

Sector fiche – IPA National programmes / Component I

1 IDENTIFICATION

Title	Support to social development
CRIS Decision number	2012/022-967
Project no.	06
MIPD Sector Code	7. Social Development
ELARG Statistical code	02.19
DAC Sector code	16020
Total cost (VAT excluded) ¹	EUR 28.2m
EU contribution	EUR 24.1m
Management mode	Centralised Measure 5: OSCE by joint management with European Commission
<i>Centralised mngmt:</i> EU Delegation in charge <i>Decentralised mngmt:</i> Responsible Unit or National Authority/Implementing Agency(ies)	EU Delegation to the Republic of Serbia
Implementation management	<i>Overall coordinator: Serbian European Integration Office</i> <i>Measure 1:</i> Ministry of Labour, Employment and Social Policy (MoLESP), National Employment Service (NES) <i>Measure 2:</i> Ministry of Labour, Employment and Social Policy (MoLESP) <i>Measure 3:</i> Ministry of Education, Science and Technological Development (MoESTD) <i>Measure 4:</i> : Ministry of Labour, Employment and Social Policy (MoLESP) <i>Measure 5:</i> Ministry of Health (MoH)/ Office for Human and Minority Rights (OHMR)
Implementing modality	Sector-based approach
Zone benefiting from the action(s)	Republic of Serbia

¹ The total cost should be net of VAT and/or of other taxes. Should this not be the case, clearly indicate the amount of VAT and the reasons why it is considered eligible.

2 RATIONALE

2.1 LINKS WITH NATIONAL SECTOR OBJECTIVE(S) AND MIPD SECTOR OBJECTIVE(S)

The national Human Resources Development (HRD) sector corresponds to the Social Development sector in the MIPD, and encompasses employment, labour market issues, education, social inclusion and health. Comparing to MIPD Social Development sector, the issue of human and minority rights is not considered as a part of the HRD sector but falls under the national sector ‘Rule of Law’

Social Development comprises policies which aim to create a fair, inclusive and prosperous society by enabling all people to participate in social and economic life on the basis of equality of rights, equity and dignity. The sector covers employment, labour market, education, social inclusion and health policies.

The Government of Serbia’s main objectives in the HRD sector, as defined in the Budget Memorandum², are:

- To increase and improve employment, through active employment policy measures;
- To harmonise national labour legislation with that of the EU, including occupational safety and health, and modernise the enforcement mechanisms towards reform of labour inspection;
- To implement education system reforms at all levels, based on principles of life-long learning, improving quality and equal access to education;
- To strengthen systematic solutions to improve the position of youth in various areas of life;
- To reform social welfare focused on improving the quality of life of the most vulnerable groups of citizens through strengthening quality assurance and regulatory systems, based on the principles of enabling the dignity and the best interest of the user, ensuring accessibility and provision of the least restrictive environment;
- To implement health care system reforms to ensure efficient management of health institutions at all levels, better quality assurance of health care services and better planning of health resources.

The focus of the Sector Fiche is fully consistent with the commitments made in the **Stabilisation and Association Agreement (SAA)** to reform the employment policy and create an environment enabling *equal opportunities for women and men, for people with disabilities and for people belonging to minority and other vulnerable groups* and to contribute to *upgrading education and training structures* by improving the quality and relevance of VET and making the education system more inclusive and *free of discrimination on the grounds of age, gender, colour, ethnic origin, disability or religion*. By *strengthening social dialogue*, actions to ensure health and safety at work and improved working conditions for all employees will also be supported.

The Sector Fiche is also addressing the priorities agreed in the **European Partnership** notably those regarding *social inclusion and social protection policies, the development of community-based social services*, the strengthening of *inter-ministerial coordination* to develop integrated social services at the local level, better *linkages between the VET and adult education with labour market needs* and further development of the *National Qualifications Framework* to facilitate the acquisition of skills which will *foster employment opportunities and long-term economic growth* and the support to drop-out prevention programmes which will help *increase school enrolment rates at the secondary education level of all children, particularly Roma*. The measure related to social dialogue directly links to the European Partnership medium-term priority calling for the need to ensure a functioning and representative social dialogue. The measure related to Roma addresses the mid-term priority to *implement fully the strategies and action plans relevant to the integration of Roma*.

² Memorandum on the Budget and Economic and Fiscal Policy for 2011 with Projections for 2012 and 2013 (August 2010)

The Sector Fiche is also in line with the Multi-Annual Indicative Planning Document (MIPD), which sets out the EU's priorities for assistance to Serbia for the programming period 2011-2013. The measures proposed within the Sector Fiche are related to the following specific objectives defined in the MIPD for IPA assistance under the Social Development sector:

- To support Serbia's efforts to adhere to the targets of Europe 2020 in employment, poverty and social exclusion;
- To improve enforcement of education and employment policy, notably for youth;
- To align social policies in Serbia with EU standards;
- To prevent social exclusion of vulnerable groups and minorities, notably the Roma.

The Sector Fiche also took fully into account the findings and recommendations of the **EC Analytical Report 2011**³ related to employment, education and social inclusion. According to the report, there are serious medium-term challenges regarding employment, education, poverty and social inclusion. The report states that the economy suffers from a shortage of skilled labour due to a major mismatch of qualifications and skills, low labour market participation and low employment rates. Further reforms of the education and training system are advocated, in particular to make the VET system more responsive to labour market demand. The report also pinpoints the high drop-out rates registered at all educational levels and in particular in the three-year VET programmes. The report recommends additional efforts to ensure the social inclusion of vulnerable groups, such as Roma, disabled persons, young people, elderly persons and other socially and economically disadvantaged. The report emphasises that further efforts are necessary in order to improve the status and socio-economic conditions of the Roma, who continue to be the most vulnerable and marginalised minority. In this context, the report deplors the lack of community-based social services (CBSS) across the country. It advocates further funds for the implementation of the Strategy for Improvement of the Status of Roma and a more systematic approach to the relocation of illegal Roma settlements. Finally, the report recommends increasing the impact of social dialogue on the economy, notably by developing the almost inexistent dialogue at local level.

2.2 SECTOR ASSESSMENT – POLICIES AND CHALLENGES

2.2.1 National Sector policy, strategy and context

All key relevant strategic and programming documents were taken into account to develop this Sector Fiche to ensure consistency with the policy framework already defined for the Republic of Serbia.

Cross-government policy on human resources development has been guided by the Poverty Reduction Strategy since 2002. In March 2011, the Government adopted its First National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia 2008-2010.

The main objective of the National Employment Strategy for the period 2011-2020 is the augmentation of **employment** in Serbia. The Strategy defines programmes, measures and activities articulated around four priorities: employment promotion in less developed regions and development of regional and local employment policy; human capital promotion and greater social inclusion; improvement of institutions and labour market development; and reduction of labour market dualities. The Strategy is implemented through annual National Action Plans for Employment, while the NES Annual Work Programme (on the basis of the NEAPs) elaborates in detail the selection of ALM measures and programmes and the coverage/participation of unemployed persons, in line with identified needs.

The main objective of the Strategy for the Development of Vocational Education and Training which is under development is to provide youth and adults with the opportunities to gain knowledge, skills and competencies needed for work and employment, and to ensure the conditions for further **education** and learning in the perspective of the society's sustainable development. The Strategy advocates the development of social partnership, the creation of a National Qualifications Framework and a quality assurance system, the development of career guidance and counselling, and the promotion of entrepreneurship in vocational

³ The EC Analytical Report 2011 accompanying Commission Opinion on Serbia's application for membership of EU

education. The Strategy for the Development of Adult Education which is under development promotes adult education in the context of lifelong learning, through the establishment of partnership mechanisms with social partners, the development of quality adult education programmes in primary and vocational schools, and the reinforcement of training providers. The objective of the cross-sectoral Strategy and Action Plan for Careers Guidance and Counselling is to better use human resources through links between the worlds of work and education.

Social policy has been guided by the Social Welfare Development Strategy, which advocates better social welfare for the poorest citizens through more efficient financial support and the development of a network of integrated community-based services and quality assurance. Specific strategies and action plans are dedicated to improving positions of vulnerable and disadvantaged groups including children, women, people with disabilities, elderly citizens, Roma, returnees and migrants. The MoLESP is committed to developing a new Strategy on Social Welfare and accompanying action plan to support the enforcement of the new Law and implement improved systems.

The Strategy for Improvement of the Status of Roma in the Republic of Serbia (2009) creates a basis for identifying and applying affirmative action measures, primarily in the areas of education, health, employment and housing. The National Action Plan for its implementation covers 13 areas: education, housing, employment, health, culture, media and information, social welfare, access to personal documents, political participation, fighting discrimination, gender equality, status of internally displaced persons and returnees upon readmission agreements.

The ongoing economic crisis is creating new challenges for the Republic of Serbia. The employment rate fell from 53.3% in 2008 to 45.3% in November 2011. During the same period, the unemployment rate rose from 14.7% to 24.4% while the inactivity rate has now reached 40.1% of the population⁴. The current economic downturn only partly explains these poor figures. The Serbian labour market has been characterised by a continuing mismatch of skills and competences. The educational profile of the labour force does not correspond to the needs of the economy. Serbian workers have a low level of education on average⁵, which is indicative of inefficiencies in the education system. The latter is not sufficiently responsive to the needs of the economy and does not offer enough training opportunities for workers to improve their employability. The underperforming VET sector and the poor alignment of educational outcomes to the requirements of the economy result in skills mismatches and bottlenecks in the labour market and low employability of the labour force, which translates into high unemployment and inactivity rates.

Unless the level of education of the Serbian labour force is raised substantially, it will be difficult to reach the objectives of the employment policy and effectively fight poverty and exclusion. Likewise, policies to increase the competitiveness of the economy and attract foreign direct investment will be difficult to achieve. Moreover, such effort is also required if Serbia is to make progress towards the Europe 2020 targets in this area⁶.

As the labour market situation deteriorates, poverty and exclusion are growing again, reversing gains registered since 2000. 9.2% of Serbians lived under the absolute poverty line in 2010, an increase of 2.3% compared with 2009. A recent survey⁷ shows that the current economic crisis affected particularly vulnerable groups (the Roma, IDPs, single mothers and, social assistance beneficiaries), as they tend to be employed in the informal economy, where adjustments in the labour force take place more rapidly and on a larger scale. Reduced wages in the formal and informal economy also contributed to the deterioration of the overall economic situation of vulnerable groups. These groups are also particularly at a disadvantage on the labour market given their low level of education. As a result, a majority of them tend to survive thanks to the informal economy, which occupied 17.8 % of the active population⁸. They are particularly at risk of falling into poverty under current circumstances when the informal sector is shedding jobs. Moreover, children from

⁴ LFS, population aged 15-64

⁵ The educational attainment of the population aged 15+ is as follows: primary education or less (50.6% including 5% with no education); secondary or post-secondary non-tertiary education (39.3%), and tertiary education (10.1%), LFS April 2011

⁶ The Europe 2020 Strategy proposes to increase the share of the population aged 30-34 having completed higher education in the EU-27 from 31% to at least 40%.

Currently, the percentage of Serbia's population aged 30-34 having completed higher education is only 21%

⁷ Impact of the Crisis on the Labour Force Market and Living Standards in Serbia, Belgrade 2010, Centre for Liberal Democratic Studies

⁸ Population aged 15+Source: LFS (November2011).

disadvantaged groups are also more likely to drop out from schools, often entering a life-long cycle of exclusion from society.

Roma people are one of the poorest and most vulnerable groups in Serbia with acute social problems. The poverty rate among Roma amounted to 49.2% in 2007⁹. Their position on the labour market is particularly unfavourable. The unemployment rate among Roma amounted to 31.6% in 2007 while their activity rate was only 48.7% comparing with 64.2% for the general population¹⁰. 63% of them have no formal education at all¹¹. The housing situation of Roma is particularly difficult with a large portion of the population living in inadequate, unhygienic environments. Problems with access to personal documents persist for Roma people living in illegal settlements without a registered address or who are homeless. Recent research done by UNICEF shows that 1% of Roma children born in informal settlements have not been registered; 99% of Roma women from informal settlements gave birth in hospitals; and data also show that 4% of Roma children from informal settlements up to 5 years of age don't have health cards¹². Roma continue to have poor access to employment and education opportunities, health and social services and adequate housing conditions. The Roma population is young and composed of large families (5.3 members per household on average). Despite numerous policies and initiatives in recent years to improve the situation of Roma people, such as the introduction of Health Mediators, Pedagogical Assistants and Roma Coordinators at the local level, the range of social services and initiatives to promote their inclusion into society is still inadequate in relation to the needs and the complexity of the issue.

Drop-out rates at all education levels, and particularly among vulnerable groups, represent a serious concern for Serbia since the consequences of not finishing school are serious and costly to both society and individual students¹³. The highest drop-out rates are recorded during the year of transition from primary to secondary school¹⁴. The higher drop-out rates among children from vulnerable groups is illustrated by the example of Roma children – 14% of Roma children starting primary school never obtain a certificate¹⁵. The main reasons for such drop-out rates are: poverty, lack of support during education and inadequate professional orientation at previous levels of education. In order to reduce the rate of drop-outs among disadvantaged groups in Serbia, it is necessary to introduce drop-out prevention measures into Serbian schools with accompanying support to teachers and staff.

