IPA National Programme 2010 - Bosnia and Herzegovina

Fiche 2 "Social Protection and Inclusion III"

1. Basic information

1.1 CRIS Number: 2010 / 022-259

1.2 Title: Enhancing the Social Protection and Inclusion System for vulnerable groups – Phase

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1.3 ELARG Statistical code: 01.19 Political Criteria/Social Policy and Employment

1.4 Location: Bosnia and Herzegovina

Implementing arrangements:

1.5 Contracting Authority: The European Union represented by the European Commission for and on behalf of Bosnia and Herzegovina in joint management with UNICEF

1.6 Implementing Agency: UNICEF through joint management with the European Commission

1.7 Beneficiary:

Direct beneficiaries: Ministry for Human Rights and Refugees Bosnia and Herzegovina, Ministry of Civil Affairs Bosnia and Herzegovina, Project Management Boards at Bosnia and Herzegovina, Federation of Bosnia and Herzegovina (FBiH) and Republic of Srpska (RS) level; Ministry of Labour and Social Policy FBiH, Ministry of Health and Social Protection RS, Federal Ministry of Health, Brcko District Government, Bosnia and Herzegovina Directorate for Economic Planning (DEP Bosnia and Herzegovina).

Indirect beneficiaries: Federal Ministry of Education and Science; Ministry of Education and Culture of RS; Ministry for family, youth and sports of RS; duty bearers at different levels of government; direct service providers and their managers.

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Financing:

1.8 Overall cost (VAT excluded): EUR 1 650 000

1.9 EU contribution: EUR 1 400 000

- **1.10 Final date for contracting:** Two years following the date of the conclusion of the Financing Agreement.
- **1.11 Final date for execution of contracts**: Two years following the end date of contracting.
- **1.12 Final date for disbursements:** One year following the end date for the execution of contracts.

2. Overall Objective and Project Purpose

2.1 Overall Objective:

Contribute to development of a fiscally sustainable and effective social safety net and to the establishment of a harmonized, well-targeted, efficient and sustainable social protection system.

2.2 Project purpose:

Support key government partners in establishing a country-led process for the development and implementation of a sustainable strategy for integrated social protection and inclusion of children and families in Bosnia and Herzegovina.

2.3 Link with EP/SAA

Link with the European Partnership

The European Partnership obliges Bosnia and Herzegovina to take measures to ensure full compatibility of national legislation with the European Convention on Human Rights and to

"Implement the international conventions ratified by Bosnia and Herzegovina, including reporting requirements."

Bosnia and Herzegovina is a signatory to the United Nations Convention on the Rights of the Child (UN CRC) and the Millennium Declaration. Despite considerable progress in some areas over the past decade, Bosnia and Herzegovina still faces a number of constraints to development, such as a fragmented political and administrative structure and a social agenda hampered by decentralisation, political interests and a lack of strategic and consistent approach to policy-making.

Link with SAA

ARTICLE 2: Respect for democratic principles and human rights as proclaimed in the Universal Declaration of Human Rights and as defined in the Convention for the Protection of Human Rights and Fundamental Freedoms.

ARTICLE 5: International and regional peace and stability, the development of good neighbourly relations, human rights and the respect and protection of minorities are central to the Stabilisation and Association process.

2.4 Link with MIPD

The MIPD 2009-2011 states that "Community assistance will support Bosnia and Herzegovina to fulfil its obligations towards returnees, minorities and vulnerable groups, including children."

Section 2.2.2 "Main areas of intervention, priorities and objectives", "Strategic Choices" refers to "Support to the economic and social inclusion of minorities and vulnerable groups"

Section 2.3.1.1 on Multi-annual planning by component refers to *Social inclusion and return:* Support minorities and vulnerable groups (in particular Roma, children and the disabled) and continue support for de-mining and assistance to mine victims. Support the completion of the return process through assistance to the economic and social re-integration of returnees and subsequent results "*Minorities and vulnerable groups*: Policies promoting the social and economic inclusion of minorities and vulnerable groups are adopted and there is visible progress on their implementation".

2.5 Link with National Development Plan

Bosnia and Herzegovina has completed the drafting of the National Development Strategy 2008 -2013 and Social Inclusion Strategy that will serve as the basis for the National Development Plan. Both strategies are expected to be adopted at the beginning of 2010.

This project takes into account Bosnia and Herzegovina's Medium Term Development Strategy's strategic priorities and objectives (Points 1.2, 2.1, 2.2.1.1 and 2.2.1.2 of MIPD 2009-2011) as well as Goals 2,3,4 and 6 defined in the draft Bosnia and Herzegovina Social Inclusion Strategy as follows:

Goal 2 "Improve protection of families with children"

<u>Priority 1</u>: Improve legal status of children and families with children and improve legislation to this end.

- <u>Priority 2</u>: Identify groups of families with children which are either in, or at risk of social exclusion.
- <u>Priority 3</u>: Strengthen cross-sectoral cooperation and systematic networking in order to improve the status and position of families with children.
- <u>Priority 4</u>: Develop various programmes of social and economic support to children, and families with children, in a state of social exclusion or at risk of social exclusion.
- Goal 3 "Improvement of Education "
- <u>Priority 1:</u> Increase access to education for the entire population.
- Goal 4 "Improvement of Health Care"
- <u>Priority 1:</u> Increase the health coverage of the population
- <u>Priority 2</u>: Secure additional sources of funding for promotion of health and prevention of diseases.
- Priority 3: Strengthen primary health care, with a focus on family and community.
- Goal 6 "Improvement of Protection of Persons with Disabilities"
- <u>Priority 1</u>: Ensure PWD-sensitive policies and budgets in all sectors, especially in social and health protection, labour market and pension policies.
- <u>Priority 2</u>: Develop inclusive social models with harmonised criteria in the area of detection, registration and recording.
- <u>Priority 3</u>: Develop models of local communities that will ensure equal opportunities to persons with disability.

