specialized health services, partially due to insufficient training or inappropriate distribution of professionals. In terms of healthcare quality, there remains a large need to improve the quality, continuity, and standardization of health services through revisions of strategies and policies for health care as well as the standards in healthcare.

⁶ MHRR's Report on Realization of the Revised Strategy of Bosnia and Herzegovina for the Implementation of Annex VII of the Dayton Peace Agreement for 2017, adopted by the BiH CoM on 7th November 2018.

The issue of **air pollution** continued to be prominent in 2018, with Sarajevo being recorded as one of the most polluted capital cities in the world on several days in late 2018. However, public health institutes in the country currently do not collect data on health impacts of air pollution and communicate environmental health risks to the public only sporadically. Bosnia and Herzegovina continued to face a major problem with air pollution, and according to available data, the capital Sarajevo ranks 12th among European cities in terms of pollution level. More than 100,000 children live in Bosnia and Herzegovina's most polluted cities (Sarajevo, Tuzla, Zenica, Lukavac and Kakanj)⁷.

Key achievements

In spring 2018, BiH participated for the first time in the Programme for International Student Assessment (PISA) test. The PISA results will provide clear evidence on how much children in BiH are learning and will shed light on critical aspects of the quality of the education system. PISA results are expected to be realized in December 2019. The UN leads the international community's efforts in support of BiH's participation in the PISA process, and coordinates closely with other key actors such as the EU, OSCE, and US Government.

In 2018 further progress was achieved in enhancing inclusive education (IE), mainly through in-service teacher training and the development of institutional mechanisms to effectively support all schools and learners. Over 7,000 students including 427 with disabilities benefited from inclusive education teaching strategies and approaches. The Senate of Sarajevo University in November 2018 officially decided to include a Module on Inclusive Education as part of the obligatory professional development programme for teaching staff from all faculties. The 'International Classification of Functioning, Disability and Health for Children and Youth' (ICF-CY) was promoted. The country's current disability categories still mostly reflect the medical model rather than the social model of disability, and therefore need to be aligned to the Convention on the Rights of Persons with Disabilities. Through two workshops led by an international expert in ICF and organised by UN, professionals from the education, health and social protection sectors who work with or for children with disabilities gained first-hand experience in using the ICF concept and categories.

Comprehensive Sexuality Education has been successfully introduced in all primary schools in Bosnian-Podrinje Canton, in cooperation with the Ministry of Education, Youth, Science, Culture and Sports, and the Pedagogical Institute. The Handbook for Teachers on Youth Health was developed and a group of 50 teachers from six primary schools in the canton were capacitated for empowering children from 6th-9th grade and raising awareness on healthy lifestyles.

The Ministry of Human Rights and Refugees was supported by the UN to develop a Framework Action Plan on Educational Needs of Roma for 2018-2022, which was adopted by the BiH Council of Ministers in September 2018. Because the Roma remain the most under-privileged minority group in BiH, such efforts to highlight their unique challenges and address their needs are critical.

In 2018 the work of the SDGs Data Sub-Group was intensified, with the overall aim to support monitoring of SDGs in BiH. Planning for the Multiple Indicator Cluster Survey (MICS) implementation in BiH was conducted. MICS implementation and finalization are foreseen for 2019/2020, with the field work to be conducted at the latest in the spring 2020. MICS is a source of approximately 30% of the SDGs related data that can be obtained through household surveys. It will generate important data for the policy/strategy development in the areas of health, social protection, education, child protection, disability, gender and others.

The UN continued to support Roma communities and populations that are at risk of statelessness to access their social rights through facilitating access to documentation and the provision of free legal aid. 80 focus group meetings were held with 1,008 Roma and relevant municipal actors, which helped to identify 74 new cases in need of birth/citizenship registration in 2018. 137 persons at risk of statelessness in BiH were provided with free legal aid in 2018, out of which 47 cases were closed as individuals were successfully assisted to confirm birth/citizenship in 2018.⁸

Building on the achievements from the previous year, the UN conducted micronarrative research on environmental deprivation and health conditions in Roma settlements in 7 local governments in Bosnia and

⁷ Source: <https://www.unicef.org/bih/en/clean-air>

⁸ Figures are subject of confirmation after 16 February upon receipt of IP reports.

Herzegovina, as well as conducted a study on the access to personal documentation, both contributing to a Roma Regional Survey. 174 Roma improved access to public services in 2018. The UN Regional Roma Survey showed that Roma women are in particularly difficult position in the Western Balkans. On average, 9 in 10 Roma women are not in employment, education or training; 2 in 3 Roma women do not have any money of their own, while 1 in 2 employed Roma women do not have health care or pension coverage. The issue of early marriage among marginalized Roma women is still present, on average, 1 in 3 Roma girls were married before the age of 18.