In the field of **employment**, efforts are concentrated on bringing more people into formal employment. The National Employment Strategy for 2011-2020 sets as a goal for 2020 to raise the employment rate for the population aged 15-64 from the current 48% to 61%, with reference to the strategy and targets for Europe 2020. In this context, the objective of the employment policy is to provide unemployed people with the skills and qualifications they need to succeed on the labour market. The National Employment Service is targeting its active labour market programmes (ALMPs) on disadvantaged groups who are the most vulnerable to unemployment. During 2011, 3865 unemployed persons that were registered at the NES participated in the training in response to the labour market needs.

The challenge is to address their needs through relevant ALMPs and make sure that trainings delivered always correspond to the requirements of the economy. A weakness of the employment policy is its low coverage: only 16.7% of the registered unemployed benefited from ALMPs in 2010, and only a fraction of them were involved in training and retraining courses (0.63%)¹⁶. The main constraint is the small annual budget for ALMPs, which represented only 0.17% of GDP in 2011¹⁷. The efficiency of employment policy also suffers from a low involvement of local institutions in developing tailor-made solutions to address local employment needs and in providing essential services to help the unemployed search for a job. An

⁹ Living Standards Measurement Study (LSMS), Serbia 2002-2007, Statistical Office of the Republic of Serbia

¹⁰ The position of vulnerable groups on the labour market, Gorana Krstić, Mihail Arandarenko, Aleksandra Nojković, Marko Vladislavljević, Marina Petrović

¹¹ Living Standards Measurement Study (LSMS), Serbia 2002-2007, Statistical Office of the Republic of Serbia

¹² MICS4 Survey, UNICEF and RSO, July 2011.

¹³ Dropouts are more likely to be unemployed or employed in low-skilled, lower-paying positions, to face health problems, engage in crime, and become dependent on government social programmes.

¹⁴ Gross attendance rate i.e. share of children in regular secondary education, regardless of year of birth in the population of appropriate age. The coverage of children with secondary education was 84.4% in 2009/2010. *Source: MoES*

¹⁵ MICS4 Survey, UNICEF and RSO, preliminary data, July 2011.

¹⁶ 3,365 of the registered unemployed

¹⁷ 5.5 billion dinars in 2011 (around €53.7 million)

encouraging development in this respect is that local employment councils have started to agree on local employment action plans, which are being implemented by local self-governments (LSGs) with the support of the central government. However, the capacity of local stakeholders in these areas remains insufficient.

The successful implementation of policy reforms in the field of employment, education and social inclusion require the existence of a strong **social dialogue** among social partners at central and local levels. There is an urgency to strengthen existing mechanisms and structures in order to bring policy responses that reflect accurately the needs of the sectors concerned and are based on a strong consensus.

Although the Law on the Socio-Economic Council (SEC) was adopted in December 2004, the performance of the national SEC is mixed. Tripartite social dialogue on the economy has been limited until present, mainly owing to the fact that consultations between the partners do not take place regularly. It needs to be expanded, in particular with regard to the work of local SECs, which need to be reinforced. Only 16 local SECs have been registered across all LSGs in Serbia to date and very few are active. Adopted plans of activities hardly exist, nor do active committees/working groups as per defined priority issues relevant for local social and economic development. Efficient local SECs in particular would contribute to the development of collective bargaining at the company level, but also to consensus on reform and more efficient functioning of public services and promotion of public-private partnerships. This is reflected by a lack of activity plans for local social and economic development, and in the existing issues related to official registration and representativeness. By strengthening social dialogue at both national and local levels, SECs can begin to play a pivotal role in supporting economic recovery while also facilitating a greater regard for improved working conditions and more inclusive labour policies that align more closely with EU standards.

In the field of **education**, priority is given to the reform of the VET system, which attracts two thirds of all children, enrolled in secondary education¹⁸ but, at the same time, does not prepare them well for employment and the labour market. The revision of educational profiles in line with market needs and their pilot-testing in selected VET schools carried out until present have resulted in higher teaching standards in participating schools, but the scale of improvements remains modest compared to the needs of the sector. To date, 67 out of 347 educational profiles across 15 occupational sectors have been fully updated in line with revised occupational standards agreed with representatives from the relevant industries. However, the proportion of students currently enrolled in those revised VET profiles represents only 18% of all VET students. In September 2010, 9 revised profiles were mainstreamed in all schools in three vocational sectors¹⁹. This process will continue with the evaluation of the piloted profiles which is a prerequisite for their full implementation through all schools offering them.

Five education profiles (in the field of Tourism and Catering and Economics, Law and Administration) were evaluated and introduced in 2012/2013 school year (they are sent to be printed in the official Gazette). Additional 12 profiles (in the field of medicine, social welfare, agriculture, electronics and mechanical engineering) are in the process of evaluation by VET Council and National Education Council and if evaluation results are positive they will also be introduced in the school year 2012/2013.

The revision of profiles is accompanied with the development of new competence-based and outcome-oriented modular curricula²⁰. Early evaluation of pilot profiles shows increased attendance and higher average marks for students taught with modernised curricula²¹.

The modernisation of profiles, curricula and textbooks needs to be continued. This process puts new requirements on VET schools, which need extensive support to train teachers and management staff, to introduce new teaching methods and techniques, to acquire and operate new equipment and materials and to meet higher standards of quality.

¹⁸ During the school year 2010/11, 76.2% of secondary education students were enrolled in VET education. Statistical Yearbook (2010), Statistical Office of the Republic of Serbia

¹⁹ agriculture, food processing and production (7 profiles), geodetics (land survey) and civil engineering (1 profile) and electrotechnics (1 profile)
²⁰ for 61 out of 67 pilot profiles

²¹ 70-80% in metal processing and agricultural schools of students have found employment within three months after graduation.

It is of utmost importance for further pace of VET reform that profiles which have been already introduced into the system are supported by equipment in order to ensure high quality and efficiency in implementation of new educational programs and development of students' competences.

The emergence of an effective VET system requires also a better governance of the sector, notably through the establishment of a National Qualifications Framework (NQF) to help maintain the education system tuned to the needs of the economy and facilitate the mobility and progression of students throughout the education system. The creation of a NQF is a joint effort led by three Education Councils²², MoLESP, MoESTD and two Education Institutes²³. Under their responsibility, sector committees, composed of representatives from the VET sector and all other relevant stakeholders²⁴, are being established to agree on educational qualifications and profiles, define standards and chart clear progression routes with links to formal, non-formal and informal learning. In doing so, sector committees continue in a more systematic way the efforts initiated during past VET projects and ensure that revised pilot profiles are mainstreamed throughout the system. However, out of 30 sector committees originally planned, only a few are currently in operation. Given their importance in modernising VET in line with labour market needs, they require strong support and advices in adopting and adapting best practices from other EU countries.

In the field of **social inclusion**, efforts are concentrated on the implementation of the new Law on Social Welfare (2011), which seeks to provide better protection to the poorest citizens through more efficient financial support, the promotion of active inclusion and the effective decentralisation of services delivery. Despite real progress made in the last decade to decentralise **social welfare**, including a large-scale reform of Centres for Social Work, the development of a regulatory framework and the transformation of residential institutions, the range of community-based services is still insufficiently developed to respond adequately to the wide variety of needs of disadvantaged groups. Efforts towards de-institutionalisation and community-based institutions need to continue.

However, the delivery of social policies, both services and benefits, varies widely across Serbia. Most LSGs have not yet fully seized the opportunities granted to them to lead and support the efforts of local stakeholders against social exclusion and poverty. A reason for this is the modest size of local budgets, as well as lack of capacity of both LSGs and local stakeholders to implement social inclusion policies in a participative manner²⁵; jointly mapping out needs and resources; drawing up plans for tackling identified problems; commissioning specific services; and regularly reviewing results.

Although a lot of efforts and resources have been invested, the availability of community-based social services across the country is still limited to respond to the needs of disadvantaged groups. 21.2% of all LSGs do not have home care service and only 38.8% have day care centres for children with disabilities²⁶. There are also huge discrepancies among LSGs, given the difference in the size of LSGs and their budgets²⁷. Moreover, many vulnerable groups have no available social services to meet their needs. This is the case, for example, for community initiatives for persons with mental health issues, single parents, the elderly in rural areas, ex-offenders, drug addicts, etc. When such services do exist, they are often not mainstreamed, i.e. licensed or recognised by the LSGs and beneficiaries²⁸. Furthermore, integrated (cross-sectoral) approaches in service delivery at local level are often the only way to address the problems of some vulnerable groups. The Roma community, which is one of the largest ethnic groups in Serbia and also the most vulnerable as it is exposed to multiple forms of exclusion, is particularly in need of cross-sectoral support, hence the importance of implementing the integrated approach promoted by the EU Framework for National Roma Integration Strategies up to 2020. The development of integrated social services as an effective way for inclusion of the vulnerable groups into society still represents a challenge in Serbia, which needs to be further supported and promoted.

²² Council for Education, Council for Higher Education and Council for VET and Adult Education

²³ The Institute for the Improvement of Education and the Institute for Education Quality and Evaluation

²⁴ Employers, trade unions, economic chambers, professional associations, public institutions and governmental bodies

²⁵ Pilot projects funded by the MoLESP through the Fund of for the Organisations dealing with People with Disabilities and other donor programmes (in particular through the Social Innovation Fund) give plenty of examples of the importance of a strong partnership between local stakeholders and LSGs

²⁶ Distribution of the Social Welfare Services in Serbia, UNDP and Ministry of Labour and Social Policy, Belgrade (January - May 2009)

²⁷ Among the most developed LSGs, 90% have home care, while this number decreases to 57% among the least developed ones. The ratio falls to 2:1 for day care for children with disabilities. Among the poorest municipalities, none has a day care centre for the elderly.

²⁸ This is the case, for example, for community initiatives for persons with mental health issues, single parents, the elderly in rural areas, ex-offenders, drug addicts, etc.

The MoLESP has designed a national regulatory framework facilitating the further development of the community-based social services. This new quality assurance system of social services providers is based on national minimum standards for each type of social service, clear supervision and inspection mechanisms and licensing procedures for service providers and professionals. Licensing is an important tool for expanding community-based social services since it facilitates investment decisions by local self-governments and encourages a greater range of organisations to provide services in the community. Therefore, support is required with the implementation of the licensing system throughout the country but also to provide continued support with the development of standards for new social services.

The process of development of community-based social services requires long-term investment and determination given the scale of needs, the change of attitudes, perceptions and working methods it involves. Especially in the current economic circumstances, support needs to be provided to LSGs willing and eager to fight unemployment, social exclusion and poverty but lacking the resources and knowledge to do so.

Looking at the national level, a more proactive approach is being taken to coordinate activities among related ministries in order to develop *integrated/cross-sectoral social services*. Inter-ministerial cooperation is particularly needed for the development of joint national standards and the mainstreaming of pilot cross-sectoral services. However, the capacities of relevant line ministries are still insufficient to achieve the necessary level of cooperation which would enable fully integrated social policies.

2.2.2 Sector and donor coordination

The coordination and harmonisation of donor activities in Serbia, with a particular focus on country ownership over aid-funded activities, is the responsibility of the Serbian European Integration Office (SEIO) – Department for Planning, Programming, Monitoring and Reporting on EU funds and Development Assistance which performs the role of the NIPAC Technical Secretariat.

Coordination of programming at the highest policy level is the responsibility of the Commission for Programming and Management of EU Funds and Development Assistance. The Commission meets annually and is chaired by NIPAC, and is composed of 9 ministers and the SEIO. The task of the Commission is to review draft documents that will be presented to donors, suggest priorities for use of resources of international development assistance, and consider and make proposals to the Government on other significant issues related to the use and management of EU funds and development assistance. As a monitoring tool, the EU Delegation and NIPAC have also created monthly “bottleneck meetings” between DEU, NIPAC and line ministries to discuss the progress of IPA funded projects and to ensure their smooth implementation.

The NIPAC and NIPAC Technical Secretariat have eight Sectoral Working Groups (SWGs) to prepare the Needs Assessment Document (NAD) for international assistance in 2011-13, as the basis for identifying annual IPA I programmes, multi-annual IPA III-V programmes and bilateral donor projects. These SWGs comprise representatives from line ministries and other beneficiaries as the main actors in programming and project identification. The SWGs contribute to the identification and prioritisation of projects, ensuring co-financing and analysis of project implementation, and include an SWG for human resources development. Within the donor community itself, Switzerland leads the donor coordination group for education, while the Norwegian Ministry of Foreign Affairs coordinates social sector reform.

The action plan for programming and reporting on international assistance is prepared annually by the NIPAC Technical Secretariat to ensure synchronization with national planning and budgeting processes and to consider IPA programming specific requirements. By defining activities, timeframes and roles and responsibilities of relevant institutions, it serves as a tool for coordination and an instrument for aligning donor activities. ISDACON, as both a website and database of development assistance and priority projects, serves as a programming, reporting and communication tool.