3. Description of Project

3.1 Background and Justification:

Post-war aid and reconstruction primarily addressed the humanitarian and developmental needs of children and women, but did not effectively tackle discrimination and social exclusion. This is reflected in the general lack of relevant statistics disaggregated by gender, ethnicity, age and social status, or information on living standards and the quality of life. The UN 2008 Common Country Assessment (CCA) identified social exclusion as a key factor preventing citizens from contributing to and participating in Bosnia and Herzegovina society. As underlying causes, the CCA highlighted the importance of both institutional and direct individual discrimination with its origins linked to the political and administrative fragmentation along ethnic lines, the lack of an enabling environment for the participation of civil society and attitudes within families and communities. There is evidence indicating the existence of specific children's vulnerabilities and social exclusion based on poverty, disability, displacement, ethnicity (especially Roma), gender, religion and the rural/urban divide. Due to socio-economic exclusion and discrimination, children in Bosnia and Herzegovina are increasingly exposed to multiple vulnerabilities arising from increasing exploitation, abuse and their families' socio-economic exclusion.

An integrated SPIS is needed to enable the government to meet its international requirements and to contribute to the eradication of social exclusion, child poverty, discrimination and inequality in accessing basic social protection services.

The complex structure of Bosnia and Herzegovina's governance system remains a key challenge in ensuring equal realisation of rights that would contribute to reduction in social exclusion, child poverty, discrimination and inequalities in realising claims for basic social protection services. The complex composition of the governance system has been taken into consideration and this action will support institutions from the state, entities and cantons, in the sectors of health, social welfare, education, judiciary, finance, the interior, labour and employment.

The SPIS in Bosnia and Herzegovina is characterised by functional and participation gaps -in legislation, policy, capacity, planning, implementation, monitoring and evaluation -and by poor collaboration between different governmental levels. The system cannot provide equal access to social protection services, because it depends on the unequal economic powers of different administrative units, and is insufficiently capable of acting via mixed and inter-sectoral approaches to protection and inclusion. Overall, it lacks the capacity to assess the needs of vulnerable groups or adequately target social protection responses based on human rights principles. There is a need to review the functions and competencies required to develop a mixed model of social protection and inclusion. A SPIS system must also be able to make the most efficient use of resources from the public, private and civil society sectors and to ensure protection of the most vulnerable and excluded, as well as, those in need of special protection.

Current legislation is not harmonised within and between key sectors in a way that provides a coherent framework for targeting social protection responses to the most vulnerable. There is a proliferation of laws, policies and strategies to address the population's special vulnerabilities and ensure safeguards for adequate implementation of development and protection policies, but no effective mechanism exists for coordinating and harmonising such policies. Although understanding of the need to establish stronger inter-sectoral linkages is evidenced in the revised Bosnia and Herzegovina Medium Term Development Strategy (MTDS), these linkages remain largely superficial. For these reasons, there is a need to harmonise legislation, develop adequate national definitions of social inclusion, poverty and social protection and then use these definitions to inform the development and social inclusion agenda.

Non-harmonised implementation of legislative, policy and strategic measures also results in inconsistent planning of pre- and in-service training for service providers in the social protection sector. Functional reviews and similar reform processes have identified the need for capacity building in the areas of policy development, planning and implementation in key government sectors. But the current social protection system is unable to develop policies or legislation that support feasibility through integrated budgeting and financing, national capacity development plans, standards and implementation guidelines for service providers or social indicators to monitor service delivery within the framework of social and economic development priorities. Policy, legislation and implementation plans must be phased and based on feasibility studies, costing and standards.

Participation mechanisms are also underdeveloped in all phases of programme development from assessment to monitoring and evaluation (M&E). Children and families have no direct access to decision-making, which creates a climate of social apathy, and dependence on a service delivery system that is neither client-focused nor rights-based. Awareness raising and

- 5 -

dissemination of information must be carried out amongst Municipal decision-makers and families, parents and child care providers, focused on both children and adults, through adequately tailored strategies that emphasise knowledge provision and participation.

Finally, there is a need to build M&E capacity at the national level to monitor trends and evaluate the efficiency of development and poverty reduction policies, as well as the impact of macroeconomic policies on excluded and vulnerable populations. Assessments of the level of vulnerability and exclusion must be based on the human rights principles of accessibility, adjustability and acceptability.

This project is a component of a three-year Programme funded by the EU Delegation, Department for International Development (DFID), Government of Norway and UNICEF. The project's three-year goal is to contribute to development of a fiscally sustainable and effective social safety net and to the establishment of a harmonized, well-targeted, efficient and sustainable social protection system.

3.2 Assessment of project impact, catalytic effect, sustainability and cross border impact

The project contributes to donor cooperation in the social sector and public reform through a mechanism in which each donor provides distinct parallel funding, guidance and technical assistance as necessary to implement particular components. It also contributes to stronger partnerships and linkages amongst sectors and the reform processes within sectors by clarifying and reinforcing the accountabilities, roles and forms of collaboration between different levels of governance at state, entity and cantonal levels; and between different sectors - health, education, social welfare, finance, judiciary system, interior, labour and employment. As well as capacity development, the collaboration between different national, regional and local actors promotes coordinated delivery of services in partnership with beneficiaries, especially children living in poverty and their families, and organisations working with them. Finally, partnership and dialogue with national stakeholders and key social partners on issues of child poverty, inclusion and the requested responses continues throughout the project.

The project's management structure contributes significantly to strengthening cooperation and achieving equality for children in Bosnia and Herzegovina. By establishing the working groups as technical and management forums and by strengthening inter-sector cooperation, it facilitates stronger coordination and policy/programme links within sectors and between the social welfare, health, education, judiciary and interior sectors. Additionally, project working groups enable horizontal dialogue between sectors and improve vertical coordination between entities, cantons, municipalities and responsible Bosnia and Herzegovina institutions. The project is currently managed by the project Management Board established at Bosnia and Herzegovina level which is composed of the following: the Minister of Civil Affairs of Bosnia and Herzegovina (chair of the MB), the Minister for Human Rights and Refugees of Bosnia and Herzegovina, Director of the Directorate for Economic Planning of Bosnia and Herzegovina, Minister of Health and Social Protection of the RS, Minister of the Federal Ministry of Labour and Social Policy and the Head of the Department for Health and Other Services of Brcko District. Entity Management Boards were also established, comprised of the ministries of health, social welfare, education and other relevant institutions. Coordination with cantonal ministries at FBiH level is established through project Working Groups.