Within the context of implementation of the **Revised Strategy for Annex 7 Implementation** within the Dayton Peace Agreement (DPA), the UN achieved a number of results in 2018. The research conducted by the UN in 2018 in 27 municipalities covered families of displaced persons and returnees, but also social cases, who were found to live below the minimum living standard. It was a continuation of the information collection project conducted directly in field, by joint teams and with strong cooperation with local authorities and institutions. Despite the fact that the number of processed families and quantity of collected information was relatively small, they provide indicators of the situation within the specific sectors treated by the Annex VII of the DPA, and could present the basis for planning of the work and budgeting of the municipality in the domain of not only social assistance, but also health, education, employment, transportation, etc. As the BiH Ministry for Human Rights and Refugees (MHRR) has received from the European Union's Integration Framework Fund (EUIF) the necessary funds to collect and map relevant indicators of the real needs of persons covered by the Annex VII of the DPA, the UN handed over a database of information on displaced people, returnees and refugees, members of the Roma community and persons with disabilities.

The UN supported the development of the legal framework for social housing through intensive cooperation with local authorities at all levels. At the end of 2018, 5 municipalities and one canton (Prijedor, Banja Luka, Tuzla, Srebrenica, Mostar and Bosnia Podrinje Canton) had signed the Social Housing Strategy documents (53 municipalities adopted decisions on social housing and 25 municipalities decisions on rent subsidies from vulnerable beneficiaries of the social housing projects). By the end of 2018, the RS Ministry for Refugees and DPs and Brcko District government has initiated the drafting of the laws on social housing. RS entity level prepared the RS Draft Law on Social Housing for adoption by the entity government. In FBiH, two cantons have their laws (Podrinje, Zenica-Doboj) treating this issue, while Canton Sarajevo, with the financial and technical support of the UN and CRS, has initiated the preparation of the first draft. Drafting of the rule book and networking of the system with the other relevant institutions in RS (Taxation Office, Statistics Institute, CSWs, municipalities, and line ministry) are planned for 2019. This methodology will contribute to further strengthening the capacities of the Centers for Social Work (CSWs) and the municipal departments for social care in RS municipalities but could be also replicated in FBiH and Brcko District.

In terms of **migrants, refugees and asylum seekers**, the UN helped to ensure that all persons in BiH granted international protection had access to social welfare. Concerning the dramatic rise of number of asylum-seekers and migrants arriving in and/or transiting through BiH in 2018, the UN undertook extensive coordination efforts with all relevant stakeholders both centrally and regionally. UN engaged in compiling and sharing of relevant data from all relevant resources in the field in order to maximize the results with the available resources. UN and its partners increased presence in the areas with significant number of asylum-seekers and migrants in order to fill in the gaps in reception and access to rights.

The UN provided a wide range of assistance and protection to refugees and migrants across the country, including related to primary and secondary health services, access to education, water/sanitation and hygiene, psycho-social support, protection services for women, children and other vulnerable groups, strengthening of referral mechanisms across sectors, capacity building of local and international CSOs and public services providers, and provision of safe shelter. Migrant assistance and protection teams established in 2017 in Sarajevo and Herzegovina regions were expanded and additional teams started operating in Una-Sana Canton. Migrant protection and assistance teams were engaged in the safe transport of migrants in vulnerable situations to and from services and accommodation facilities, psychosocial assessment of and support to newly arrived migrants to assess vulnerabilities and direct assistance needs, the implementation of an Emergency Direct Assistance Fund to address urgent basic needs of migrants in vulnerable situations on the territory, referrals to relevant institutions for medical assistance, interpretation services, and assistance

voluntary return and reintegration (AVRR) counselling sessions and the direct facilitation of AVRR movements⁹.

At the municipal level, in 2018, UN scaled up the **integrated Social Protection and Inclusion (SPI) local governance approach** and maintained close partnerships with five municipalities and one Canton, with initial support provided for establishing permanent multi-sectoral platforms to strengthen cooperation across the social sectors. This resulted in joint evidence-based action planning, implementation and monitoring of social protection and inclusion interventions with more than 270 vulnerable children and families benefitting from the services introduced, ranging from day care services for children with disabilities and counselling to referrals to ensure access to education and health services. Furthermore, UN supported local partners to identify gaps in social service provision for the most vulnerable groups, and provided seed funding to establish new social services, with the condition that local authorities sustain new services from their budgets after the seed funding ended. Since 2017, four out of six new target locations already committed continuous funding from local budgets to sustain the services as of January 2019, and in the other two this is still under discussion.

406 representatives of vulnerable population (long-term unemployed, returnees, internally displaced) benefited from new jobs created in private sector while improved income generation opportunities in agriculture were provided to 237 youth, long-time unemployed and farmers affected by 2014 floods. 174 Roma and 156 returnee families improved access to public services in 2018. In 2018, 393 women were employed, maintained in employment or benefiting from income generation activities as a result of The UN interventions while 152 women benefitted from the employability related capacity development through cooperation with partner local government, transfer of knowledge from diaspora, innovative approach in agriculture production and project cycle management.