2.2.3 Sector budget and medium term perspective

According to the Memorandum on the Budget and Economic and Fiscal Policy for 2011 with Projections for 2012 and 2013 (December 2010), the following funds are planned to be allocated from the state budget in the next two years²⁹:

Total state budget expenditure limits for 2011-2013 (in EUR*)

Institution	2011	2012	2013
Ministry of Economy and Regional Development	411,080,870	422,919,912	432,845,865
Ministry of Labour and Social Policy	1,034,707,572	1,064,064,337	1,088,667,468
Ministry of Health	34,649,480	35,608,410	36,414,735
Ministry of Education	1,065,932,754	1,084,523,074	1,099,864,659
Ministry of Human and Minority Rights, Public Administration and Local-self Government (Human and Minority Rights Administration)	4,735,443	4,862,103	4,968,013

* Converted at the agreed budgeting rate of 110 RSD: 1 EUR

2.2.4 Sector monitoring system

Sector monitoring is currently under development, based on a system of performance indicators which have been developed to accompany the document ‘Needs of the Republic of Serbia for International Assistance, 2011-2013’. A result-based system of indicators will define baseline and target values for a three-year period and will be revised annually.

Further information on performance indicators for the Social Development sector is contained in section 3.2.

2.2.5 Institutional setting

The overall coordination for the delivery of projected measures in this sector fiche will be the responsibility of the Serbian European Integration Office (SEIO).

According to the Law on Ministries, the policies of social development in the Republic of Serbia are predominantly addressed by the following institutions: the Ministry of Labour, Employment and Social Policy, the Ministry of Education, Science and Technological Development, the Ministry of Health, the Office for Human and Minority Rights, organisations in the social welfare system (the National and Province Institutes for Social Protection, Centres for Social Work), in the employment and labour market system (National Employment Service) and in the education system (Institute for Improvement of Education and Institute for Education and Quality Evaluation). The main actors in the consultation mechanism with CSOs are Sector Civil Society Organisations (SECOs). SECO is a consortium of CSOs of maximum three partners, where one is clearly defined as a lead partner. Representative Trade Unions and Union of Employers through the Secretariat of the Socio-Economic Council are involved in the consultation mechanism of the Social Development sector.

2.2.6 Macro-economic context and Public Financial Management

In line with the Government of Serbia’s Budget Memorandum, the objectives of economic policy in the aftermath of the global economic crisis include macroeconomic stability, sustainable economic growth and

²⁹ The budget expenditure limits have not been amended since the reconstruction of the Government in May 2011; The Economic and Fiscal Program 2012-2014 based on the Report on Fiscal Strategy for the same period – does not present expenditure limits, but it is expected that they will be consolidated and published in the amended Report which will coincide with the budget rebalance for year 2012 and will match the composition of the new Government structure (established upon the 2012 Parliamentary elections).

development of a competitive economy, increasing employment and living standards of people, and balanced regional development. Key structural reforms will be necessary in the areas of government administration, health, education, pensions and social allowances. Long-term sustainable economic growth depends as much on privatisation and the creation of a competitive environment, as well as conditions for a free market on a level playing field, with minimum transaction costs and adequately regulated monopolies. It anticipates a change of the overall economic growth model from consumption and import to investments and export.

Monetary policy will stay focused on maintaining low and stable inflation, maintaining financial stability, and managing the floating foreign currency rate while maintaining an adequate level of foreign exchange reserves. The return to sustainable public finances includes significant fiscal calibration, primarily through reduction in public sector costs and, if necessary, appropriate tax adaptations. Fiscal priorities are: implementing the fiscal rules contained in the changes to the Budget System Law; applying strong limits on current public spending; lowering the fiscal deficit and its non-inflationary financing; strengthening tax discipline and lowering the tax burden; increasing public investment, especially in transport corridors; and strengthening financial discipline in public companies on state and local levels.

As of 2015, the Law on the Budget System foresees that the national budget should be drawn up according to the programme-based model for all budget beneficiaries, with phased introduction for some of them. This will enable more efficient management and utilisation of funds, based on the programmes and activities of budget beneficiaries, thus contributing to the achievement of strategic objectives in accordance with the national economic policy. Since 2008, the programme for developing programme-based budgets has been implemented in five ministries.

2.2.7 Sector assessment

The Government of Serbia is firmly committed to improving capacity within the Social Development sector, in pursuit of its national policy objectives and reform agenda, and the process of European integration. In the framework of the ‘Needs of the Republic of Serbia for International Assistance 2011-2013’ (NAD), Serbia has laid out development priorities in eight sectors as a guidance for foreign assistance programmes to Serbia. This Sector Fiche is consistent with three mid-term priorities identified in the NAD for the Human Resources Development Sector³⁰, i.e.

1. Raise employment in the formal economy by more flexible and inclusive labour markets through improvement of employment, labour policies and social dialogue in line with EU standards
2. Improve the quality of and access to the education system to enable the full and equal participation of every citizen in the economic, political and social life in the context of a knowledge-based society
3. Reduce poverty and social exclusion in Serbia by addressing the needs of disadvantaged groups in a multidimensional way based on a stronger coordination of existing policies and services and the development of community-based solutions

Cross-government policy on human resources development has been guided by the strategies in employment, education and social policy, and strategies dedicated to improving the position of vulnerable and disadvantaged groups including children, women, people with disabilities, elderly citizens, Roma, returnees and migrants. In March 2011, the Government adopted its First National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia 2008-2010.

Looking ahead, Serbia is committed to producing a Joint Assessment Paper on Employment (JAP), and the Joint Inclusion Memorandum (JIM), as part of preparations for EU integration. It will also need to assume responsibility for establishing a Joint Consultative Committee with the European Economic and Social Committee, to which social dialogue can contribute as a mechanism for discussion and achieving consensus on important social and economic reforms.

3 DESCRIPTION

³⁰ The HRD sector encompasses employment, labour, education, social inclusion, health and youth policies

3.1 OVERALL OBJECTIVE OF THE IPA SECTOR SUPPORT

Reflecting the national strategies underpinning employment, labour market, education and social inclusion policies, the following overall goal can be formulated for the Social Development sector:

To promote further socio-economic development in Serbia based on higher levels of employment, a more educated and employable labour force and enhanced social inclusion of people from disadvantaged groups, with a particular emphasis on the Roma.

3.2 SPECIFIC OBJECTIVE(S) OF THE IPA SECTOR SUPPORT

Specific objective 1: To increase the effectiveness of Serbian employment policy in line with labour market needs.

Indicators

- At least 3,500 unemployed people serviced by established job clubs, by the end of the execution period.
- At least 7,000 people serviced by established CGCCs by the end of the execution period;
- At least 8,000 people serviced by established self-service centres by the end of the execution period;
- At least 5,000 people in rural areas covered by the outreach/employment caravans by the end of the execution period;
- At least 5,000 unemployed people (from defined vulnerable groups) registered at the NES participated in training for LM needs by the end of the execution period, for the purpose of increasing their employability;
- At least 300 Roma³¹ participated in training by the end of the execution period, for the purpose of increasing their employability.

Specific objective 2: To enable social dialogue to be utilised as an instrument for reaching consensus on labour market issues and a forum for discussion on the programming, formulation and implementation of social and economic reforms.

Indicators

- Total number of consultations where the opinion of the national SEC was provided to new laws and economic and social strategies in Serbia by execution of the measure;
- 20% increase of signed collective agreements at the sectoral and enterprise level;
- At least 30 local SECs fully operational and the actors actively involved in the development and implementation of annual plans of activities of the LSEC that include key issues of local economic and social development and promotion of social dialogue until execution of the measure.

Specific objective 3: To increase capacity of Serbian VET system in improving the quality, coverage and relevance of the vocational education and training delivered

³¹ Roma participation (as one of the vulnerable categories of unemployed people that will be targeted by activities in Measure 1) in trainings in response to labour market needs is emphasised, regarding the need for streamlining the Roma inclusion issues through this measure within the sector.

Indicators

- 40% of VET students to be enrolled under modernised curricula based on economic requirements in VET secondary schools by 2014/2015 school year;
- 140 schools will have training profiles modernized and approved by the Government for mainstreaming the revised curricula by the end of the execution period;
- A National Qualification Framework for VET with relevant capacity and governance structure will be in place by the end of the execution period. This qualifications framework will be developed in the context of an overall National Qualifications Framework.
- At least 100 VET schools equipped by the end of the execution period³².

Specific objectives 4: To support social inclusion policies and development of the range and quality of community-based social services for vulnerable and disadvantaged groups, including Roma, through cross-sectoral approaches and local partnership-based initiatives.

Indicators

- 30% increase of beneficiaries of community-based social services in selected LSGs by the end of the execution of the measure;
- 20% increase in community-based social services in selected LSGs by the end of execution of the measure;
- At least 10% increase of Roma engaged in the communal initiatives through active inclusion measures.

Specific objectives 5: To support the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia in the areas of access to basic rights and civic participation, labour market, education, health, social welfare, adequate housing and job creation, following the recommendations of the on-going pilot actions of the City of Belgrade and EU Framework for National Roma Integration Strategies up to 2020.

Indicators

- At least 1,000 Roma provided with legal aid for subsequent inscription to birth registry and/or identity documents provision;
- At least 10 % increase of number of Roma participating in civic initiatives, in particular in relation to the enhancement of social inclusion of Roma
- In at least 20 municipalities increase of number of Roma accessing basic rights, labour market, education, social welfare and healthcare services as a result of joint mobile units' field work, by the end of the execution of the measure;
- At least 5 % decrease of school drop-out rate among secondary school Roma children (at all levels/in all grades, in comparison to the number of Roma children enrolled in secondary schools) ;
- Roma settlements in the Republic of Serbia are mapped and detailed regulation plans and technical documentation for improvement of utility and housing in at least 20 municipalities are completed by the end of the execution of the measure;

³² Procurement of equipment subject to conditionality, see Sectios 3.6 and 4.2.

- At least three cooperative pilot programmes offering job opportunities to at least 50 Roma implemented.

3.3 RESULTS

Results and indicators related to the specific objective 1:

Result 1: Increased effectiveness of LM measures on employment of disadvantaged groups

Measurable Indicators:

- Job clubs, CGCCs and self service centres (80 units) established, equipped, staffed and in operation in 40/10/40 local self-governments by the end of execution period;
- Job clubs and CGCCs established, equipped, staffed and in operation in 20/10 NES BOs or offices respectively by the end of execution period;
- At least 120 (60/60) staff members that will be in charge of managing job clubs and CGCCs trained;
- At least 3,000 people in rural areas that are registered with NES as a result of project activities by the end of the execution period;
- At least 90 staff members that will be managing employment caravans trained;
- At least 5,000 registered unemployed in receipt of training in response to labour market needs by the end of the execution period;
- At least 300 unemployed Roma in receipt of training in response to labour market needs by the end of the execution period.

Result 2: NES is capable of administering the direct award and performs quality monitoring and evaluation of ALMPs

Measurable Indicators:

- Deadlines in the procurement plan are respected and all activities are completed by the end of the execution the measure;
- NES capacity to manage DA built;
- NES staff trained in Roma issues;
- Local stakeholders (members of Local Employment Council) trained in Roma issues and in integration of Roma issues into Local Employment Action Plans.

Results and indicators related to the specific objective 2:

Result 1: Government and social partners' capacities strengthened at national and local levels to develop, implement and monitor social dialogue.

Measurable Indicators:

- Total number of SEC representatives from representative trade unions and employers' associations trained in conducting social dialogue at the national level, as well as collective bargaining at branch and company levels by the end of execution of the measure;
- Total number of social partners' representatives that have completed trainings related to the drafting of key strategic documents (SCF, OP, harmonization of laws, etc.) in the context of Serbia's accession to the EU by execution of the measure;

- Total number of civil servants from the Labour Sector (MoLESP), MoESTD, MoF and social partners (representative trade unions and union of employers) trained in social dialogue development and harmonisation with EU legislation in the field of social dialogue, including workers' participation, by the end of execution of the measure;
- Social partners and local governments in 30 municipalities actively participate in the work of local SECs by the end of the execution of the measure;
- At least 20 representatives of social partners and civil servants of the Labour Sector (MoLESP) successfully completed ToT for the development, implementation and monitoring of social dialogue.

Results and indicators related to the specific objective 3:

Result 1: Assessed and revised training programmes are prepared to be implemented in 140 VET schools

Measurable indicators:

- At least 53 piloted profiles revised, validated by sector committees and mainstreamed across all schools delivering those profiles by the end of the intervention;
- At least 140 VET schools involved in profile modernization and mainstreaming by end of the intervention;
- Teachers from 140 schools for the 53 profiles are trained to deliver the modernized profiles using new student centred methods/learning-teaching methods until the end of the intervention;
- 100 VET schools equipped with the equipment necessary for implementation of the new curricula by the end of the intervention.

Result 2: Improved governance of the VET reform

Measurable Indicators:

- At least 15 sectoral committees are fully operational and involved in the assessment /revision of educational profiles/curriculum until the end of the intervention;
- All relevant stakeholders including sectoral committees members are trained for their involvement in the VET modernization process by the end of the intervention;
- 53 VET profiles curricula at levels 3 and 4 are assessed and revised until the end of the intervention;
- All staff involved in delivering the revised curricula at levels 3 and 4 will be trained for delivering and using the new teaching/learning instruments
- Detailed road map for further modernisation of VET by sectors and profiles based on labour market needs assessment developed until the end of the project.
- A National Qualification Framework for VET with relevant capacity and governance structure will be in place by the end of the execution period. This qualifications framework will be developed in the context of an overall National Qualifications Framework.