- 6 -

The project's 9 working groups (4 in each entity and one in Brcko District) and the Expert Team include representatives from all administrative levels and aim to ensure transfer of information, and know-how into policy solutions. The working groups' task is to ensure that project results feed into the policy documents and practices of the sectoral ministries at different levels, so that a multiplier effect and positive impact on the largest number of children and families in Bosnia and Herzegovina is achieved. The project Expert Team is established at the Bosnia and Herzegovina level and is lead by the Ministry for Human Rights and Refugees Bosnia and Herzegovina. The Expert Team has as its task to compile entity inputs and materials and develop project documents for Bosnia and Herzegovina level. The project supports the implementation of the Bosnia and Herzegovina Social Inclusion Strategy by providing necessary baseline information on children, by informing the format and structure of SIS development processes in keeping with the EU/JIM criteria, through the legislative review and functional review of the social protection and inclusions system, establishment of the M&E framework for components of SIS and ensuring implementation of particular aspects of SIS, particularly under the priority area of Assistance to Families with Children.

The project pilots adequate social protection and inclusion approaches to children and families with children in compliance with the Bosnia and Herzegovina Social Inclusion Strategy and will feed necessary information into the monitoring and evaluation of the Bosnia and Herzegovina SIS. The development of the child-focused indicators to monitor and ensure social mapping of the social protection and inclusion of children will directly support the monitoring process of the Bosnia and Herzegovina SIS. In addition, the training component of the project will sensitise and strengthen the expertise of government officials at different levels in relation to social inclusion, and will enlarge SIS partnerships and expand its knowledge-base considerably.

The project contributes to achieving national priorities for children by positioning the development of an integrated SPIS for children within ongoing Bosnia and Herzegovina reforms, including those related to human rights and the social sectors (health, education, public administration) and by including nationally accepted definitions of poverty and social exclusion, as well as clearly defined target groups. An integrated SPIS will enable the government to meet its international requirements and to contribute to the eradication of social exclusion, child poverty, discrimination and inequality in accessing basic social protection services. At the community level, support to improvements in the municipal governance system will ensure a multiplier effect to support the transfer of SPIS approaches to other municipalities, thus increasing partnership and cooperation amongst municipalities (e.g. USAID/SIDA's GAP project, UNDP's Area-based Development activities).

The project's final outcome – the SPIS strategy - will support a fiscally sustainable approach to social protection and inclusion, through national and sub-national dialogue on feasible models of social protection and inclusion; and will ensure a permanent knowledge base on SPIS within sector ministries and among professionals. In addition to that, the SPIS strategy will ensure a focus on cost analysis and fiscal planning as integral elements of social protection and inclusion systems. Whereas the Project in its first and second phase focuses on a broad and complex set of activities, in its final year, the Project is to focus on achievement of five specific outcomes resulting from a three-year project: 1. Development of the final version of the SPIS strategy documents including: a. updated situation of children, b. updated analysis of the strategy and policy context and their development c. updated recommendations for improvement of SPIS at state, entity, cantonal and municipal level d. update of the legal framework and recommendations

- 7 -

for further elaboration on the normative acts to increase efficiency of service delivery e. programme for improvement of SPIS referral including the cost-analysis and budget projection of priority and low-cost actions to improve of referral of SPIS at service delivery level in two entities and 10 cantons. 2. Strengthened normative framework to improve efficiency of service delivery 3. Sustainable system of referral at the level of 10 municipalities and proposed modalities for expansion of the models to larger number of municipalities 4. Project document defining requirements for further strengthening of social assistance and social services to vulnerable groups through external assistance where gap exist in available government funding. 5. strengthened availability of data for children at municipal, entity and state level.

The awareness raising component of the project will ensure strong links between the project's results and those from other initiatives through awareness campaigns, capacity development of professionals and, particularly through awareness raising events such as the Bosnia and Herzegovina Kid's Festival, which has already ensured collaboration amongst a wide range of national and international partners around the idea of peace and confidence building amongst children from all over Bosnia and Herzegovina.

3.3 Results and measurable indicators

Results expected:

Result 1.: Bosnia and Herzegovina government has ensured continuity of the Project governance structure for the Programme to support development of the SPIS Policy and Strategies by the end of the Project

Indicators:

- 1.1 Minimum 4 Management Board and 30 Working Group meetings held to take decisions on Project implementation and results
- 1.2 SPIS strategy endorsed by Bosnia and Herzegovina and entity governments by end of project yes/no

Result 2.: The situation analysis document for the Social Protection and Inclusion System is defined and situated within the wider context of socio-economic reform and development processes in Bosnia and Herzegovina.

Indicators:

- 2.1. Situation analysis of children developed based on definitions of vulnerability and clustering of groups of children defined at all administrative levels yes/no.
- 2.2. Situation analysis of the policy and legal context updated by end of project and constitutes introductory chapter of SPIS Policy yes/no.
- 2.3 Situation analysis of the policy, strategy and legal context analysed against Stabilisation and Association Agreement (SAA) requirements, Country Development Strategy (CDS), Social Inclusion Strategy (SIS) and Public Administration (PA) Reform process yes/no.
- **Result 3:** Policy makers have made clear recommendations to address gaps in functions and accountabilities for SPIS reform at different levels of government.

Indicators:

3.1 Minimum of 10 recommendations accepted by policy makers to address gaps in functions and accountabilities for SPIS at different levels of government

Result 4: Policy makers and service providers use developed functional review of the social protection and inclusion sector to prepare standards, protocols and programmes of inter-sectoral cooperation and coordination of social protection and inclusion service provision focused on excluded children and their families

Indicators:

4.1 Minimum of 10 documents, standards and protocols that are, as a result of the functional review, directly focused on strengthening inter-sectoral cooperation and coordination in priority areas of protection and inclusion focused on excluded/vulnerable children and their families.

Result 5: Institutions mandated to develop policies have developed by-laws, standards and protocols strengthening the service delivery to excluded children and their families.

Indicators:

- 5.1 Minimum of 40 recommendations for legal regulations, in line with the legal review.
- 5.2 Minimum of 10 protocols, standards and by-laws included in broader legislative framework

Result 6: Approximately 40 000 children and other participants (parents, teachers etc) have increased knowledge on social inclusion and child rights

Indicators:

- 6.1 Minimum of 25 000 children from areas of Bosnia and Herzegovina outside of Sarajevo attend Kid's Festival
- 6.2 Minimum of 30 workshops designed and implemented to promote child rights, social inclusion and peace building
- 6.3 Minimum of 4 interactive tools to structure preparatory and follow up activities for children and schools designed to ensure longer term interaction of Kids' Festival and children in communities (preparation of display walls, video materials, Children's Walls, etc.)
- 6.4. Minimum of 30 communities provides input and implements follow up actions after the Kids' Festival.