Local Community Forum has been instituted as an official citizen consultation channel in 24 partner local governments. In 2018, 82 community forums in 136 local communities were organized, with participation of 1,591 citizens (420 women, 112 youth and 470 socially excluded) to meaningfully participate in identification of local priorities, summing up to total 12,787 people (3,786 women, 500 youth and 2,098 socially excluded) engaged in 455 community forums since 2016. Community forums provided an opportunity for each community to identify priorities and implement some of the with support from local governments. 145 small scale interventions proposed by local communities and CSOs were financed, which contributed to improved access to services for 132,930 citizens (female 52,435; male: 80, 495) Since 2016, 3,562 (30% women) local community staff were capacitated for better information service delivery and facilitation of their communities, while 15,776 citizens were engaged in local voluntary actions, contributing to more vibrant communities. In addition, a local community web platform www.mjesnazajednica.ba is used to promote community activism, enable local community representatives for exchange of good practices, fundraising and crowdfunding, etc. A new Vision of Local Community, defining an image of an ideal inclusive and gender sensitive future local community, as seen and agreed by citizens, has been developed and verified by relevant institutions.

Despite challenging political momentum coinciding with election year, UN continued providing technical support to relevant policymakers to advance **social protection policy and legislative reform**. In Republika Srpska, the new Law on Child Protection (regulating cash benefits) was implemented as of January 2018. The new Law expanded the scope of cash benefits, both means-tested and universal (e.g. maternity benefits, universal cash benefits for the third and fourth child in the family, and disability-related benefits). The Management Information System (MIS) for child cash benefits was improved. While the RS Government funded the overall investment in hardware enhancement and upgrading of the existing electronic database, UN supported development of a by-law regulating the data, reporting requirements and procedures between the RS Children's Fund and CSWs. About 130 social workers and other professionals from RS CSWs were supported to develop stronger capacities for administering child cash benefit in line with the new by-law and upgraded MIS. In the Federation of BiH, the new Law on Financial Support to Families with Children was not adopted in 2018, although it was approved by the Federal Government, it was not submitted to the Federal Parliament as the timing coincided with the general elections.

In close collaboration with the RS MoHSW and the FBiH MoLSP, UN supported a cost analysis of two selected social services: day care services for children with disabilities and family counselling services. While looking into the best practices from countries in the region, as well as existing practices both in the public and

⁹ Please refer to the website for the UN in BiH for more information:

http://ba.one.un.org/content/unct/bosnia_and_herzegovina/en/home/publications/unct---monthly-operational-updates-on-refugee-migrant-situation.html

non-governmental sectors in BiH, the analysis provided a framework and guidance on standards and costing options, that will be used to guide further policy discussions as part of the development of a new Law on Social Services in FBiH and possible Social Protection Law revisions in RS. Furthermore, UN continued policy discussions with the FBiH MoLSP about poverty and the social assistance targeting modalities, including the definition of the monetary, social security minimum for FBiH. The initial three scenarios developed in 2017 were further elaborated and fiscal projections made based on different variables and eligibility criteria, including families with children. These costing options will inform the finalization and adoption of the Law on Social Protection in FBiH in 2019.

In June 2018, the RS Government passed the decision by which the right to the personal disability allowance was granted to the civilian persons with disabilities whose disability occurred in the development period (prior to age 19) and categorized between 80 to 100%. The decision was made to diminish the discrepancies between the persons who became disabled during the war and so called civilian disabled. The line ministry promised adoption of the changes to the relevant entity Law on Social Protection by the end of 2018, as the Decision covered only 6 months period in 2018. The Changes to the Law on Social Protection has not been adopted yet and it is questionable how the eligible beneficiaries would continue to exercise this new right in 2018. At the same time, the lack of harmonization of the legislative solutions between entity/district/cantonal laws has not yet been reached, and little has been done in that direction.

Strategy for Improving the Position of **Older Persons** 2018-2027 was adopted by the Government of Republika Srpska. Final adoption of this Strategy in RS is pending the constitution of the National Assembly of RS. The same Strategy in FBiH has been finalized while its discussion and adoption are pending the constitution of the Government of FBiH and the Parliament of FBiH. In line with the strategy, the City of Banja Luka has launched a pilot initiative for establishing the **Centres for Health Ageing**. So far, four locations were selected where the specialized activities for older persons are implemented with long-term intention to open a full-fledged Centre for Healthy Ageing that will serve as a basis for implementation of such activities across the whole territory of the City of Banja Luka.

UN launched the **Population Situation Analysis** (PSA) aimed at providing the basis for a comprehensive appraisal of the population situation and trends in the country, its linkages with sexual and reproductive health and gender, and its impacts on poverty, inequality and development. The PSA shall also contribute to greater efficiency and strategic impact of technical assistance in the field of population and development for public policy formulation and implementation, and especially for the elaboration of national development strategies based on the Agenda 2030.

A key focus in 2018 was placed on expanding the social services infrastructure and introducing uniform, **standardised case management systems for centres for social welfare**. Entity and Cantonal Ministries responsible for social welfare and academia developed Guidelines for Child Protection Case Management in both the Federation of Bosnia and Herzegovina and Republika Srpska. The **foster care system** was significantly further strengthened. In the Federation of Bosnia and Herzegovina, a total of 23 core trainers introduced the so-called PRIDE Model of Practice, to 130 professionals, covering all 78 CSWs in FBiH. In Republika Srpska, the Ministry of Health and Social Welfare rolled out foster care and education to all 49 CSW, while 78 professionals were certified in foster care and education. Particular emphasis was placed on specialised foster care for children with disabilities and supervision to prevent burnout of foster parents. A total of 441 foster families and 574 children in foster care were supported throughout 2018. A Knowledge, Attitudes and Practices (KAP) study on children without parental care that was conducted at the end of 2018, showed a doubling of those interested in becoming foster parents, up from 5 per cent in 2013 to 11 per cent in 2018.