Results and indicators related to the specific objective 4:

Result 1: Community-based social services for vulnerable groups and active inclusion initiatives for Roma population developed

Measurable Indicators:

- At least 20 LSGs' projects awarded through grant scheme for development of the CBSSs by the end of the implementation of the measure;
- At least 10 LSGs' projects awarded through grant scheme for active inclusion initiatives for Roma population by the end of the implementation of the measure;
- # of CBSS for vulnerable groups developed by the end of the implementation of the measure;
- At least 30% of supported LSGs delivering Roma active inclusion initiatives;
- At least 10% of all CBSSs developed are cross-sectoral;
- At least 10% of CBSSs are innovative and selected for mainstreaming;
- At least 50% of all supported CBSSs' beneficiaries are women;

- Preference provided to CBSS that cover multiple municipalities and are implemented in partnership between municipalities with a potential multiplier effect.

Result 2: Capacities at the national and local level strengthened to manage social inclusion policies across the country

Measurable Indicators:

- Local decisions on CBSSs adopted in all supported LSGs by the end of the implementation;
- Training delivered to the stakeholders in at least 60 pre-selected LSGs by the end of the first year of the project;
- MoLESP developed criteria for mainstreaming best practices in CBSSs by the end of the implementation;
- National minimum standards developed and adopted for at least 2 new social services and/or cross-sectoral services by the end of the implementation;
- % increase of licensed social service providers in the country by the end of the implementation;
- MoLESP improved system of monitoring and related databases on CBSSs provision across the country in place by the end of the implementation;
- Criteria for earmarked transfers improved and implemented by the end of the implementation;
- Number of case managers within CSWs trained to deal with Roma inclusion issues;
- Coordination mechanism put in place for measures promoting Roma inclusion and Roma support under specific objective 5.

Results and indicators related to the specific objective 5:

Result 1: Access of Roma to basic rights improved

Measurable Indicators:

At least 1,000 requests submitted for subsequent inscription in birth registry and/or identity documents provision.

Result 2: Roma civil society organisations' capacity strengthened to actively engage in civic initiatives

Measurable Indicators:

Representatives of at least 20 Roma civil society organisations capacitated to develop and implement local action plans (LAPs) as well as to monitor and report on Roma inclusion measures' implementation.

Result 3: Joint mobile units for Roma inclusion created, equipped and functional for effective and efficient field work

Measurable Indicators:

- At least 80 members of joint mobile units trained on issues such as Roma rights, mediation, integrated approach and active inclusion, anti-discrimination and prevention of family violence:
- # of joint mobile units equipped with vehicles, as well as with promotional leaflets on Roma rights:
- Annual programme for joint mobile units has been established and is implemented:
- Sustainable plans for implementing mobile programmes in future years are in place:
- Complete database on Roma informal settlements developed in line with adopted legislation on data protection allowing for sustainable monitoring of the development of settlements:

- # of relevant by-laws prepared for the integration of Health Mediators in the public administration system;
- # of Health Mediators trained to deal with Roma inclusion issues;
- # of health workers educated in the field of combating discrimination against Roma;

Result 4: Designed and delivered drop-out prevention programmes for Roma children to be rolled out to other children at risk of dropping out

Measurable Indicators:

- Criteria developed for scholarship programme and award of scholarships to Roma children by the end of the intervention;
- # of mentors for scholarship awardees trained across the country by the end of the intervention;
- # of secondary schools implementing school-based mentoring programme;
- # of pedagogical assistants trained;
- # of scholarship awards.

Result 5: Regulatory preparations in place for infrastructural improvement of housing conditions

Measurable Indicators:

- Geographical Information System database on Roma settlements established;
- Needs assessments for settlements and/or resettlement action plans prepared aiming at permanent settlement solutions;
- Legal framework for resettlement actions completed;
- At least 10 workshops of local administration and other key actors are held regarding the regularization and improvement of Roma settlements
- At least 20 training courses for Roma inhabitants and other key actors are organised regarding the implementation of self-help construction activities
- At least 10 of detailed regulation plans for Roma settlements prepared;
- At least three feasible specific models developed for the housing solutions targeting vulnerable Roma populations, including costing analysis;
- At least 20 local municipal staff trained to deal with Roma issues in the field of housing;
- Necessary documentation in place to launch tenders for housing solutions;

Result 6: Cooperatives provided with necessary equipment (as a prolongation of actions under SWIFT project or other similar initiatives)

Measurable Indicators

- At least three cooperatives (e.g. those founded through SWIFT projects) are supported and provided with equipment for creating additional job opportunities for Roma;

3.3 MEASURES/OPERATIONS¹ TO ACHIEVE RESULTS

Measure 1: *Increasing the effectiveness of employment policies towards disadvantaged groups.*

The measure will lead to the achievement of specific objective 1 of the Sector Fiche.

The Measure will improve the coverage of the unemployed benefiting from ALMPs in line with the annual National Employment Action Plan, (which is the basis for NES Annual work plan), meaning that all the activities that will be implemented through DA will have a foothold in the NEAP. It will help NES and MoLESP adjust ALMPs to the needs of disadvantaged groups, taking into account the lessons from previous policies and future labour market trends. It will provide training for unemployed people with low/no qualifications, youth with low/no qualifications, long-term unemployed, inhabitants of rural areas and Roma people and will expand the network of centres for career guidance and counselling, job clubs and self-service centres across the country. It will also strengthen NES capacities to perform outreach activities to increase the coverage of ALMPs in remote areas. Technical assistance will assist NES in managing the direct award and raising the effectiveness of ALMPs through better monitoring and evaluation and improved design of ALMPs, so they are tailor-made and adjusted to the labour market needs and the needs and skills of unemployed, especially disadvantaged groups. In doing so, the measure will contribute to the preparations of NES for its future role in managing ESF-type funds under pre-accession assistance.

Measure 2: *Strengthening the capacity of government and social partners to use social dialogue as a tool for the development and implementation of social and economic reforms.*

The measure will lead to the achievement of specific objective 2 of the Sector Fiche.

This measure is essential for developing social dialogue as an instrument through which SECs at local and national levels will be able to reach consensus with the joint aims of advancing social reforms, improving working conditions and stimulating economic progress while also moving labour market reforms in closer alignment with Europe 2020 objectives. By providing a structure for collective problem solving, effective social dialogue can be utilised to resolve economic and social issues while providing an opportunity for the main stakeholders to participate in decision making on these critical issues. Development of social dialogue can lead to the advancement of better labour standards including the promotion of industrial relations, employment flexibility and work performance, innovations at the workplace, participation and involvement of workers and partnership in the creation of better working conditions and equal access to enhanced workplaces.

It is envisaged that this measure will be implemented through twinning. Through the training programmes and study visits that are foreseen, this measure will aim to build the institutional capacity of the national and local level SECs, empowering these bodies to become the main instrument for reaching social consensus and collective agreement between the government, trade unions and employers' associations, assuring that the interests of all three sides are taken into consideration in overall economic and social reforms. Emphasis will also be placed on bringing employment and labour market reforms in closer alignment to the objectives of Europe 2020 and to raising public awareness about social dialogue and the important role that it can play in enabling social partners to participate in decision-making with regard to reforms that are necessary within the framework of EU accession.

Measure 3: *Increasing capacity of Serbian VET system in improving the quality, coverage and relevance of the vocational education and training delivered*

The measure will lead to the achievement of specific objective 3 of the Sector Fiche and will be divided into several actions .

¹ As defined in Article 6(2) of the IPA Implementing Regulation No 718/2006. IPA Component I programmes are subdivided into sectors (priorities), each of which define a global objective to attain and which shall be implemented through measures, which may be subdivided into operations, or directly through operations. Operations shall comprise a project or a group of projects (implemented by the Commission or the beneficiary country).

Action 3.1: Assessment of the piloted training programmes, update, revise and prepare them for the implementation in 140 new VET schools

The action will consist in an analysis of all relevant interventions done for VET reform aiming at updating and revisiting of programmes/curricula subject with new elements which may come from the labour market, or from observations during implementation. Subject to assessment, improvements will be proposed, the revised curricula developed by working groups, and validated final results will be disseminated in the system. Relevant stakeholders such as sectorial committees will be involved in the revision and validation process and their preparation for this will be done through training and development. The new revised curriculum will be disseminated in the system through large training programmes developed for the teaching staff.

Action 3.2. Assessment, proposals and implementation of actions aiming at improving governance of the VET system

The action aims first at mapping of all relevant actors with roles and responsibilities in the governance of the VET system and then preparing them to take their role and be responsible for the support and improvement of the VET provision.

The proposals will concentrate on the sectorial approach aiming at increasing the sectorial committees involvement and their roles in defining the VET provision and in participating in the NQF governance. At the same time the national actors should be clearly defined with their roles and responsibilities and the local community. The school management should benefit from support and assistance in increasing the relevance of vocational educational provision to the labour market needs (being local, regional or national). Vocational school development should be part of the strategic approaches which consider the labour market needs.

Action 3.3 National Qualification Framework

The action aim at i) finalising the National Qualification framework (NQF) in terms of levels, descriptors and procedures for referencing existing and foreseen qualifications in the framework; ii) establishing operational arrangements for the management, maintenance and dissemination of the NQF; iii) establishing an instrument for communicating and informing the public about the NQF (individual users, schools, companies, social partners, etc.). The actions will consist in i) developing the capacity of stakeholders involved in the development of the NQF, including Sectoral committees and Councils; ii) designing operational processes and procedures; iii) designing operational communication instruments and strategies (websites, press, ministry publications, etc).

The measure 3 will further support the continuation of ongoing reforms to improve the quality and relevance of VET in order to raise the employability and adaptability of the labour force. To date, a range of vocational profiles at level 3 and 4 have been revised in line with market needs. They were piloted in selected VET schools and evaluated by the Institute for Education Quality and Evaluation. Building on the outcomes and experience of previous CARDS, IPA and other donor projects, the measure will help roll out revised profiles throughout the VET system. This support will upgrade capacity of the selected VET schools to comply with quality standards of the new curricula. All VET schools that need for the first time to implement new curricula will receive training to familiarise teachers, directors and pedagogical advisers with new teaching methods, while equipment will be supplied to schools offering the most demanded profiles. The governance of the VET reform will be supported. The emphasis will be on setting up and institutionalising consensus-building mechanisms through sector-based partnerships of stakeholders – Sectoral committees whose role is to define and regularly update standards of knowledge, skills and competences for all occupations in demand on the labour market. Sectoral committees of experts involved in this process will receive extensive support in carrying out their tasks from the description of qualifications, in terms of level, learning outcomes and competences to the definition of clear progression routes, through the revision of vocational profiles in line with the requirements of the economy. In particular, the role of the Council for Vocational Education and Adult Education will be reinforced through training and capacity building for its members to further manage the modernization of VET. Assistance will also target the Centre for VET and Adult Education within the

Institute for the Improvement of Education to further plan and organise the modernization of VET profiles, manage the work of sectoral committees and provide operational support to the National Council. The Institute for Education Quality and Evaluation will be supported in further evaluation of the piloted and revised profiles.

Measure 4: *Support to social inclusion of the most vulnerable groups, including Roma, through more diversified community-based social services.*

The measure will lead to the achievement of specific objective 4 of the Sector Fiche.

In line with the new Law on Social Welfare, the measure will enable greater social inclusion of vulnerable groups, including Roma, by broadening and strengthening community-based responses tailored to their specific needs. The measure provides capacity-building to LSGs in managing social inclusion policies, and both LSGs and social providers to design community-based social inclusion initiatives in line with identified local needs through building local partnerships and stronger cross-sectoral networking. Specific trainings for the case managers within Centres for Social Work to deal with Roma inclusion policies will be also provided under this measure. A grant scheme will strengthen the network, range and quality of existing community-based social services, but also encourage the development of innovative and cross-sectoral approaches among social, health, education and employment in service delivery as a logical continuation of the almost decade-long reform process. Part of the grant scheme will specifically support active inclusion initiatives at the local level promoting inclusion of Roma people. For existing social services, social service providers will be required to comply with national minimum standards of social services and will be supported to complete the licensing procedure in line with the Law. The measure will also encourage and promote inter-municipal cooperation in social service delivery (cluster approach), towards economies of scale and budget efficiency. The national level will get support in mainstreaming the most successful innovative initiatives and adopting national minimum standards, including the development of joint standards for cross-sectoral services in cooperation with other relevant ministries and national bodies. The Measure will also support the MoLESP to manage further decentralisation of social policies and services, provide guidance and support to LSGs in the process, monitor and evaluate the process, disseminate best practices and raise awareness on social inclusion policies.

Measure 5: *Implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia.*

The measure will lead to the achievement of specific objective 5 of the Sector Fiche.