3.4 Activities

<u>Activities in relation to Result 1 (Sub-Programme 1 of the three-year project)</u> - Bosnia and Herzegovina government has ensured continuity of the Project governance structure for the Programme to support development of the SPIS Policy and Strategies by the end of the Project.

1.1 Development of the Policy on Social Protection and Inclusion of Children at Bosnia and Herzegovina level with Action Plans.

- 1.2 Development of Strategies on Social Protection and Inclusion of Children at entity levels with Action Plans.
- 1.3 Presentation and dissemination of the Policy and Strategy documents.
- 1.4 Evaluation of the project.

<u>Activities in relation to Result 2 (Sub-Programme 3 of the three-year project)</u> - The situation analysis document for the Social Protection and Inclusion System is defined and situated within the wider context of socio-economic reform and development processes in Bosnia and Herzegovina

- 2.1 Development of the final updated situation analysis of children and analysis of the policy, strategy and legal context for SPIS.
- 2.2 Updating of the Situation Analysis with the inputs from PA reform, SIS and CDS implementation and the SAA progress.

<u>Activities in relation to Result 3 (Sub-Programme 4 of the three-year project)</u> - Policy makers have made clear recommendations to address gaps in functions and accountabilities for SPIS reform at different levels of government

- 3.1 Dissemination of the findings of the functional review of the SPIS.
- 3.2 Inclusion of the functional review findings in policy and strategy papers.
- 3.3 Dissemination of the findings of the quantitative studies among service providers and service clients and their inclusion in policy and strategy papers.
- 3.4 Comparative analysis of the Functional Review of SPIS services for children and the EC Social Protection sector functional review and inclusion in SPIS policy and strategy papers

Activities in relation to Result 4 (Sub-Programme 5 of the three-year project) - Policy makers and service providers use developed functional review of the social protection and inclusion sector to prepare standards, protocols and programmes of inter-sector cooperation and coordination of social protection and inclusion service provision focused on excluded children and their families.

- 4.1. Completion of training for service providers and policy makers.
- 4.2 Completion of a database of training packages and modules.
- 4.3 Implementation of Municipal Action Plans for social protection and inclusion.
- 4.4 Implementation of the Referral Action Plans.
- 4.5 Completion of the costing of training and establishment of community-based referral approaches.
- 4.6 Development of referral standards and protocols.

<u>Activities in relation to Result 5 (Sub-Programme 6 of the three-year project)</u> - Institutions mandated to develop policies have developed by-laws, standards and protocols strengthening the service delivery to excluded children and their families.

5.1 Implementation of the Action Plan for Legislative change

- 5.1.1 Revision of selected priority pieces of legislation
- 5.1.2 Development of selected priority by-laws and rule books

<u>Activities in relation to Result 6 (Sub-programme 9 of three-year project)</u> - Approximately 40,000 children and other participants (parents, teacher etc.) have increased knowledge of social inclusion and child rights.

- 6.1 Organisation and facilitation of workshops on child rights promotion, social inclusion and peace building for approximately 40 000 children attending the Kids' Festival.
- 6.2 Organisation of special activities preparation, implementation and follow up focused on creating the Wall of Children's claims, Displays of materials from Bosnia and Herzegovina communities, and video materials.
- 6.3 Follow up activities and communication with communities and schools.
- 6.4 Evaluation and documentation of the Festival impact.

This project will be implemented by UNICEF in joint management with the European Commission through a Contribution Agreement in line with the Article 53d of the Financial Regulation.

3.5 Conditionality and sequencing:

Conditionality:

The pre-conditions for project launch already met include: establishment of the project Management Board and implementation of activities in the earlier phases of the programme required to precede project activities specified in this document. A still pending pre-condition is the endorsement of the Bosnia and Herzegovina Social Inclusion Strategy, which will enable the project to support development and implementation of the action plans for individual Goals (2,3,4 and 6) of the Strategy. Strategy is in the process of being endorsed by Bosnia and Herzegovina Council of Ministers (CoM).

Sequencing:

This project will build on the results of the previous phases of the three-year Programme. In order to achieve the overall goal, the activities at community level, including implementation of action plans for SPI, and referral plans, will be completed and costed during this phase so that relevant ministries can include them into their ongoing programming in social sectors. The lessons learned from the action plans on referral between services will be transformed into standards of operation endorsed by municipal, cantonal and entity authorities in charge of social sectors. The work on standards will be informed by the functional review of the SPI system – a series of qualitative and quantitative pieces of research that will provide in-depth information on the functioning of the social protection and inclusion system at service provision and policy level. The research will directly inform the strengthening of delivery of social services by providing information for relevant ministries on where to strengthen the staffing, training and provision of other types of support using low-cost interventions such as information-sharing, protocols and standards defining strengthened cooperation and communication among social-sector services at service-delivery level. Whereas it cannot be expected that all aspects of the referral will be readily funded by the relevant authorities, the focus is on the design of low-cost interventions piloted in

demonstration municipalities that can be replicated to ensure effective improvement of services for vulnerable groups of children. The findings and results of the referral action plans and of the functional review will inform the action planning for legislative review and development of formal standards, by-laws and revision of the selected pieces of legislation. Given the current restrictions the focus is on improvement of the existing legislation to improve efficiency of service delivery through by-laws, standards and protocols supporting existing legislation. The results of these activities will also be incorporated into an updated situation analysis of children, and of the policy context, which will become the introductory chapter of the Bosnia and Herzegovina policy and entity strategies on SPIS. Legislative revision will create conditions for improved delivery of policy and strategies whereas standards, by-laws and knowledge-depository developed at municipal level will serve as the basis for expansion of SPIS services. Activities focused on promotion of social inclusion and protection, e.g. Kid's festival, will strengthen awareness of SPI at community level. Given that the activities contribute to a three-year programme, the activities aimed at ensuring evidence-base and budgetary data will be implemented in parallel and will inform SPI Policy and Strategies, thus ensuring that the endorsed documents are fiscally feasible and based on the real needs of excluded children and service providers.