In partnership with the Bosnian-Herzegovinian Association for Integrative Child and Adolescent Psychotherapy the **'First International Congress of Child and Adolescent Therapy'** was organized in Sarajevo. The congress received significant attention and contributed to raising broad awareness about the importance of multi-disciplinary and inter-sectoral collaboration in improving the **mental health and wellbeing** of children and adolescents, which is a relatively under-recognised yet important emerging issue in the country.

In an effort to end **violence against children**, the UN together with partners focused on addressing BiH's legal obligation to prohibit all corporal punishment and on addressing social norms condoning corporal

punishment against children as a form of child discipline. Recommendations for amendments to relevant legislation in Republika Srpska and the Federation of Bosnia and Herzegovina were proposed to ensure full legal prohibition of corporal punishment. A 2018 KAP study on social norms on violence against children showed a 7 per cent increase in those who acknowledged beating, slapping, threatening and insulting children as violence against children compared to 2012.

Following the successful completion of the Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) grants for HIV/AIDS and TB, at the request of the GFATM and BIH Government, the UN agreed to continue its assistance to the Country Coordination Mechanism through the transition period until 2019.

Preliminary research findings in the Federation of Bosnia and Herzegovina (FBiH), as part of the Tailored Immunisation Programme (TIP), in 2018 showed that many health workers have difficulties communicating effectively with parents about immunisation and that health centres do not provide reminders to parents on when the next vaccination is due. The UN with expertise from the John Hopkins University adapted a global package on Interpersonal communication (IPC) on immunisation to the local context. This was then used to train and accredit health professionals in six locations, in collaboration with the entity Ministries of Health and Public Health Institutes (PHIs), strengthening the skills of over 300 health professionals who are now communicating more persuasively, respectfully and with facts, to parents about the advantages of immunisation. The UN in collaboration with Ministries of Health and PHIs helped develop an innovative 'Immunization App' that will give parents information on when the next vaccine is due, what each specific vaccine is protecting against, the vaccines' origins, and information about the closest health centre to make an appointment.

One of the positive steps forward in 2018 was the adoption of revised Standards and Norms of Health Care Services in the Federation of Bosnia and Herzegovina to include innovative integrated early childhood development (IECD) services as part of the primary healthcare package. This initiative was spearheaded and supported by the UN, over many years. It promotes universal coverage of IECD and Early Childhood Interventions (ECI) services mainstreamed within the health sector, and funded through the ten Cantonal Health Insurance Funds, thereby ensuring free access to ECD/ECI services for all children in the Federation.

At the request of the Federation Ministry of Education, the UN initiated support to the development of a multi-sectoral ECD Strategy for FBiH that is aligned with international standards. The strategy includes clear activities on expanding IECD services within the health sector according to the abovementioned revised Standards and emphasizes the multi-sectoral approach to ECD. The strategy is expected to be finalised in early 2019 and will subsequently be put forward for adoption by the new Government.

Capacity building of the public health system at different levels remained a core strategy for the UN in 2018. More than 250 professionals from different sectors, including health, education and social services, and community workers have enhanced their knowledge on different aspects of ECD and ECI, including in using Developmental Behavioral Scales to detect developmental delays in children and providing basic ECI services. These skills have contributed to provision of quality ECD services to over 1,500 children and their families.

Action Plans for the Prevention and Control of Noncommunicable Diseases 2019-2025 in RS and FBiH, modelled after the Action Plan for the Prevention and Control of Noncommunicable Diseases (NCDs) in the WHO European Region 2016-2025 were developed by Public Health Task Forces in close collaboration with the UN. Both documents provided detailed situational analysis with regards to NCDs and specified and time-framed the priority activities which need to be implemented in a mid-term (6-year) period, including the responsible institutions and partners in implementation. In Republika Srpska the document was already endorsed by the government while in FBiH the endorsement process is ongoing.

In close collaboration with the World Bank (WB) in BIH, the UN significantly intensified support to the processes of finalisation and alignment of draft laws (and strategic plans) on tobacco control in FBiH and RS with the requirements of the World Health Organization Framework Convention on Tobacco Control (WHO FCTC), by providing legal gap analysis of the drafts, background supporting documents and briefing/counselling for the lawmakers in FBiH on how to defend and safeguard WHO FCTC-aligned legal proposals against the opposition, in particular from the expected pressures and influences from tobacco industry. Together with key international partners in BIH, the UN supported a broader lobbying/advocating

platform for WHO FCTC-compliant tobacco control legislation in FBiH, coinciding with the draft law entering into parliamentary adoption procedure in FBiH. Draft law and draft action plan (AP) on tobacco control were developed in RS as well, however draft law proposal was withdrawn from parliamentary procedure in February 2018.