Through this measure, the subsequent registration of Roma into birth registries and provision of identity documents shall be facilitated through direct legal aid to individuals who need it. The operation will be implemented through a grant scheme targeting law offices, civil society organisations and other actors capable of providing this specific type of legal aid. This will remove one of the main obstacles for Roma to obtain basic social and economic rights and enable their full integration in social and economic life. It will also aim to capacitate Roma civil society organisations to develop local action plans (LAPs) as well as to monitor and report on Roma inclusion measures' implementation. The measure shall also enable the creation of joint mobile units² in 20 municipalities composed of employment counsellors, pedagogical assistants, health mediators and case managers within Centres for social work; the members of the mobile units will enter Roma settlements jointly on a regular basis, implementing the integrated and holistic approach on the ground and assisting each other by sharing information and experience from their own mandate and competences. The essential benefits of this multidimensional joint outreach facility are that: 1) more Roma will be informed about their rights in the relevant four fields (the members of the joint mobile units will distribute leaflets and other materials to Roma about their rights); 2) more Roma will gain access to their rights (the members of the joint mobile units will perform all the regular activities possible which are part of their daily work in each respective institution); 3) effective synergy between the members of the joint mobile units will lead to strengthening the links between their systems which predominantly work separately when addressing individual rights (the information collected on an individual basis from the Roma living in

² For more detailed information on the concept of Joint Mobile Units for Roma Inclusion please refer to Annex 10

informal settlements will be gathered into a joint database that will be further used for monitoring and evaluation as well as for planning purposes). The work methodology of the units and the use of the database will be subject to protocols to be signed between the project beneficiaries, i.e. the line ministries and also the municipalities and local institutions in the relevant fields. The beneficiaries of this measure at the local level shall be the municipalities that have established all 5 mechanisms relevant for Roma inclusion (National Employment Service's office, pedagogical assistant, health mediator, Centre for social work and Roma coordinator). Currently, there are 20 of them throughout Serbia³. Furthermore, staff within the system of healthcare shall be sensitised to deal with Roma issues, and support will be provided to the Ministry of Health to create the legal basis for the full introduction of Health Mediators into the public administration system. The assistance under this measure will also enable the design and implementation of the mentorship system with a scholarship programme for Roma students, which can be rolled out to other children at risk of dropping out. Support will be provided to define criteria for the scholarship programme and award of scholarships, training of mentors for scholarship awardees which will be mobilised among teaching staff and support in implementation of school-based mentoring programmes. The mechanism and criteria for the award of scholarships (in terms of the number of students, the period to be covered by a scholarship, etc.) will be defined by the Ministry in cooperation with the Roma Education Fond based on the experience gained through implementation of the scholarship programme in Vojvodina. Criteria will be defined in accordance with the poverty level, family socio-economic status and results in school. Factors that will be also be taken into consideration are: the number of students at the local level that already have scholarships, with the purpose of ensuring that a higher number or % of students from vulnerable groups receive scholarships: 20-30%. This scholarship programme is only for secondary school students and it will be implemented during three school years (2013/14, 2014/15, 2015/16). Students of all grades will participate and the number of scholarships will be increased. The number of additional scholarships will be equal to the number of students enrolled in the first grade. Overall, the number of planned scholarships for three years is 4,000, and there will be approximately 400 scholarships for each level of education.

Additionally, trainings for pedagogical assistants (existing and new PA) will be provided under this measure. The trainings will be organised in accordance with the by-law on pedagogical assistants. The activities within this measure will also result in the preparation of a database on Roma settlements in at least 20 municipalities which will also be assisted to prepare and adopt detailed regulation plans for these settlements. In addition to this, local municipal staff will be sensitised to deal with Roma issues in the field of housing. Finally, the Measure shall provide for additional support to cooperatives, in order to enable further creation of job opportunities for Roma, in particular for women. Three pilot programmes shall be developed, each targeting one Roma cooperative. Currently, there is scarce evidence of a broader presence of Roma leading or being employed with private business sector organisations, in particular cooperatives. Recently, several cooperatives have been founded in Serbia with the aim to employ Roma, mainly in waste-collection activities. The provision of equipment, such as vehicles for waste collection and transport, waste-recycling machines, garment and footwear manufacturing equipment, printing machines and traditional craft production equipment will facilitate the expansion of existing business initiatives.

Also, this measure will provide further support to preparatory activities for implementation of the Roma Housing Action in the area of improvement and legalization of substandard Roma settlements, which have been lead by the Ministry in charge of housing since 2009 (currently it is the Ministry of Environment, Mining and Spatial Planning). It will also contribute to the improvement of local capacity and accelerate civil sector to obtaining the other appropriate housing models for poor Roma people. This component will be implemented, through establishing the spatial (GIS) data base on Roma settlements (quantitative and qualitative information of physical infrastructure, coverage of valid spatial and urban planning documents, and data on other implemented and planed measures from the Roma Action Plan– all geo-referenced); development and implementation of appropriate housing models for Roma population in at least 20

³ Belgrade (municipalities of Cukarica and Barajevo), Pancevo, Zrenjanin, Kovin, Novi Sad, Ruma, Apatin, Sombor, Kikinda, Jagodina, Valjevo, Kragujevac, Krusevac, Kraljevo, Vlasotince, Vranje, Surdulica, Lebane and Bujanovac.

municipalities, who now live in substandard settlements and mostly in very bad housing conditions. The measure will further enable development and dissemination of guidelines and handbooks on improvement of housing conditions for different actors (public administration, inhabitants) and organization of workshops and training courses in this purpose; preparation and adoption of detailed urban plans for regulation of settlements; preparation of project documentation for improvement of utility and housing; preparation of action plans and program for relocations and project documentation for housing construction; monitoring and evaluation.

It is envisaged that this measure will be implemented through a Contribution Agreement with the Organization for Security and Cooperation in Europe, in accordance with the suggestion made by all the beneficiaries of Measure 5 (see Annex 7).

3.4 OVERVIEW OF PAST OR ONGOING ASSISTANCE, LESSONS LEARNED, MECHANISMS FOR DONOR COORDINATION/SECTOR WORKING GROUP AND/OR POLICY DIALOGUE

According to Serbia's Inter Sectoral Development and Aid Coordination Network (ISDACON) database, it is estimated that a total amount of €148.45 million was actually disbursed in assistance from the international donor community to the Social Development sector in Serbia, in the period 2007-2009. Out of the total disbursement of international assistance within the Social Development sector, the highest level was recorded in health (35.7%), followed by education (27.4%), social welfare (25.2%), labour and employment (9.2%), and recreation and sport (2.5%).

In the four annual programmes approved by the European Commission since 2007, IPA component I (transition assistance and institution-building) has financed projects in the Social Development sector worth over €125 million, mainly focused on employment and labour market, education reforms and social inclusion.

- For employment and labour market policy, assistance has been targeted at the National Employment Service (NES) to upgrade analysis and forecasting of labour market trends and monitoring and evaluation of active labour market programmes.
- Education and VET support is strengthening institutional capacities to support reforms of the VET system, develop the National Qualifications Framework, design and implement quality assurance systems with primary and secondary education and VET, promote the inclusion of children from marginalised and special needs groups in the system of pre-school and elementary education, and establish a system of 'second chance', practice-based elementary education for adults, and also improving the quality of higher education teaching and infrastructure.
- In the area of social inclusion, IPA assistance has also been directed to house, advise, train and reintegrate internally displaced persons (IDPs), refugees and returnees, to improve their living conditions and facilitate income generation support, and to foster social inclusion by strengthening national and local institutions that oversee and provide community-based social protection services for different target groups (including Roma people).
- The Joint Programme "Support to National Efforts for the Promotion of Youth, Employment and Management of Migration" is realised through the cooperation of UN Agencies (IOM, UNICEF, UNDP and ILO) which provides technical and expert assistance to institutions at national and local levels, with the aim to implement policies and operational measures and procedures in order to improve the situation of disadvantaged youth at the labour market (labour market activation through the inclusion of modular training programmes) while reducing irregular migration (including the legal activities of the labour market) and mitigating the negative impact of returnees upon Readmission agreement. The Joint Programme helps disadvantaged young people aged 15-30 with low education by including them in different modular trainings and employment programmes. Priority for participating in available measures is given to the Roma, persons with disabilities, refugees and internally displaced persons and returnees in the process of readmission, and beneficiaries of social welfare centres.

The Sector Fiche builds upon an extensive reform programme, covering labour market policy, education at all age levels, social welfare and services for the most disadvantaged groups including Roma people, implemented in the past years through the support of the World Bank, EIB, UNDP and bilateral aid from Austria, Canada, Germany, Italy, Netherlands, Norway, Spain, Sweden, Switzerland and the United Kingdom. Synergies among donors are apparent in the design and coordination of assistance. Promotion of youth employment is being realised through the Youth Employment Fund implemented by the ILO and UNDP with funding from Italy, Spain and the US. The VET reform is complemented by bilateral support from the German government and the Austrian government, while the establishment of the teacher training system is supported by the Swiss government. The ILO established a National Coordinator's Office in Serbia in 2008 and has used social dialogue to develop the Decent Work Country Programme (2009-2012). Funding from Switzerland and Spain has thus far supported the capacity building of trade unions to strengthen their member's ability to participate in social dialogue. The Norwegian government supports the improvement of regulatory mechanisms in social welfare. The World Bank's Delivery of Improved Local Services programme, worth \$46.4 million, is increasing the capacity of institutional actors and beneficiaries to improve access to health, education and social protection services in a decentralising environment, while improving the efficiency, equity and quality of local delivery. Through the Regional Programme on 'Social Protection and the Prevention of Human Trafficking', Germany has been supporting the development of integrated social services since 2011. The social inclusion of vulnerable groups is promoted both by this programme and the project to 'Strengthen the Structures for Youth Empowerment and Participation'. When it comes to Roma inclusion, the Swiss government supports the improvement of housing conditions of Roma; the Norwegian government supported the Sustainable Waste Management Initiative For a healthier Tomorrow (SWIFT) project, while the Swedish International Agency for Development and Cooperation is financing the Program for Implementation of the Strategy for Improvement of the Status of Roma 2011-2014.

This Sector Fiche is reflecting the lessons learned from past projects and programmes.

Regarding Specific Objective 1, the following lessons were taken into account when designing the measure/operations:

- There is an acute need for well-designed training for the unemployed, tuned to the needs of the economy and taking into account the level of education already achieved by the target groups. The NES needs to identify those needs as accurately as possible in order provide the right specifications to the training providers that will implement training courses. Building on the achievements of past projects, the measure will help the NES improve its capacity in those areas and reinforce the cooperation between Headquarters and branch offices, in particular in forecasting needs and drawing lessons from past ALMPs by means of the monitoring and evaluation system.
- Inclusive labour market policies and services designed and piloted in NES branch offices within past assistance will create a solid base for its systematic implementation throughout the country and application of the model and methodology to other hard-to-employ vulnerable groups (women, older workers, etc.).
- An active involvement of local stakeholders is critical to ensure that ALMPs are relevant to the situation of targeted unemployed. This important principle is acknowledged by the new Law on Employment and Unemployment Insurance which puts emphasis on greater decentralisation of employment policy and the adaptation of ALMPs to the specificities of local labour markets. The measure will be instrumental in pursuing those goals continuing the efforts initiated by the IPA 2011 project '*Preparation of Serbian Labour Market Institutions for European Employment Strategy*'.
- The gradual decentralisation of employment policy across all districts of Serbia is a demanding process that requires considerable time and resources as it implies wide-scale changes to the system and assumes that all stakeholders show the same level of commitment and acquire the ability to apply the same methods and tools. Past projects have shown that the capacity at local level to establish and conduct partnership-based employment policy is still limited and that continuous support is required. The range and infrastructure of services needs also to be built up in order for all municipalities to offer a high and uniform level of assistance to the local unemployed population. The measure will provide much needed guidance and support in these areas.

- The right level of intervention in the long-run is wider than the municipality. Until present, efforts to decentralise employment policy took place at the local level only. However, it is clear that in order to be really effective, the coverage of local employment policies should not be artificially constrained by municipal boundaries but corresponds to the needs of wider geographical areas that are heterogeneous from the point of view of their socio-economic characteristics and the nature of challenges to which they are exposed. In the absence of established regional administrative units, efforts at leading regional employment policy should start with and be based on municipalities being willing to cooperate with each other by means of employment partnerships and joint action plans.

Regarding Specific Objective 2, the following lessons were taken into account when designing the measure/operations:

- From experiences relating to the establishment of the National SEC since 2004, it is clear that both bipartite and tripartite social dialogue is relevant. The lack of one of the sides of the dialogue leads to a decreased overall efficacy. Furthermore, the few signed collective agreements to date and the low number of existing local SECs indicate a lack of knowledge and awareness about the relevance of social dialogue among all partners and their advisory role in social, economic and fiscal fields.