The ownership of the Project results by relevant government authorities is ensured at multiple levels: 1. municipal, through municipal action plans endorsed by municipal governments with their commitment to continue funding of specific forms of referral; 2. cantonal social sector ministries by their endorsement of low-cost interventions that can significantly improve specific forms of social service delivery to vulnerable children, in cooperation with municipalities and civil society organisations; 3. entity social sector ministries, through active participation in the design of low-cost modalities of referral at service delivery level, design, endorsement and promotion of standards, normative acts and protocols to improve the delivery of services to particularly vulnerable groups of population. 4. state-level ministries and institutions, through their active participation in the project design, implementation and evaluation of the project results translated into common standards and approaches to strengthening service delivery for vulnerable children.

The Project is government by the BiH Management Board, two entity MBs and the project working groups responsible for inputs into design of the project activities, evaluation of their results and monitoring of activities. UNICEF is bound to ensure regular reporting to the MBs in cooperation with the Working Groups against the annual project results. The annual reporting on the Project results to the BiH Council of Ministers is regulated by the Cooperation Agreement signed by the lead Ministries at state and entity level and UNICEF. This modality of monitoring and accountability of results pertains for the overall project funded by multiple donors. Visibility of each donor, including the EU, and clarity of their contribution to the overall results is ensured by clear distinction of the project components supported by donors, common logo of the project identifying all donors use by all partners and UNICEF where applicable, as well as by flowing the visibility guidelines by donors on the use of logo, references in media and other events, with particular focus on specifying the contribution of donors in official documents and reports provided at ministerial level. Project's Newsletter further ensures visibility of donors by presenting mandate, roles and activities of donors in the area of social protection and inclusion.

- 12 -

3.6 Linked activities

The project is directly linked to a number of ongoing sectoral and cross-sectoral reform processes in Bosnia and Herzegovina supported by BiH governments and donors.

Project is directly linked with ongoing work by DEP Bosnia and Herzegovina under Bosnia and Herzegovina Council of Ministers, (funded by the Swiss and Austrian governments, DFID and UNDP) on the finalisation and endorsement of Bosnia and Herzegovina SIS and development of supporting action plans, by contributing information and programmatic inputs to priority areas like Protection of Families with Children. Project directly supports implementation of the SIS, its goal 2 on Improving protection of families with children. Given that SPIS project has served as the basis for the Goal 2, it can be expected that contribution of donors and government in implementation of this goal will be compatible with the Project results. At this point, it is not clear what will be support of the donors and government funding available for the implementation of SIS Action Plans. Project activities, however, will be harmonised with the future investments in the Sis implementation.

Whereas the national policies for persons with disabilities have already been developed under the POI project (funded by the Finnish Government), the Bosnia and Herzegovina sector ministries are still in the process of developing plans for policy delivery. Project directly supports this process by ensuring modelling of referral mechanisms and standards for children with disabilities at municipal level through development of action plans for referral of children with disabilities to educational inclusion in primary and secondary schools and for improved employment and rehabilitation services available at municipal level within the framework of national efforts to improve human capital and employment opportunities for disabled persons. Legislative review focused on children with disabilities will further strengthen World Bank's current TA on categorisation and assessment of persons with disabilities.

Components of the overall three-year Programme directly contribute to building the capacities of Bosnia and Herzegovina's structures and systems to collect analyse and disseminate statistical data on social indicators. These activities are complementary to the EU twinning project and other initiatives focused on strengthening statistics collection and analysis, including capacity building for EUROSTAT in Bosnia and Herzegovina. Given that the focus of current EUROSTAT training is on economic indicators, project will add an important dimension to this capacity development projects by adding the focus on EU social inclusion and protection indicators. Potential focus of the capacity development is on training on ESSPROS, child poverty measurements and UOE statistical frameworks.

The fiscal component of the overall Programme aims to strengthen the capacities of social sector ministries to undertake results-based budgeting and is complementary to DFID support to reform of the finance system in Bosnia and Herzegovina (SPEM project). The project will contribute to a common goal of promotion of results-based and programme-based budgeting an important component on budgeting for children through needs-assessment, service and unit based budget planning, workforce assessment and costing amongst other skills of relevance for budgetary planning.

Additionally, with its focus on inclusion and child rights, the project complements a number of projects supported by the EU under human rights and democratisation initiative.

- 13 -

The World Bank Bosnia and Herzegovina Community Development project (US\$ 5 million) with main objectives: (i) improvement of basic services and facilities (through investments in non-revenue generating socially oriented projects and programs) for low income and poor communities in underserved municipalities; (ii) to improve governance and capacity of local governments to deliver services to the poor through better partnerships between poor communities and municipalities in investment identification and decision making. The project will build the capacity of municipalities to lead community development processes, thus increasing the voice of local communities in investment decisions. In addition, a number of UNDP(EU) funded projects focus on sustainable and integrated municipal development. Whereas the direct links in terms of synergies across municipalities are not ensured, Project will absorb the lessons learned and developed know-how into the final version of SPIS strategies.

A number of smaller scale initiatives have been carried out through both macro and micro projects financed by the European Initiative for Democracy and Human Rights and aimed at social integration of vulnerable groups of children, in particular Roma. The IPA 2007 EC support also envisages Functional Review of the Social Sector. These activities are in direct support to the special protection agenda for children against violence, protection of children in institutions, Roma children, etc. The Project is linked to such activities, including planned revision of the strategy documents planned by the BiH MoHRR by its focus on development and implementation of standards and referrals for special protection of children against violence, institutionalisation and discrimination based on minority status.

The European Union funded "Regional Programme on Social Security Coordination and Social Security Reforms in South-East Europe started in March 2008 and will last until November 2010. This Programme is the integral continuation of the Social Institutions Support Joint Programme of the European Commission and the Council of Europe under the CARDS Regional Action Programme (2004-2007). While the SSCSSR Programme is targeting governments, politicians, civil servants, social institutions, academia and other stakeholders dealing with social issues, ultimately the final beneficiaries of the Programme are all citizens and residents in the Region, in particular migrant workers and their families, refugees, pensioners, women, minority groups, people with disabilities or in need of general health care, etc. Project will directly inform the work under the above project through its lessons learned, and modesl of good practices that can be disseminated through the sub-regional framework of the SSCSSR. Potentials exist to ensure cross-fertilisation between projects by proposing and designing the SEE exchange forums for municipalities and higher-level of governments on best practices for social protection and inclusion in the SEE.