Regarding the improvement of the quality and delivery of a standardised set of health services for non-communicable diseases (Cardio-Vascular Risk Assessment and Management CVRAM package), a set of interventions and activities were conducted: introduction of CVRAM Continuous Professional Development (CPD) in Primary Health Care/Family medicine (PHC/FM) and subsequent M&E of CVRAM service quality in PHC/FM practice in RS, BD BiH and FBiH, and the first reports on the results of pre-CVRAM CPD intervention study in BD BiH and RS (Agency for Certification, Accreditation and Health Care Improvement, RS – ASKVA/RS) and in FBiH (Agency for Healthcare Quality and Accreditation of FBiH - AKAZ/FBiH). In RS, Access to standardised, evidence-based, preventative CVDs/CVRAM services in PHC/FM have been extended to 98% PHC/FM institutions and increased to 64.4% of population in RS (approx. population 790,000). In RS, the whole CVRAM CPD programme in FM/PHC was accredited by the Health Council of MoHSW/RS. In Brcko District BiH, access to standardised, evidence-based, preventative CVD/CVRAM services in PHC/FM has been increased to 54.6% of population in BD BiH (approx. population 46,000). In FBiH, access to standardised, evidence-based, preventative CVD/CVRAM services in PHC/FM have been extended to 91% PHC/FM institutions and increased to 70% of population in FBiH (approx. population 1,550,000). Cumulatively at the level of BiH, the access to CVRAM in PHC/FM have been extended to approx. 94% of all PHC/FM institutions/DZs in BiH and reached approx. 68% of total population of BiH.

Baby Friendly Hospitals (BFH) standards in RS were adopted by the RS Government in 2017. UN support for roll out of these standards in RS consisted of supporting 4 hospitals to conduct a baseline survey of breastfeeding mothers, creating protocols for the hospitals to ensure that standards are followed, and preparing staff and management to provide support to new mothers with counseling and IEC materials. The full accreditation of 4 hospitals will be completed by June 2019. In FBiH 14 out of 18 maternity wards have been accredited and one maternity ward in Brcko District. The accreditation process is now self-sustaining, maternity wards due for re-accreditation are funding the process with their own resources.

In partnership with civil society organizations, in 2018 the UN further supported provision of service delivery, with focus on HIV prevention for key affected population. For example, 6 new social services delivered by civil society organizations were introduced (such as living support, needle exchange, therapy), thus improving quality of life and accessibility to services and information for people who inject drugs, men having sex with men, prisoners and people living with HIV. In addition, as a result of the UN support implemented through local integrated development interventions and cooperation between local governments and civil society organizations, in 2018 2,241 adults and children with disabilities benefitted from improved social services. More than 11,000 representatives from the socially excluded groups (Roma, poor, long-term unemployed, returnees, elderly, etc.) benefitted from improved social services, adding up to 48,874 vulnerable people who had access to quality public services since 2015.

In delivering its assistance, the UN places particular attention to equal access to services by women. For example, in the efforts related to support to women with high risk of HIV, more than 1,200 women were outreached and familiarized with risks and prevention methods. In addition, 2,848 girls had access to improved social services in the areas of therapy, daily care, education, sports and culture.

In 2018 the UN continued reaching high risk groups, such as people who inject drugs, men who have sex with men, sex workers, with prevention activities. In terms of outreach to the most vulnerable groups in flood-affected areas, more than 420 people (poor, unemployed, single mothers, Roma, returnees) were supported to renew their devastated homes after the floods.

International funding from the Global Fund to Fight HIV/AIDS and Tuberculosis in Bosnia and Herzegovina ended in 2018. Additional NGO outreach and prevention, advocacy and harm reduction interventions were implemented in 2018 to further boost capacities in this area in the country. In 2018, 15,847 (female 1,272, male 14,575) people were reached with the behavior change communications, focusing on key affected population - men having sex with men, people who inject drugs, prisoners and people living with HIV. Although 2018 saw increase in the incidence of HIV in Bosnia and Herzegovina from 0,000667% to 0,00103%, the rate is still tolerable, with 154 HIV affected people (female 25, male 129) who have access to

HIV services. The UN continued its cooperation with cantons in the Federation of Bosnia and Herzegovina in order to ensure uninterrupted harm reduction service and access to opioid substitution treatment for more than 800 former drug addicts.

Strategy for Improving **Sexual and Reproductive Health and Reproductive Rights** (SRHR) in Republika Srpska 2018-2028 was finalised upon being presented to health professionals across the entity. At present, it is pending final adoption by the Government of RS and the National Assembly of RS. In Federation of BiH, first draft of the Strategic SRH Framework 2020-2026 has been finalized as well. The framework represents a part of the overall Health Strategy under development in FBiH. Aimed at ensuring universal access to high quality SRHR information, web platforms were launched in both entities (<http://www.spolnozdravlje.ba/> & <http://sosdev.tk/>), with specific focus on young people.

The pool of family physicians with capacities to provide adequate **family planning** counselling services at primary health care level has been increased in 2018 by 59 medical doctors across five BiH communities. Significant progress was achieved in regard to certification of trainees in Republika Srpska, where all new participants in family planning training have received official certification from the RS Ministry of Health and Social Protection. In Federation of BiH, the Continuous Medical Education for family physicians is being upgraded in a way to enable all medical doctors to have the opportunity to attend the training and use it for own professional development.