Regarding Specific Objective 3, the following lessons were taken into account when designing the measure/operations:

- The evaluation of pilot profiles shows increased attendance and higher average marks for students taught with modernised curricula. Furthermore, the employability prospects of students completing secondary school within modernised curricula are higher than the ones who completed old profiles. 70-80% of students in metal processing and agricultural schools have found employment within three months after graduation.
- Experience from past CARDS and IPA projects shows that extensive support is required to help VET schools manage the transition to new profiles, revamping teachers' knowledge and skills and upgrading the teaching environment and equipment to meet higher standards of quality.
- The model of support to schools with the network of trainers and teachers training programmes accredited will be used as a basis for designing support to schools not covered by the past interventions in providing reformed profiles.
- A good example is the project 'Inclusion of Roma children in Vojvodina', where a mentorship mechanism joined with scholarships has shown great results in the rate of completion of schooling of supported children.
- Furthermore, tools and mechanisms supported through DILS and IPA programmes will be utilised such as inclusive education networks, IEPs, Inter-sectoral Committees and pedagogical assistants which all proved successful in adjusting education to the needs of children from different backgrounds.

Regarding Specific Objective 4, the following lessons were taken into account when designing the measure/operations:

- In the area of social inclusion, IPA assistance in 2008 and 2009 have been directed to advise, train and reintegrate internally displaced persons (IDPs), refugees and returnees, to improve their living conditions and facilitate income generation support, and to foster social inclusion by strengthening national and local institutions that oversee and provide community-based social protection services for different target groups (including children and the mentally ill). Lessons learned from the process will be very useful for further development of the project documentation in this field.
- Fund facilities such as SIF and the Fund for persons with disabilities, but also on-going IPA projects, demonstrate that grant schemes are a successful mechanism for stimulating the development of alternative and community-based social inclusion practices, policies and activities at the local level. As a rule, eligible services/projects exceed funds available. Therefore, a greater

impact can be achieved if there are greater funds available and if there is an adequate technical assistance to support potential applicants in preparing quality projects.

- An important lesson learned from previous projects is that sustainability of results can only be achieved through a high and competent involvement of LSGs, which can only be achieved if strong capacity building support is available. Another important factor of success, which has also been integrated into this project, is the LSG's commitment expressed in local acts and allocation of funds from the local budget. The World Bank's Delivery of Improved Local Services programme will increase the capacity of institutional actors and beneficiaries to improve access to health, education and social protection services in a decentralising environment, while improving the efficiency, equity and quality of local delivery.
- The IT module for social welfare implemented within past projects will enable clients' analysis and understanding of needs in designing activation policies. Models piloted and implemented on integrated employment and social services within the joint IOM, ILO, UNDP and UNICEF project for young beneficiaries of social benefits as well as experience of LSGs in Serbia provide valuable experience to roll-out a similar model for Roma beneficiaries as planned within this measure.

Regarding Specific Objective 5, the following lessons were taken into account when designing the measure/operations:

- The Government of the Republic of Serbia adopted the Strategy for Improvement of the Status of Roma in the Republic of Serbia on 9 April 2009, within the framework of the efforts made to alleviate the adverse social circumstances in which most members of the Roma national minority live, and to improve their status. The Action Plan was subsequently adopted and covers 13 areas, including the ones the implementation of which shall be supported by this project: access to personal documents, political participation, employment, education, housing, health and social welfare. Numerous laws stemming from the Strategy are adopted.
- As regards access to the labour market, around 24,000⁴ Roma were involved in active labour market measures through NES in 2010. When it comes to access to services, as one of the three pillars of the EU active inclusion approach⁵, 170 pedagogical assistants in schools for assisting children from vulnerable groups, notably the Roma living in informal settlements, have been employed and affirmative actions realised. Significant improvements have been made in low school attendance by Roma children. In the health sector, 75 Health mediators have been employed in 59 municipalities, dealing with health-related issues of the Roma population in the informal settlements. Indicators related to the health of the Roma improved in last five years. The passage of the new Law on Social Welfare (2011) is important for enhancing social welfare and social inclusion in cases of material deprivation. Reform in the domain of social services has been carried out in recent years by two mechanisms: reform projects and special funds for local-level projects.

The measures initiated in the areas of basic rights and civic participation, employment, education, health and social welfare, often through donor funding, have laid solid foundations for systemic and sustainable enhancement of the position of the Roma. Yet, the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia has shown that there is more to be done to establish better coordination and an efficient flow of information between various institutions and to act in synergy so to reach the integrated approach methodology to Roma inclusion introduced by the EU. In the first place, this means enhancing outreach activities, building partnership between institutions and levels of governance, in particular in terms of exchange of information, joint monitoring and evaluation. In addition to this, staff within all the relevant sub-sectors has to be sensitised to deal with Roma inclusion issues.

In the field of housing, through the IPA 2007 funded project 'Support to refugees and IDPs in Serbia' the provisioning of 20 prefabricated houses for Roma families living in informal settlements has led to the development of durable solutions for this problem within the Municipality of Pozarevac. A key precondition for the successful implementation of the aforementioned project was the awareness on the part of local

⁴ This number is collective meaning that one person took part in several measures and was counted each time.

⁵ EC recommendation on the active inclusion of people excluded from the labour market, C(2008) 5737.

authorities regarding the necessity for the effective resolution of Roma housing concerns, as also their commitment to the resolution of this issue through the utilization of financial contributions, the donation of building plots and the procurement of different documentation needed for the successful completion of the project (e.g. building permits, different licenses, supervision of work, etc.). Therefore, municipalities have to make efforts to regularise the existing informal Roma settlements or to provide a location for their relocation.

3.5 SUSTAINABILITY

Sustainability of results to be achieved under measure 1:

The National Employment Policy is a key plank of the government to achieve its goals regarding economic growth and social inclusion. The financial sustainability of the employment policy is secured thanks to annual allocations from the national budget. The greater relevance of ALMPs to the needs of disadvantaged groups is one of the priorities of the National Employment Strategy 2011-2020. In this respect, the NES will continue to strengthen the capacity of its branch offices in identifying needs and formulating adequate responses taking advantage of the experience gained thanks to the operations envisaged under measure 1. Further support – both financial and methodological – will be available to local employment councils in preparing and implementing quality local employment action plans. The NES will be committed to finding the most appropriate solution to employ the majority of staff hired at the local level upon completion of activities.

Sustainability of results to be achieved under measure 2:

Social agreement is the basis for the construction of a legal and administrative framework which takes into consideration the aspirations and requirements of all three sides and thus will contribute to the sustainability and efficacy of social dialogue over the longer-term. It is evident that such agreements are necessary when determining strategic courses in macroeconomic, infrastructure development, environment and social policy sectors. The impact of social dialogue and collective bargaining will be seen over the longer term by an improved quality of adopted laws and bylaws and their implementation.

Social partners in candidate countries are involved in a variety of activities that are founded upon the development of broad-based social consensus on EU accession. As shown in the example from Croatia, social partners are expected to take an active role in the working groups for the accession negotiations. In addition to their involvement in consultations over the harmonisation of legislation with the *acquis* and its implementation, social partners have been consulted on the drafting of key strategic documents. By strengthening the capacity of all stakeholders to effectively conduct social dialogue, this project will enable them to actively participate in these integration-related processes.

Sustainability of results to be achieved under measure 3:

The measure will help capitalise on the outcomes of previous CARDS and IPA assistance and ensure that achievements of past – and mostly pilot – projects are consolidated and disseminated more widely in order to bring about profound and lasting improvements to the education system in Serbia. A better performing VET sector will increase the chances for young people to find a job and reduce the risk of poverty, especially among disadvantaged groups.

The sector committees as sector-based partnerships of various stakeholders are an important mechanism for regular updating of standards of knowledge, skills and competences for all occupations in demand on the labour market. Through systematised, well-functioning and regularly updated VET profiles, the education system will be better attuned to the needs of the economy.

Sustainability of results to be achieved under measure 4:

By pursuing the objectives of the new Law on Social Welfare, the measure will contribute to a greater social inclusion in Serbia. It will support the development and mainstreaming of community-based social services, in particular to respond to the needs of vulnerable groups without or with insufficient support at present. The

integrated models of service delivery will be encouraged to address social exclusion in a more holistic manner across institutional boundaries (social, education, health care, housing), particularly for those facing a multiplicity of socio-economic problems such as the Roma.

Another impact will be a stronger capacity of LSGs in identifying social needs and mobilising available budgetary resources to expand the range of community-based social services available to disadvantaged and vulnerable groups. It will help achieve a higher degree of cooperation among local communities encouraging them to rationalise and share their network of services and to pool resources in order to cover their needs in the most efficient way. Strong partnerships between LSGs, service providers (including civil society organisations) and the private sector will be encouraged to facilitate the emergence of sustainable models of community-based social services. By helping LSGs to translate their commitment to social inclusion into concrete initiatives anchored in local budgets, the sustainability of community-based social services will be ensured. Capacities will also be created for the absorption of funds for the sector from the national budgets (earmarked transfers) and upcoming pre-accession funds.

By strengthening the regulatory, monitoring and coordinating roles of the Ministry of Labour, Employment and Social Policy, a better governance of the sector and more uniformity in the quality of service provision will be ensured.

The greater availability of community-based services and the greater capacity of LSGs to coordinate effectively local responses to social exclusion will create the pre-conditions for a wider participation of disadvantaged groups in the labour market.

Sustainability of results to be achieved under measure 5:

The Office for Human and Minority Rights is in charge of the monitoring of the national Roma strategy implementation. All other direct beneficiaries of the Measure 5 are public bodies participating in the Government Council for Improvement of the Status of Roma and the Decade of Roma Inclusion Implementation. This project will add additional resources to the existing strategic framework implementation and create synergy and links that will make the integrated approach to Roma inclusion become the basis for further implementation of the Strategy thus leading to sustainable improvement of the status of Roma in Serbia, in line with EU documents and specific recommendations to the Government of Serbia. It is important to mention that the activities identified will contribute to the implementation of ongoing programmes of several line ministries already envisaged by the revised Action Plan for the Implementation of the Strategy, as well as to starting new cross-sectoral initiatives, such as the creation of the joint mobile units for Roma inclusion which is also envisaged by the Action Plan. Furthermore after the completion of the project, JMU vehicles will be used, owned and maintained by CSWs. This project will thus support further regular activities of case managers in their work.

The project will make an important contribution to lifelong learning and equal opportunities in Serbia which will in turn lead to increasing educational levels of the Serbian population and decreasing early school leavers' rate. The focus on children from vulnerable groups will help reduce risks of exclusion later in life. Mentoring and scholarships are intended to remove the major barriers in secondary schooling, e.g., when in school, Roma students are faced with academic demands that are not culturally appropriate or they cannot catch up with the rest of the class and require a more individual approach from teachers. Also, Roma pupils and parents do not have a mechanism to execute their rights or advocate for a different approach. Additionally, most Roma children find it difficult to integrate into school life and are often subject to prejudices from other students and teachers. Parents, due to a lack of education and motivation, are unable to help their children to overcome difficulties in their studies. Finally, often Roma pupils have to drop out of school in order to contribute to the family budget or they have to work in addition to going to school, which significantly affects their time for studying and participation in extra-curricular activities to help them integrate with other pupils. The Ministry of Education, Science and Technological Development has introduced a series of affirmative measures to boost the number of children enrolled, improve the quality of their education, decrease the drop-out rate and thus improve their social and economic status and employability. One of the measures is also a government scholarship programme for secondary school students within the Ministry of Education, Science and Technological Development/Department for Students'

Living Standards and is provided by the Law on Students' Living Standards. Pupils from low SES families but with outstanding records who have continuously pursued their studies qualify for these scholarships which can limit the number of Roma pupils awarded with scholarships. The state, however, has multiple interests in supporting this target group to complete their schooling and acquire professional qualifications, hence additional affirmative action scholarships are also awarded.

The Ministry provided the scholarships only for students with average marks of 3,50 and up. Still, numerous initiatives in Serbia and abroad have shown that financial assistance in the form of scholarships, with no other support measure attached, is an insufficient and inadequate measure in addressing education drop-out problems. Experience from Hungary, Romania, and Macedonia and from Vojvodina (scholarship and mentorship support to Roma secondary school pupils) shows that the mechanisms which may reduce the drop-out rate and help the poor Roma families educate their children is a merit-based scholarship award mechanism including mentorship and systematic monitoring of school attainment. For the period 2007 - 2011, 860 students in Vojvodina received mentorship support to ensure maximised results of the investment by providing support to the students in academics, ensuring pedagogical and psychological support and advocating for their rights in schools. This project implemented in Vojvodina also shows that mentors' support plays a critical role in keeping a student at school, in boosting their academic achievement, students' integration into school life, advocating for students rights in school, motivating students' family to support him or her and increase students' motivation to continue schooling. In that sense, this project also plans to address the problem of low enrolment and high drop out of Roma pupils in secondary education and to increase Roma community trust in education as a solution for unemployment and inequality.

When it comes to the sustainability of results under this measure related to drop-out prevention interventions, the Roma scholarships and mentoring programme is already one of the priorities of the revised Action Plan for the Implementation of the National Roma Strategy to be adopted in 2012. Additionally, the Ministry of Education, Science and Technological Development will open a specific budget line for scholarships after the completion of the project.