Roma action plans on housing and health were partly developed with funding by the EU (and currently UNICEF is supporting the development of the revised Action Plan on Education), Swedish SIDA and other donors. These activities are complementary with the project's focus on inclusion, particularly its modelling, data collection and legislative review components. The design and standardisation of the referral system of social services and the data collection system will improve the status of Roma families and will ensure improved monitoring of their status at municipal level.

Strategies for children in institutions or at risk of being institutionalised have already been developed by national authorities with UNICEF support, but this project will further strengthen strategy implementation by providing standards, training service providers, and improving case management for institutionalised children. Through support to data collection, training,

establishment of referral models and standards, the project will also directly contribute to updating the Bosnia and Herzegovina Strategy to Combat Violence against Children envisaged by the Bosnia and Herzegovina MoHRR for the period 2010-2014.

3.7 Lessons learned

- Policy level: As a result of projects financed by the European Commission, UNICEF and other donors, and implemented in cooperation with relevant ministries over the past five years, there is an awareness within the European Commission and the governments of Bosnia and Herzegovina that funding support has to be moved to a more strategic level in order to maximise impact and to ensure both institutional and financial sustainability. The Programme therefore engages all relevant institutions with social inclusion and protection as their mandate. The results achieved within this new approach to date indicate potential for stronger cooperation among entity and state-level ministries and institutions in the area of social protection and inclusion of children.
- Policy-management level: Strong leadership by, and the active interest of Ministers responsible for ministries involved, are one of the key factors of successful cooperation and implementation.
- Implementation at lower administrative levels: The Programme's scope is complex and partners at different levels had varying capacity to achieve full understanding of its implications in their daily work. A continuum of participation and involvement in design and decision-making by government and NGOs at different levels ensures that the Programme and its projects are understood and owned by partners.
- Participation of service providers: The social sectors in Bosnia and Herzegovina are constrained by budget and technical restrictions. The Programme has proved that service providers and decision-makers can be motivated to fully participate in design and implementation of innovative models of referral if they have some assurance (project funding, support from higher-level decision-makers) that their ideas will be implemented and concrete change made to improve service delivery and outreach to population. Whereas the Programme is structured to achieve specific results, it allows sufficient flexibility to enable decision makers at state and entity level to influence its contents and strategic direction which ensures full ownership by national partners.

- 15 -

4. Indicative Budget (amounts in EUR)

							SOURC	ES OF FU	JNDING			
TOTAL EX		TOTAL EXP.RE	IPA EU CONTRIBUTION NA		NATIONAL CONT	NATIONAL CONTRIBUTION				PRIVATE CONTRIBUTION		
ACTIVITIES	IB (1)	INV (1)	EUR (a)=(b)+(c)+(d)	EUR (b)	%(2)	Total EUR (c)=(x)+(y)+(z)	% (2)	Central EUR (x)	Regional/ Local EUR (y)	IFIs EUR (z)	EUR (d)	% (2)
Activity 1	х		1 650 000	1 400 000	84.8						250 000	15.2
Contract 1.1 Contribution Agreement with UNICEF	_	-	1 650 000	1 400 000	84.8						250 000	15.2
TOTAL IB		1 650 000	1 400 000	84.8						250 000	15.2	
TOTAL INV												
TOTAL PROJECT		1 650 000	1 400 000	84.8						250 000	15.2	

Amounts net of VAT

- (1) In the Activity row use "X" to identify whether IB or INV
- (2) Expressed in % of the **Total** Expenditure (column (a))

5. <u>Indicative Implementation Schedule</u> (periods broken down per quarter)

Contracts	Start of Tendering	Signature of contract	Project Completion
Contract 1.1 Contribution Agreement with UNICEF	N.A.	Q/4 2010	Q/ 4 2011

6. Cross cutting issues

- **6.1 Equal Opportunities:** The project's focus is on improving access to key social services by vulnerable children and their families and on increasing equity in service delivery.
- **6.2** Environment: N/A.
- **6.3 Minorities:** The project focuses on exclusion and protection of vulnerable children. Its focus is on development of policy and service delivery framework in support of access to minority children to their basic rights.

ANNEX I. Logical framework matrix

LOGFRAME PLANNING MATRIX for Project Fiche	Programme name: IPA National Programme "Social Protection and Inclusion III"		
	Contracting period expires: Two years fo Financing Agreement	Disbursement period expires: One year following the end date for the execution of contracts	
		Total budget :	IPA budget:
		EUR 1 650 000	EUR 1 400 000
Overall objective	Objectively verifiable indicators	Sources of Verification	
	Management Board (MB) endorses the	SPIS strategy endorsed by the MB.	
and to the establishment of a harmonized,	Programme results and transforms them into an Integrated Social Protection and Inclusion Policy for children in BOSNIA AND HERZEGOVINA at the end of the Programme - yes/no	Integrated Social Protection and Inclusion Policy for children in BOSNIA AND HERZEGOVINA developed by MB.	
Project purpose	Objectively verifiable indicators	Sources of Verification	Assumptions
Support key government partners in establishing a country-led process for the development and implementation of a sustainable strategy for integrated social protection and inclusion of children and families in Bosnia and Herzegovina.			1.1. Higher level governmental officials willing to accept models and lessons learned from community experiences.1.2 The elements of SPIS are integrated into the ongoing sector reforms and the national development/inclusion plans through project coordinating institutions.
	2. Minimum 4 government institutions at state and entity level develop evidence-based and budgeted programmes for children.	2. Policy documents endorsed by entity governments.	2.1 Agencies and bodies implementing the social sector reform processes in Bosnia and Herzegovina view SPIS as direct contribution to the reform process.