First draft of the ToT Manual for the Health Professionals working in Primary Health Care on Youth Friendly Approaches (YFA) with focus on the most-at-risk adolescents (MARA) had been finalized and a first group of 15 health professionals had their capacities on the subject built. In addition, the clinical guidelines for preeclampsia/eclampsia in FBiH and RS, as well as the Clinical Management of Rape Guidelines for FBiH were developed and will serve to medical professionals for the provision of advanced services to health care clients.

New Concept on Obstetric and Response Surveillance System (OSRS) developed for countries/territories in the Western Balkans was initiated in Bosnia and Herzegovina aimed at promoting continuous quality improvements in maternity care through implementing, evaluating and acting on the recommendations of analysis of severe maternal complications. The System is based on the adapted WHO Beyond the Numbers (BTN) methodology, and it is in line with the Agenda 2030. In line with the System, a draft Action Plan for implementation of the initiative in Bosnia and Herzegovina was adopted by health professionals.

The UN contributed to enhancing the capacities of psychologists and other relevant military staff in the field of mental health care. With the Ministry of Defense (MoD), the UN helped establishment of regional cooperation between MoD Bosnia and Herzegovina and MoD Slovenia, Serbia and Croatia. The cooperation between military psychologists from the region resulted in organization of regional workshops and study visits during which best practices and working procedures were shared and future cooperation established. Participation on the International Applied Military Psychology Symposium (IAMPS) in Rumania of MoD BiH military psychologist resulted with nomination of MoD BiH to be host of 54. IAMPS 2019.

Thematic Area 4: EMPOWERMENT OF WOMEN

Thematic area 3 or UNDAF Pillar 3 aims to enable more women take part in decision making in political fora and in the economy and to ensure effective mechanisms are in place to prevent and timely respond to gender-based violence and provide comprehensive care and support to survivors.

UNDAF intended results

- Strengthen institutional mechanisms aimed at promoting participation of women in decision-making processes;
- Offer economic benefits to women through employment and income generation activities;
- Incentivize strategic and systematic approaches to preventing and combatting violence against women
- Provide comprehensive care and support to survivors of conflict related sexual violence
- Ensure increase in budgets for services to prevent and respond to gender-based violence

UNDAF related Outcomes: 12, 13.

Development trends and challenges identified

There has been **no significant change in women in leadership roles**. The 2016 elections saw a drop in women Mayors, to only six in 143 municipalities. Furthermore, although the advanced national Law on Elections was aligned twice with the Law on Gender Equality, **Women continue to be under-represented in the legislative branches of government**, with 13% to 23% in entity and state parliaments, but **women are almost absent from the cantonal, entity and state governments**, with between 0% and 22% representation. **The 2018 general elections did not improve women's representation in legislative bodies**. Only 7 women were elected to the House of Representatives of Bosnia and Herzegovina (BiH), representing 16.7%, lower than representation after the 2014 elections. Entity levels did not perform much better, the House of Representatives of Federation of BiH reached 25%, a minor increase, whilst representation of women in the National Assembly of Republika Srpska now stands at 18.1%.

Parliaments at State and entity level increasingly demonstrate awareness and relevance of **gender equality in deliberations, processes and budgeting** approval. However, implementation of Gender Responsive Budgeting by institutions remains weak. Gender equality principles and approaches continue to be largely absent in State, entity, cantonal and municipal strategies, plans and budgets. There is continued recognition by municipalities that women play an important role in socio economic development as illustrated by attention to **more inclusive municipal development plans**, and support for women's civic engagement. However, whilst labour laws were improved to be more gender aware in 2013, consistent implementation is questionable.

Violence against women and girls and domestic violence are widespread social problems in BiH, constituting **serious violations of fundamental human rights**. Unfortunately, responsible institutions country wide continue to be weak and are unable to fully implement the provisions of laws on protection from domestic violence. They are therefore unable to provide the legal security, equal treatment and protection of rights of the women and children who are the acknowledged primary victims of domestic violence. The 2013 prevalence survey on violence against women estimated 47.2% of women aged 15 and over have experienced some form of physical, psychological, sexual or economic violence. Despite a **regional backlash against gender-transformative programs** for children and youth, initiatives supporting men and boys continue to challenge gender stereotypes. Constructive coordination among the wide range of partners from government and civil society on response to violence continues to be a challenge. **Weak administrative data collection is an impediment** to the provision of quality services for survivors and effective policy making. The quality of specialist support services available to survivors of violence vary dramatically with geographic location and socio-economic status.

2018 has seen continued improvement in the ownership by government institutions of response to support survivors of violence against women, especially at municipal level where there is increased attention on **enhancing quality and timeliness of response to survivors** of domestic violence and Conflict Related Sexual Violence (CRSV). Increased ownership has resulted in improved **government institutionalization of**

multi-sectorial platforms or referral mechanisms at cantonal and municipal level. Despite ongoing challenges there appears to be increased awareness and attention to strengthening social response to violence against women, and stigma against survivors of CRSV. Notably prevention efforts through informal educational curricula, engaging men and boys, by media professionals and by youth leaders.