3.6 ASSUMPTIONS AND PRECONDITIONS⁶

Assumptions and preconditions related to Specific Objective 1:

The main precondition to be fulfilled with regard to Specific Objective 1 is the allocation of adequate personnel in NES and MoLESP to manage the operations foreseen under Objective 1. A PIU will be established within the project and will support NES staff in managing the DA. The technical assistance foreseen under the measure will help these staff make up for any gaps in their knowledge and skills, in particular related to the administration of the direct grant. The main assumption is a sufficient degree of commitment from local stakeholders to contribute to the objectives of the measure. The IPA 2011 project should already have created a level playing field in this respect through capacity-building of local stakeholders and dissemination of methodologies and tools to forecast labour market needs and monitor and evaluate ALMPs. This should facilitate further involvement of the local level in employment policies envisaged under this measure, in particular with regard to the implementation of locally-defined ALMPs and the introduction of new employment services across the country. The effectiveness of ALMPs is also dependent on the quality of training providers in charge of designing and conducting training programmes for the unemployed based on the specifications developed by NES.

Assumptions and preconditions related to Specific objective 2:

Assumptions relevant to successful implementation of the measure include a strong commitment on behalf of relevant ministries and social partners to the implementation of mechanisms for preparing the national Action Plan to promote work in the formal economy and supporting social dialogue; social and economic stability in the region and continuation of reforms, in particular related to the process of stabilization and

⁶ Assumptions are external factors that have the potential to influence (or even determine) the success of a project but lie outside the control of the implementation managers. Such factors are sometimes referred to as risks or assumptions but the Commission requires that all risks shall be expressed as assumptions. Pre-conditions are requirements that must be met before the sector support can start.

association to the EU; full commitment to the process and delivery of project results by the all stakeholders; efficient and effective cooperation among local and national stakeholders towards economic and social development; and active participation and motivation among LSGs, social partners and all relevant stakeholders to cooperate and to acquire new knowledge and skills and adjust to new working methods.

Assumptions and preconditions related to Specific objective 3:

The main assumption for the successful implementation of the measure is the commitment of the Ministry of Education, Science and Technological Development to lead VET reform and enable timely decision-making, and the cooperation of all relevant stakeholders.

Commitment from all stakeholders is vital to pursue the introduction of revised profiles and curricula to new VET schools throughout the country. There should be genuine willingness among schools to adapt to new requirements in order to raise the quality of their training offer. Adequate incentives for schools should be devised and introduced to facilitate the reform process. Best practices developed over the past years in training teachers and offering assistance to teaching staff in the first years of curricula implementation should be capitalised on and incentives for trainers of teachers should be in place to enable the replication of training on a wider scale and in a more sustainable manner.

With regard to 2012/2013 academic year for 5 new profiles the procedure was completed and they will be introduced into the system. 8 profiles in the field of medicine and social welfare and 4 profiles in the field of agriculture, electronics and mechanical engineering, have been sent for the approval to the vocational education and national education councils and several of those profiles should be introduced into the system in 2012/2013 as well. In addition, at least 10 new profiles will be introduced for the academic year 2013/2014 before the IPA 2012 contracts are concluded.

The service contract related to objective 3 (operation 3.2) will be implemented on condition that the procedure on evaluation, authorization and introduction of new pilot profiles into the system is effectively moved forward. The service contract will be procured first without pre-condition. The supply contract will be procured on condition that there is sufficient progress towards meeting the benchmarks/indicators specified above. Serbian authorities will provide evidence on progress towards meeting the benchmarks/indicators to the Contracting Authority, who will decide on launching the procurement for supplies accordingly.

Assumptions and preconditions related to Specific objective 4:

The main assumption is commitment by the Ministry of Labour, Employment and Social Policy and efficient cooperation between all relevant line ministries, in particular regarding the joint development of standards for integrated services. Likewise, efficient and effective cooperation is needed among various stakeholders at national and local levels as well as among state and non-state service providers. For the sustainable and successful implementation of the measure, the commitment of LSGs is also required, which has not ever been questioned in earlier similar interventions, and as such is effectively built into this measure.

Assumptions and preconditions related to Specific objective 5:

There are several pre-conditions to be met: firstly, the Ministry of Education, Science and Technological Development, the Ministry of Labour, Employment and Social Policy and the Ministry of Health should establish stronger mutual collaboration in addressing Roma exclusion by signing a protocol on joint activities of employment counsellors, pedagogical assistants, case managers within centres for social work and health mediators, in order to establish the basis for the creation of joint mobile units for Roma inclusion. This leads to the second pre-condition, namely the identification of 20 municipalities (by all the beneficiaries of Measure 5) where Roma are in most urgent need of solving employment, educational, social and health issues, as well as of improving housing conditions which falls under the competences of the Ministry of Environment, Mining and Spatial Planning. Finally, the successful reduction of drop-out rates (primarily through training of mentors and provision of scholarships) also requires effective cooperation between relevant partners (e.g. Ministry of Education, Ministry of Labour, Employment and Social Policy, Office for Human and Minority Rights, National Council of Roma Minority). Furthermore, best practices from previous projects and activities of the Ministry of Education, Science and Technological Development, especially from the scholarships programme, should be taken into account.

4 IMPLEMENTATION ISSUES

4.1 INDICATIVE BUDGET

Indicative budget (amounts in EUR) (for centralised management)

SECTOR TITLE			TOTAL EXPENDITURE	SOURCES OF FUNDING								
				IPA EU CONTRIBUTION		NATIONAL CONTRIBUTION					PRIVATE CONTRIBUTION	
Social development	IB (1)	INV (1)	Total 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)
Measure 1			11,600,000	8,000,000								
Operation 1.1	-	X	10,100,000	6,500,000	64%	3,600,000	36%	3,600,000				0%
Operation 1.2	X	-	1,500,000	1,500,000	100%	0	0%					0%
Measure 2			1,500,000	1,500,000								
Operation 2.1	X	-	1,500,000	1,500,000	100%	0	0%					0%
Measure 3			3,800,000	3,800,000								
Operation 3.1	X	-	1,000,000	1,000,000	100%		0%					0%
Operation 3.2	-	X	2,800,000	2,800,000	100%	0	0%					0%
Measure 4			6,500,000	6,000,000								
Operation 4.1	X	-	1,500,000	1,500,000	100%	0	0%					0%
Operation 4.2	-	X	5,000,000	4,500,000	90%	500,000	10%		500,000			0%
Measure 5			4,800,000	4,800,000								0%
Operation 5.1	X	-	4,800,000	4,800,000	100%	0	0%					0%
.....												
TOTAL IB			10,300,000	10,300,000	100%	0	0%	0	0	0	0	0%
TOTAL INV			17,900,000	13,800,000	77%	4,100,000	23%	3,600,000	500,000			0%
TOTAL PROJECT			28,200,000	24,100,000	86%	4,100,000	14%	3,600,000	500,000	0	0	0%

NOTE: DO NOT MIX IB AND INV IN THE SAME OPERATION ROW. USE SEPARATE ROW

Amounts net of VAT

(1) In the Operation row, use "X" to identify whether IB or INV

(2) Expressed in % of the **Total** Expenditure (column (a))

4.2 INDICATIVE IMPLEMENTATION SCHEDULE (PERIODS BROKEN DOWN PER QUARTER)

Operations	Start of Tendering/ Call(s) for proposals	Signature of contract(s)	Activity Completion
Operation 1.1. Direct grant to support ALMPs in Serbia	N/A	T+4Q	T+12Q
Operation 1.2 TA to build capacity in employment policy	T+1Q	T+2Q	T+12Q
Operation 2.1 Twinning to strengthen social dialogue	T+1Q	T+3Q	T+12Q
Operation 3.1 TA to support VET	T+1Q	T+2Q	T+12Q
Operation 3.2 Equipment to VET schools	T+8Q	T+9Q	T+16Q
Operation 4.1 TA to promote CBSS	T+1Q	T+2Q	T+10Q
Operation 4.2 Grant Scheme to support CBSS	T+2Q	T+4Q	T+14Q
Operations 5.1 Contribution Agreement to support implementation of the strategy for improvement of the status of Roma	N/A	T+1Q	T+12Q

Procurement related to Measure 1:

Operation 1.1 *Support to ALMPs in Serbia* is to be implemented wholly by the Republic of Serbia National Employment Service (NES) under a grant contract signed with the European Commission. The grant contract will be concluded using the direct award procedure. The use of this procedure is justified on the grounds that NES has a *de jure* monopoly with regard to the implementation of active employment policy in Serbia,¹ as stipulated by the Law on Employment and Unemployment Insurance (see Articles 7 and 43ff);² as such, it “has exclusive competence in the field of activity to which the grant relates”.³

NES consists of the head office, two Provincial Offices and a network of 34 Branch offices (which include services and offices as a smaller scale organisational unit). The NES head office with all the branch offices make a single legal entity with one central account in the head office. According to the adopted programmes and in line with approved activities, funds are then transferred from the head office to the subaccounts of the branch offices. The grant will be signed between EUD and NES and the financial recourses will be used for secondary procurements to finance active labour market programmes. With this additional IPA money, NES will be able to expand its network of job clubs and centres for career guidance and counselling and also to establish this type of service in municipalities. The funds will also be used for delivery of training for the unemployed, establishment of employment self service systems in municipalities, outreach/employment caravans for provision of services on the spot for unemployed people in rural areas. In this way, the coverage of unemployed with NES services

¹ See Regulation (EC, Euratom) No 2342/2002 (the Implementing Rules of the EU’s Financial Regulation), Article 168(1)(c); consolidated version (i.e. including all amendments) can be found at http://ec.europa.eu/budget/biblio/documents/regulations/regulations_en.cfm#rf_modex

² See www.zso.gov.rs for an English version of this law.

³ See PRAG, 6.3.2.

and programmes will be expanded. Due to limitations stipulated in the Financial regulation, no employment subsidies to employers are envisaged.

The draft documentation related to the direct award procedure has already been prepared by MoLESP in line with the PRAG. This includes:

- Description of the action
- Indicative budget of the action

Operation 1.2 *Technical Assistance to build capacity in employment policy* will be contracted through a service contract. Regarding the fact that the NES is seen as one of the actors that will have an active role in implementing IPA IV OPHRD 2014-2020 under DM⁴, TA is identified as an essential support mechanism for transferring necessary knowledge and practical experience. Terms of reference will be developed by MoLESP and NES in close cooperation with SEIO and EUD. The contract will be awarded before the start of implementation of activities under the DA and will last until the end of DA implementation.

Procurement related to Specific Objective 2:

Measure 2 will be implemented by means of the twinning instrument.

Procurement related to Specific Objective 3:

Measure 3 will be delivered through one service contract (Operation 3.1) and one supply contract (Operation 3.2) for modernization of VET education managed by the MoESTD. Procurement procedures can be launched as soon as the FA is concluded. Tendering documents, ToRs and Technical Specification will be prepared by the Ministry of Education, Science and Technological Development in close cooperation with SEIO and EUD. It may be expected that external expert support will be required in finalising the ToR and TS which might be provided by the Project Preparation Facility.

The service contract will be procured first. The supply contract will be procured on condition that there is sufficient progress towards meeting the benchmarks/indicators specified above. Serbian authorities will provide evidence on progress towards meeting the benchmarks/indicators to the Contracting Authority, who will decide on launching the procurement for supplies accordingly.

Procurement related to Specific Objective 4:

Measure 4 will be delivered through one service contract (Operation 4.1) and one grant scheme (Operation 4.2) leading to works, service and supply contracts to LSGs with the purpose of development and delivery of community-based social services and active inclusion initiatives for the Roma population. Procurement procedures for the service contract can be launched as soon as the FA is concluded. Tendering documents, ToRs and GfA will be prepared by the Ministry of Labour, Employment and Social Policy with the external assistance and in close cooperation with SEIO and EUD. It can be expected that external expert support will be required in finalising ToR and especially GfA which might be provided by the Project Preparation Facility.

The TA contract with capacity-building activities shall start at the local level before the award of grants. It will be gradually developed following various implementation stages of the grant scheme. At first, the greatest possible number of LSGs and service providers will be reached through information events and delivery of basic low-intensity capacity-building activities. The following stages will be characterised with the number of LSGs decreasing but with capacity building activities getting higher in intensity, both in terms of content and timing. The ratio is to get well targeted capacity building activities that would enable a number of LSGs to generate high-quality project initiatives that could be awarded with grants. During the implementation of the grant contracts, assistance will focus on identifying good practices as well as services for which standards should be developed. In line with that, the assistance will be provided to the national level to support the coordination and monitoring role, promotion of the licensing system and if required, support in further development of national minimum standards.

⁴ As a part of those preparations, the plan is to, in the next training cycle delivered by the Gap plugging project, include a number of NES staff.

Procurement related to Specific Objective 5:

Measure 5 will be implemented by means of a contribution agreement. Given the complex and intersectoral nature of the measure tackling multi-faceted social exclusion of the Roma in Serbia, the most appropriate model for its implementation would be a contribution agreement with the Organization for Security and Co-operation in Europe, as suggested by the project beneficiaries as the most appropriate organisation for the implementation the Measure. A full justification for making use of this award procedure is given in Annex 7.