Community level:		
1. Minimum 10 action plans for social protection and inclusion of children developed and implementation modelled at the community level.	Implementing partner reports from community level, Action plans.	Municipal authorities actively participate in the project management and implementation
2. Minimum 10 standard referral approaches developed at the community level made according to international standards - yes/no	2. Official documents defining standards for referral.	2. Service providers at community level successfully mobilised to participate in designing the referral and standards for referral and are supported by relevant Cantonal and Entity ministries.
3. Minimum 400 professionals are actively planning and applying standards for effective referral	 Reports by Municipal Management Boards responsible for planning and end of project evaluation. 	3. Municipal Management Boards are active in planning and ensure plans are applied by service providers.
4. Minimum 10 municipalities endorse Action Plans for SPIS and ensure budgetary contribution for implementation of AP components.	4. Implementation reports, Municipal budgets, Action plans.	4. Priority activities within action plans are budgeted by municipality by end of project
5. Minimum 2,000 identified excluded children have access to improved basic services (education, health, social welfare, counselling, protection from violence)	Implementation reports, Municipal Devinfo data base.	5. Baseline information on vulnerable children to monitor the increase in accessibility of services to children are established at the beginning of the project and are updated on annual basis and at the end of the Project
6. Minimum 600 excluded children, particularly Roma, enrolled in primary school	6. Municipal Management Board reports.	6. Excluded children who are not enrolled are identified through school-enrolment data base established by municipalities
7. Minimum increase of 50 cases per municipality referred to Centres for Social Work by social sector and law enforcement professionals	7. Municipal data collection and reporting (DevInfo project), Reports of centres for social work.	7. Referral system and standards are successfully established within project.

	8. Minimum increase of 100 additional families per municipality identified as eligible to receive child allowance		8. Centres for social work are equipped and motivated to increase their field work and identification of vulnerable families.
Results	Objectively verifiable indicators	Sources of Verification	Assumptions
ensured continuity of the project	1.1 Minimum 4 Management Board and 30 Working Group meetings held to take decisions on project implementation and results	1.1 Policies, standards, analytical documents reviewed by MB and Working Groups	1.1 State and entity level structures actively design and follow up on the development of the strategies and policy and ensure further integration of SPIS into broader development and reform frameworks.1.2 Bosnia and Herzegovina government supports the Project
	1.2 SPIS strategy draft documents prepared by the Project Management Board and submitted for endorsement by end of project - yes/no	1.2 Draft SPIS policy documents	
Result 2. 2. The situation analysis document for the Social Protection and Inclusion System is defined and situated within the wider context of socio-economic reform and development processes in Bosnia and Herzegovina	2.1. Situation analysis of children developed based on definitions of vulnerability and clustering of groups of children defined at all administrative levels yes/no 2.2 Situation analysis of the policy, strategy and legal context updated by end of project and constitutes introductory chapter of SPIS Policy yes/no 2.3 Situation analysis of the policy, strategy	2. Situation analysis	2.1.1 Social protection and inclusion conceptual framework is outlined and based on the EU accession requirements 2.1.2 The review and consolidation of the existing strategic frameworks and Action Plan for Children at state and entity levels is completed and informs project development 2.1.3 Sufficient technical expertise available.

	and legal context analysed against Stabilisation and Association Agreement (SAA) requirements, Country Development Strategy (CDS), Social Inclusion Strategy (SIS) and Public Administration (PA) Reform process yes/no		
Result 3. Policy makers have made clear recommendations to address gaps in functions and accountabilities for SPIS reform at different levels of government	3.1 Minimum 10 recommendations accepted by policy makers to address gaps in functions and accountabilities for SPIS at different levels of government	3.Official documents adopted by mandated institutions in Bosnia and Herzegovina	3. Government is willing to adopt recommendations to address gaps in functions and accountabilities for SPIS reform at different levels of government.
Result 4. Policy makers and service providers use developed functional review of the social protection and inclusion sector to prepare standards, protocols and programmes of inter-sectoral cooperation and coordination of social protection and inclusion service provision focused on excluded children and their families.	4. Minimum 10 documents, standards and protocols that are, as a result of the functional review research, directly focused on strengthening the inter-sector cooperation and coordination in priority areas of protection and inclusion focused on excluded/vulnerable children and their families.	4. Official system documents (action plan, management plan, coordination plan), produced by policy makers and service providers (submitted annually to the MB/UNICEF).	4.1Political will/interest exists within sectors to engage in inter-sectoral referral system 4.2 The findings and recommendations on establishment of inter-sectoral cooperation functions not prioritised within the social sector reform 4.3 Policy makers and service providers use and apply the knowledge gained from the training through development of new efficient systems.
Result 5. Institutions mandated to develop policies have developed by-laws, standards and protocols strengthening service delivery to excluded children and their families.	5.1Minimum 40 recommendations for legal regulations, in line with the legal review 5.2Minimum 10 protocols, standards and	5.1 Legal review action plan 5.2 Revised legislation, by-laws and rulebooks	5.1 Recommendations are based on the legal analysis by multiple partners at state and entity level5.2. Protocols, standards and by-laws

	by-laws included in broader legislative framework		primarily relate to social welfare sector due to identified need. 5.3 Policy makers are willing to adopt recommendations from the legal review 5.4 Harmonisation process can encompass all legislation 5.5 Sufficient national technical expertise available.
Result 6 Approximately. 40,000 children and other participantes (parents, teachers etc.) have	6.1 Minimum 25,000 children from areas of Bosnia and Herzegovina out of Sarajevo attend Kid's Festival	6.1 Project report	6.1 Funding for organisation for Kid's Festival will be sufficient.
increased knowledge on social inclusion and child rights	6.2 Minimum 30 workshops designed and implemented to promote child rights, social inclusion and peace building 6.3 Minimum 4 interactive tools to structure preparatory and follow up activities for children and schools designed to ensure longer term interaction of Kids' Festival and children in communities (preparation of display walls, video materials, collection of community messages for Children's Walls, etc.) 6.4. Minimum 30 communities provide inputs and implement follow up actions after the Kids' Festival	6.2 Materials and workshop scenarios.6.3. Project implementation report, including workshop minutes and reports, video materials and Children's Walls6.4 Reports by schools and children	6.2. The implementing partner develops comprehensive set of workshop methodological materials and communication materials 6.3. Implementing partner designs and implements preparatory and follow up actions for schools and children to strengthen impact of the Kid's Festival. 6.4. Implementing partner committed to ensure continued communication with children and schools.
Activities	Means	Costs	Assumptions
Activities in relation to Result 1	Contribution Agreement with UNICEF	Contract 1.1 : EUR 1 400 000	
Activity 1.1			
Development of a Policy on Social Protection and Inclusion of Children at Bosnia and Herzegovina level and Action			