Key achievements

2018 saw continued improvements in capacity and application of gender equality through budgeting processes with UN support. 17,000 civil servants, 4,000 at State level, 7,000 in FBiH and 6,000 in Republika Srpska were guided in the application of gender-responsive budgeting (GRB) in their daily work through a now standardized e-learning course. Enabling them to meet mandatory requirements for inclusion of gender specific indicators in programmes of line ministries within the Budget Management Information System (BMIS). UN support to the State Agency for Gender Equality enabled a number of ministries to make steps towards improved gender-sensitive governance structures and priorities, including the BiH Ministry of Civil Affairs, the BiH Ministry of Human Rights and Refugees, the Ministry of Agriculture in Republika Srpska, and the FBiH Ministry of Environment.

Community engagement to promote more inclusive and active citizenry have developed significantly in 2018 and over recent years have led to women becoming more confident in public roles and taking up leadership roles. In 2018 these covered 24 municipalities, working with 72 CSO projects, and engaged 11,729 women in consultative processes using modern technologies of eParticipation, crowdsourcing and crowdfunding, also in local voluntary actions. Since 2016, 47,129 women have now benefited directly from MZ level projects.

In 2018 economic empowerment initiatives with training, initiating start-up companies and exchanges has supported over 1,400 women and boosted partnership with twenty CSOs. The Joint UN IT Girls initiative as reported in Thematic Area 3, made inroads to increase awareness and career opportunities for young women and girls in ICT. The approach enhances confidence to take on new challenges and upturns gender stereotypes.

Furthermore, citizen centric participatory decision making through Local Community Forum in 24 municipalities engaged 3,836 women in 455 community fora to identify and implement priorities. The local community platform www.mjesnazajednica.ba promotes activism, exchange of ideas and advice, the 145 resulting interventions improved access to services by 52,435 women. Significantly, these local efforts complement efforts to strengthen women's leadership and participation in political life, a Roadmap for Gender Equality in Elected Office to promote engaging women in politics and decision making, has been approved by the Parliamentary Assembly of BiH, the Central Election Commission, state Gender Agency and entity Gender Centres.

The UN Joint Programme “Seeking Care, Support and Justice for **Survivors of Conflict Related Sexual Violence** in BiH” has four primary pillars on health, justice, employment underpinned by a consistent focus on tackling stigma. 2018 saw initial implementation of the Stigma Alleviation Programme launched in 2017. In follow up to the landmark Joint Declaration by the Inter-Religious Council BiH, local initiatives included the first joint inter-religious sermons in support of survivors and denouncing violence and stigma. Outreach through social media and theatre led to an outpouring of public support for survivors, and localisation demonstrated increased willingness to openly discuss and address stigma, the first steps demonstrating readiness for inter-ethnic dialogue and cooperation. A range of consultations, interfaith dialogue and debates, outreach, engagements across communities, in schools, with forty youth leaders and seed funds for community initiatives, directly involved 780 citizens in three pilot municipalities and reached 20,000. Bijeljina, Goražde and Sanski Most have taken complete ownership of CRSV stigma prevention, dialogue and local community engagement, this experience is being expanded to a further nine communities, building on youth activism, theatre, new media and local platforms for dialogue.

The FBiH Ministry of Healthcare with UN support aligned policies and established links between service providers at local level in areas of medical and psychosocial support to survivors of violence against women, CRSV and perpetrators of violence. Strengthened through the adoption of SOPs for service provision to survivors of violence against women, including clinical management of rape, and CRSV in four cantons: Una Sana (8 municipalities), Sarajevo (9), Central Bosnia (4) and Mostar in Hercegovina Neretva Canton. Medical

SOPs align and streamline local level policies and quality of support provided in first contact with survivor; direct support to survivor; and further referral of survivors.

The primary impact of proven models to supporting survivors of CRSV into sustained income generation has been in raising survivors' self-esteem and sense of purpose, empowering them to play an active role in family and community. Guidelines to enable government to provide access to existing employment services are being finalised for completion in 2019. Importantly a government coordinated analysis of economic empowerment programs available for CRSV survivors in FBiH and Brcko District demonstrated an abundance of resources available for employment, self-employment and business development. The right of CRSV survivors to economic programmes is captured in the newly adopted Law on Protection of Victims of War Torture in RS, paving the way for formal institutionalization of this approach. UN supported alignment at the service provision level between legal, health and psycho-social support services by developing compatible resource packages including protocols, training materials and guidance, for use at all government levels, endorsed by the Free Legal Aid Network.

2018 saw increased effectiveness of multi-sectoral response to the support of women survivors of violence. Today twenty six multi-sectoral teams or coordination bodies at municipal and cantonal level, and at regional level in Republika Srpska and Brcko District are functional due to UN support. Providing quality coordinated response services to survivors, increasingly in line with the Istanbul Convention. Brcko District adopted its first Law on Protection from Domestic Violence and a Gender Action Plan. Furthermore, police and justice sectors in RS have strengthened multi-sectoral response to survivors by developing guidelines for victim safety risk assessment and management.

Civil society organizations with UN support have been strengthened to advance implementation of the Istanbul Convention and adherence to international standards in service provision for survivors of violence. A national platform of twenty-two CSOs, including marginalized groups, are jointly advocating and monitoring its implementation. In an important step the Safe network of CSOs running shelters has initiated constructive dialogue with entity legislators and executive government, to promote the integration of specialist support services into existing protection systems in both entities. A series of knowledge products analyzing the quality of service provision, especially related to police, justice and social sector were completed, notably including an assessment of the cost of violence against women and domestic violence at the local level, together these are key to improve services alignment with the Istanbul Convention. Work with perpetrators has improved as over 40 professionals have seen increased capacity to support psycho-social rehabilitation of perpetrators.

Efforts to support behavioural change and prevention of violence stepped up significantly in 2018. Over 1,300 young men and boys have engaged in dialogue, discussions, and eight "Be a Man" clubs, increasing their understanding of domestic violence, challenging stereotypical attitudes and debunking myths over gender roles down to primary school level. Results reinforced by improved gender-sensitivity in the media, and increased coverage addressing the issue of violence against women and girls, and gender stereotypes. 350 quality media releases were published after 100 media professionals were sensitized to gender responsible reporting. Furthermore, four local associations in North East BiH have taken steps to support at risk rural and returnee women to recognize violence, speak openly about it and use locally available mechanisms for protection, seventy-two women receiving empowering support in 2018.

The Federation BiH Inter-ministerial working group on localizing guidelines on Clinical Management of Rape by MOH was supported, importantly this has already resulted in the adoption of CMR guidelines for their application by primary service providers, (medical, psychosocial, security) and UN supported training of service providers in four cantons¹⁰, including 20 municipalities.

UN Delivering as One

Throughout the 2018 implementation period, the UNCT has been making progress applying the **Delivering as One (DaO) approach** to ensure coherence, avoid duplication and maximise synergies in the UN's work at the country level. This enabled UNCT to finalize and launch towards the end of 2017 the 2-year SDGs Rollout Support and Private Sector Engagement with funding secured through the Swedish Embassy/SIDA in Bosnia and Herzegovina. In the area of peacebuilding and reconciliation, the Peacebuilding Fund approved funding

¹⁰ Una Sana, Sarajevo, Central Bosnia, Hercegovina Neretva.

for the Joint UN Programme that extends the Presidency-led Dialogue for the Future platform, placing youth at the center of inter-communal cooperation and dialogue at the local, Entity, and State levels.

The UNCT was also successful in raising additional funds to assist the authorities of Bosnia and Herzegovina in strengthening women's leadership and participation in the political life of Bosnia and Herzegovina, resulting in a 3-year project, Women in Elections in Bosnia and Herzegovina, launched in November 2017 whose primary objective is to secure an enabling environment for getting more women elected across board, in all spheres of decision-making process in Bosnia and Herzegovina. Additionally, joint UNCT efforts led to additional funding from the UK Embassy in Bosnia and Herzegovina for continuation and expansion of the UN targeted support to the victims of the conflict-related sexual violence and to the relevant authorities in provision of adequate and quality services to the victims.

UNDAF Financial Table by Pillar and Outcome

Pillar/Outcome	2015/2016 TOTAL	2017-2018 Planned	2017 Actual	2018 Actual	2017-2018 ACTUAL	2015-2018 TOTAL
PILLAR 1: Rule of Law and Human Security*	61,933,368	25,016,916	7,416,147	21,767,593	29,183,740	91,117,108
Outcome 1	10,575,208	6,155,820	1,961,763	8,868,589	10,830,352	21,405,560
Outcome 2	3,072,279	4,281,096	1,480,169	5,974,218	7,454,387	10,526,666
Outcome 3	48,285,881	14,580,000	3,974,215	6,924,786	10,899,001	59,184,882
PILLAR 2: Sustainable and Equitable Development and Employment	46,272,388	70,528,047	34,155,145	22,607,956.35	56,763,101	103,035,489
Outcome 4	28,092,065	44,852,739	21,004,236	7,664,319	28,668,555	56,760,620
Outcome 5	11,126,292	14,087,987	8,038,499	5,147,025	13,185,524	24,311,816
Outcome 6	7,054,031	11,472,321	5,112,410	9,796,612	14,909,022	21,963,053
PILLAR 3: Social Inclusion: Education, Social Protection, Child Protection and Health	30,492,138	26,033,665	9,012,608.82	7,618,385	16,630,993	47,123,131
Outcome 7	2,041,977	969,000	318,464.98	513,314	831,779	2,873,756
Outcome 8	722,130	1,410,00	123,965	64,409	188,374	910,504
Outcome 9	15,023,899	17,279,455	3,896,550.44	4,160,249	8,056,800	23,080,699
Outcome 10	582,900	1,870,000	1,020,179	1,357,888	2,378,067	2,960,967
Outcome 11	12,121,233	4,505,210	3,653,449	1,522,524	5,175,974	17,297,207
PILLAR 4: Empowerment of Women	6,069,757	2,194,006	1,543,846	1,770,793	3,314,639	9,384,396
Outcome 12	2,642,293	682,803	305,876	601,221	907,097	3,549,390
Outcome 13	3,427,464	1,511,202.68	1,237,969.68	1,169,572	2,407,542	5,835,006
TOTAL (USD)	144,767,652	123,772,634	52,127,747	53,764,727	105,892,474	250,660,125