Plans
Activity 1.2
Development of Strategies on Social Protection and Inclusion of Children at entity levels and Action Plans
Activity 1.3
Presentation and dissemination of the Policy and Strategy documents Activity 1.4
Evaluation of the project.
Activities in relation to Result 2
Activity 2.1
Development of the final updated situation analysis of children and analysis of the policy, strategy and legal context for SPIS.
Activity 2.2
Updating of the Situation Analysis with inputs from PA reform, SIS and CDS implementation and the SSA progress.
Activities in relation to Result 3
Activity 3.1
Dissemination of the findings of the functional review of the SPIS.
Activity 3.2
Inclusion of the functional review findings in Policy and Strategy papers
Activity3.3
Dissemination of the findings of the quantitative studies among service providers and service clients and their inclusion in Policy and Strategy papers

Activity 3.4
Comparative analysis of the Functional Review of SPIS services for children and the EC Social Protection sector functional review; and inclusion in SPIS policy and strategy papers
Activities in relation to Result 4
Activity 4.1
Completion of training for service providers and policy makers.
Activity 4.2
Completion of the Database of training packages and modules
Activity 4.3
Implementation of Municipal Action Plans for social protection and inclusion
Activity 4.4
Implementation of the Referral Action Plans
Activity 4.5
Completion of the costing of training and establishment of referral approaches in communities
Activity 4.6
Development of referral standards and protocols
Activities in relation to Result 5
Activity 5.1
Implementation of the Action Plan for Legislative change:

Activity 5.2		
Revision of selected priority pieces of legislation		
Activity 5.3		
Development of selected priority by-laws and rule books		
Activities in relation to Result 6		
Activity 6.1		
Organisation and facilitation of workshops on child rights promotion, social inclusion and peace building for approximately. 40,000 children attending Kids' Festival.		
Activity 6.2	!	
Organisation of preparation, implementation and follow up activities, focused on creation of the Wall of Children's claims, the tag and flag displays of materials from Bosnia and Herzegovina communities, and video materials.		
Activity 6.3		
Follow up activities and communication with communities and schools.		
Activity 6.4		
Evaluation and documentation of the Festival impact.		

ANNEX II. Amounts (in $\mathfrak E$) Contracted and disbursed by quarter for the project

Contracted	Q4/2010	Q1/2011	Q2/2011	Q3/2011	Q4/2011	Q1/2012
Contract 1.1 (Contribution Agreement with UNICEF)	1 400 000					
Cumulated	1 400 000	1 400 000	1 400 000	1 400 000	1 400 000	1 400 000
Disbursed						
Contract 1.1 (Contribution Agreement with UNICEF)	1 120 000					280 000
Cumulated	1 120 000	1 120 000	1 120 000	1 120 000	1 120 000	1 400 000

ANNEX III Description of Institutional Framework

Ministries within the Bosnia and Herzegovina Management Board are assigned specific mandates:

- Ministry of Civil Affairs, Bosnia and Herzegovina Chair of the Project Management Board by approval of the Bosnia and Herzegovina Council of Ministers;
- Ministry for Human Rights and Refugees, Bosnia and Herzegovina responsible for the operation of the Bosnia and Herzegovina Project Expert Team by approval of Bosnia and Herzegovina Council of Ministers;
- Ministry of Labour and Social Policy, FBiH given mandate by the Prime Minister of FBiH to manage and coordinated the work of FBiH Management Unit and Working group;
- Ministry of Health and Social Protection, RS given mandate by the Prime Minister of the RS to manage and coordinate the work of the RS Management Unit and Working Groups;
- Directorate for Economic Planning, Bosnia and Herzegovina responsible for harmonisation of the project outputs with the NDS and SIS.

ANNEX IV Reference to laws, regulations and strategic documents:

Project is linked to MIPD 2009-2011, sections 2.2.2 and 2.3.11.

Project is governed and contributes to implementation of the following key laws and strategies:

Bosnia and Herzegovina

Umbrella Law on Primary and Secondary Education, OG BiH 18/03

Strategy on Combating Violence Against Children in BiH 2007-2010

Policy on Protection of Children without Parental Care and Families at Risk of Separation BiH 2006-2016

Strategic Directions of the Development of the Preschool Education in BiH, 2005

State Strategy for Combating Violence against Children OG BiH 64/07

Plan of Action on School Enrolment and Attendance, 2007

Strategy Against Juvenile Delinquency, 2006-2010

Republika Srpska

Law on Social Protection of RS Official Gazette RS (OG RS) 5/93,15/96, 110/03, 33/08 Las on revisions and addendums of the Law on Children Proection OG RS17/08, and 4/02, 17/08, 1/09

Family Law of RS, OG RS 54/02, 41/08

Law on revisions and addendum to the Family Law OG RS 41/08

Law on Ombudsman for Children, OG RS 103/08

Law on Protection against Family Violence, OG RS 118/05, 17/08

Law on Pensions and Disablity Insurance OG RS 32/00, 40/00, 37/01, 32/02, 47/02 i 110/03

Law on Health Protection OG RS, 18/99, 23/99, 58/01 i 62/02

Law on Health Insurance, OG RS 18/99, 51/01, 70/01 i 51/03

Law on Primary Education, OG RS .74/08

Law on Secondary Education OG RS br.74/08

Law on Preschool Education 119/08

Federation of BiH

Law on Health Protection, OG FBiH 29/97

Law on Health Insurance OG FBiH 30/97,7/02 and 80/08

Law on Basic Health Rights 21/09

Law on Preschool Education

Law on Primary Education and General Secondary Education

Law on Secondary Education

Law on Protection against family Violence, OG FBiH 24/05

Family Law of FBiH, OG 38/05

Brcko District

Family Law OG DB 23/07
Law on Primary and Secondary Education, OG DB 10/08
Law on Preschool Education OG DB 13/07
Law on Health Protection OG DB 2/01
Law on Social Protection OG DB 1/03
Law on Child Protection OG DB 4/04

ANNEX V

This project will be implemented by UNICEF in joint management with the European Commission through a Contribution Agreement of EUR 1 400 000 in line with the Article 53d of the Financial Regulation. The UNICEF has been identified as "de facto" the only organisation capable of undertaking such a challenging task in BiH and has a specific expertise on children, providing analysis and promoting the implementation of UN Convention of the Rights of the Child. It has a long term relationship with the Commission and Member States both on policy issues and delivering programmes and the agreement is in line with the implementation of the EU children Rights policy-collaboration with UNICEF – May 2008. UNICEF also contributes with the amount of 250.000 Euro to the project budget.