4.3 CROSS CUTTING ISSUES

4.3.1 *Equal Opportunities and non discrimination*

The concept of equal opportunity is strongly embedded in the sector design. By developing employment and social services, the sector supports local vulnerable and disadvantaged population by helping them to overcome their social problems, to take an equal role and become productive members of their families, communities and country as a whole. Under the grant scheme envisaged, though a transparent, competitive and equal selection process, projects will be supported that lead to improvement of quality of life of vulnerable populations, such as women victims of violence, youth with behavioural problems, persons with disabilities, minority issues, etc. Women are particularly at risk of exclusion. Therefore, ALMPs will be designed to enable their successful integration into the labour market. Indicators of achievement will measure the participation of women in all measures funded under this project.

4.3.2 *Environment and climate change*

The measures under this sector do not have a direct impact to the protection of the environment. However, whenever possible, all environmentally friendly technologies and environmental policies will be strongly promoted in all tender documentations developed as part of the implementation of the measures.

4.3.3 *Minorities and vulnerable groups*

The main focus of the sector as whole is poverty reduction among and social inclusion of the vulnerable and minority groups who are often faced with multiple factors of exclusion. Measures under the sector are designed to strongly support improvement of the quality of life of vulnerable and minority populations though different initiatives in the employment, education, social and housing areas.

Minority and vulnerable groups experience difficulties in accessing the labour market due to their lack of qualifications and cultural/language barriers. On the other hand, there is a shortage of training opportunities to help them make up for their educational gaps. The measure within the employment area will help develop ALMPs targeting specifically the needs of the most disadvantaged populations including those of minorities through training opportunities, job counselling and brokerage. Indicators of achievement will measure the participation of minorities in ALMPs and assess the impact of implemented measures on their labour market situation.

The measure linked to specific objective in education will help improve the VET system, which encompasses 70% of secondary schools and, as such, can be a powerful force for the inclusion of vulnerable groups in society. It also supports inclusive education practices, with special consideration being given to children from minority groups, such as Roma, children with disabilities, etc. By raising the quality of VET, more and better opportunities for all to join the education system and reach higher levels of education are facilitated.

The measure in the social area is designed in such a way to encourage the development and mainstreaming of adequate community-based social services to the specific needs of vulnerable populations, and in particular, minorities. More innovatively, the project will promote integrated services combining employment, education, health, social and support. The specific groups which the project will address with integrated social inclusion services are Roma, but also IDPs, refugees, LGBT population, persons with disabilities, ex-offenders, women, etc. Subsequently, availability and access to social services to all groups regardless of their geographical location will be enabled leading to better social cohesion and inclusion of disadvantaged groups.

While the special interventions are designed for Roma within the measures for employment, education and social policies, the separated measure will address specific difficulties faced by Roma in particular in relation to access to basic rights, civic participation and adequate housing, as well as the need to implement the integrated approach to Roma inclusion by means of creating joint mobile units in 20 municipalities composed of employment counsellors, health mediators, pedagogical assistants and case managers within centres for social work. By developing drop-out prevention programmes at school, more and better opportunities for all to join the education system and reach higher levels of education are facilitated. Funding of scholarships for children from vulnerable groups, particularly Roma, will strongly contribute to this goal. The project will also aim to increased job creation for Roma, notably Roma women, by providing private sector business organisations and cooperatives with the necessary equipment for the expansion of business operations, in doing so contributing also to the development of corporate social responsibility in Serbia.

The project will encourage public awareness of the needs of the socially vulnerable population, in particular Roma and their inclusion into society.

4.3.4 *Civil Society/Stakeholders involvement*

Civil society organisations and other stakeholders have been already engaged in the different partner consultations organised by the SEIO in designing the measures. The active involvement of civil society will be encouraged through the opportunity for social partners and NGOs to participate as individual grant applicants in delivery of the community-based social services but also as providers of the training and re-training programmes under ALMPs. Furthermore, consultations have taken place with the civil society and other key stakeholders active in the field of Roma inclusion, such as with the National Council of Roma Minority, the League for Roma Decade and the Ecumenical Humanitarian Organisation. Civil society actors will also benefit from improved cooperation between the Government and socio-economic partners and civil society organisations, to support strategic planning and future programming including partner consultation.

ANNEXES

Documents to be annexed to the Sector fiche

ANNEX 1: LOGICAL FRAMEWORK MATRIX FOR SECTOR SUPPORT IN STANDARD FORMAT

LOG FRAME PLANNING MATRIX		7. Social Development		
		Contracting period expires: N+3		Execution period expires: N+2+2
		Total budget	€28.2m	
		IPA budget:	€24.1m	
National sector or sub sector objective	Objectively verifiable indicators (OVI)	Sources of verification		
To promote further socio-economic development in Serbia based on higher levels of employment, a more educated and employable labour force and enhanced social inclusion of people from disadvantaged groups, with a particular emphasis on the Roma	<ul style="list-style-type: none"> • employment rate reaches % by end of execution period • % increase in population with tertiary education by end of execution period • x thousands people lifted above the poverty line by end of execution period 	<ul style="list-style-type: none"> • Labour force surveys (RSO) • MoESTD • SIPRU • MoLESP 		
Sector support objectives within the MIPD sector	Objectively verifiable indicators (OVI)	Sources of Verification	Assumptions	
To increase the effectiveness of Serbian employment policy in line with labour market needs.	<ul style="list-style-type: none"> ▪ At least 3,500 unemployed people serviced by established job clubs, by the end of the execution period ▪ At least 7,000 people serviced by established CGCCs by the end of the execution period ▪ At least 8,000 people serviced by established self-service centres by the end of the execution period ▪ At least 5,000 people in rural areas were covered by the outreach/employment caravans by the end of the execution period • At least 5,000 unemployed people (from defined vulnerable groups) registered at the NES participated in training for LM needs by the end of the execution period, for the purposes of increasing their employability • At least 300 Roma participated in training by the end of the execution period, for the purposes of increasing their employability 	<ul style="list-style-type: none"> • NES • Labour force surveys (RSO) • MoESTD • SIPRU • MoLESP 	<ul style="list-style-type: none"> • The economic crisis does not worsen • The political environment remains stable • There is political will to pursue reforms and a sufficient degree of consensus on reform goals • Reforms of labour market, education and social welfare are effectively implemented 	
To enable social dialogue to be utilised as an instrument for reaching consensus on labour market issues and a forum for discussion on the programming, formulation and implementation of social and economic reforms.	<ul style="list-style-type: none"> • Total number of consultations where the opinion of the national SEC was provided to new laws and economic and social strategies in Serbia by the end of the execution of the measure • 20% increase of signed collective agreements at the sectoral and enterprise level • At least 30 local SECs fully operational and the actors actively involved in the development and implementation of annual plans of activities of the LSEC that include key issues of local economic and social development and promotion of social dialogue until the end of the execution of the measure. 			

<p>To increase capacity of Serbian VET system in improving the quality, coverage and relevance of the vocational education and training.</p>	<ul style="list-style-type: none"> • 40% of VET students to be enrolled under modernised curricula based on economic requirements in VET secondary schools by 2014/2015 school year • 140 schools will have training profiles modernised and approved by the Government for mainstreaming the revised curricula by the end of the execution period. • At least 100 VET schools equipped by the end of the execution period. 		
<p>To support social inclusion policies and development of the range and quality of community-based social services for vulnerable and disadvantaged groups, including Roma, through cross-sectoral approaches and local partnership-based initiatives</p>	<ul style="list-style-type: none"> • 30 % increase of beneficiaries of community-based social services in selected LSGs by the end of the execution of the measure • 20 % increase in community-based social services in selected LSGs by the end of the execution of the measure • At least 10 % increase of Roma engaged in the communal initiatives thorough active inclusion measures 		
<p>To support the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia in the areas of access to basic rights and civic participation, employment, education, health, social welfare, adequate housing and job creation, following the recommendations of the EU Framework for National Roma Integration Strategies up to 2020</p>	<ul style="list-style-type: none"> • At least 1,000 Roma provided with legal aid for subsequent inscription to birth registry and/or identity documents provision • At least 10 % increase of number of Roma participating in civic initiatives, in particular in relation to the enhancement of social inclusion of Roma • In at least 20 municipalities increased number of Roma accessing basic rights, labour market, education, social welfare and healthcare services as a result of joint mobile units' field work by the end of the execution of measure • At least 5 % decrease of school drop-out rate among Roma children (at all levels/in all grades, in comparison to the number of Roma children enrolled in secondary schools) • Roma settlements in the Republic of Serbia are mapped and detailed regulation plans and technical documentation for improvement of utility and housing in at least 20 municipalities are completed by the end of the execution of the measure • At least three cooperative pilot programmes offering job opportunities to at least 50 Roma implemented 		
<p>Results of the sector support</p>	<p>Objectively verifiable indicators (OVI)</p>	<p>Sources of Verification</p>	<p>Assumptions</p>

<p>1. Increased effectiveness of LM measures and employment of disadvantaged groups 2. NES is capable of administering the direct award and performs quality monitoring and evaluation of ALMPs</p>	<p>1.1 Job clubs, CGCCs and self service centres(80 units) established, equipped, staffed and in operation in 40/10/40 local self-governments by the end of execution period 1.2 Job clubs and CGCCs established, equipped, staffed and in operation in 20/10 NES BOs or offices respectively by end of execution period 1.3 At least 120 (60/60)staff members that will be in charge of managing job clubs and CGCCs trained 1.4 At least 3,000 people in rural areas that are registered with NES by the end of the execution period 1.5. At least 90 staff members that will be managing employment carnaves trained; 1.6 At least 5,000 registered unemployed in receipt of training in response to labour market needs by the end of the execution period 1.7 At least 300 registered unemployed Roma in receipt of training in response to labour market needs by the end of the execution period 2.1 Deadlines in the procurement plan are respected and all activities are completed by the end of the execution of the measure 2.2 NES capacities to manage DA built 2.3 NES staff trained in Roma issues 2.4 Local stakeholders (members of Local Employment Council) trained in Roma issues and in integration of Roma issues into Local Employment Action Plans</p>	<ul style="list-style-type: none"> • Project reports • Monitoring reports 	<ul style="list-style-type: none"> • Allocation of adequate personnel in NES and MoLESP to manage the operations foreseen • Sufficient degree of commitment from local stakeholders to contribute to the objectives of the measure • Quality of training providers in charge of designing and conducting training programmes for the unemployed based on the specifications developed by NES
<p>Government and social partners' capacities strengthened at national and local levels to develop, implement and monitor social dialogue within the framework of EU integration</p>	<p>1. Total number of SEC representatives from representative trade unions and employers' associations trained in conducting social dialogue at the national level, as well as collective bargaining at branch and company levels, by the end of the execution of the measure 2. Total number of social partners' representatives that have completed trainings related to the drafting of key strategic documents (SCF, OP, harmonization of laws, etc.) in the context of Serbia's accession to the EU by the end of the execution of the measure. 3. Total number of civil servants from the Labour Sector (MoLESP), the MoLESP, MoF, MoESTD and social partners (representative trade unions and union of employers) trained in social dialogue development and harmonisation with EU legislation in the field of social dialogue, including workers' participation, by the end of the execution of the measure 4. Social partners and local governments in 30 municipalities actively participate in the work of local SECs by the end of the execution of the measure 5. At least 20 representatives of social partners and civil servants of the Labour Sector (MoLESP) successfully completed ToT for the development, implementation and monitoring of social dialogue</p>	<ul style="list-style-type: none"> • Annual reports of the National SEC • Annual reports of Local SECs • Annual reports by the Standing Conference of Towns and Municipalities (SCTM) • Annual reports of the MoLESP • Signed and registered collective agreements • Monitoring reports • Training reports • Minutes of the meetings 	<ul style="list-style-type: none"> • Full commitment by stakeholders to the process and delivery of project results • Efficient and effective cooperation among local and national stakeholders towards economic and social development
<p>1. Assessed and revised training programmes prepared to be implemented in 140 VET schools 2. Improved governance of the VET reform</p>	<p>1.1 At least 53 piloted profiles revised, validated by sector committees and mainstreamed across all schools delivering those profiles by the end of the intervention 1.2 At least 140 VET schools involved in profile modernisation and mainstreaming by the end of the intervention</p>	<ul style="list-style-type: none"> • Project reports • Monitoring reports 	<ul style="list-style-type: none"> • Commitment of the Ministry of Education, Science and Technological Development to lead VET reform, enable timely decision-making and cooperation of all relevant stakeholders

	<p>1.3 Teachers from 140 schools for the 53 profiles trained to deliver the modernised profiles using new student centred methods/learning-teaching methods until the end of the intervention</p> <p>1.4 100 VET schools equipped with the equipment necessary for implementation of the new curricula by the end of the intervention</p> <p>2.1 At least 15 sectoral committees are fully operational and involved in the assessment/revision of educational profiles/curriculum until the end of the intervention</p> <p>2.2 All relevant stakeholders including sectorial committee members are trained for their involvement in the VET modernisation process by the end of the intervention</p> <p>2.3 53 VET profiles curricula at levels 3 and 4 are assessed and revised until the end of the intervention;</p> <p>2.4 All staff involved in delivering the revised curricula at levels 3 and 4 will be trained for delivering and using the new teaching/learning instruments</p> <p>2.5 Detailed road map for further modernisation of VET by sectors and profiles based on labour market needs assessment developed until the end of the project.</p> <p>2.6 A National Qualification Framework with relevant capacity and governance structure, will be in place by the end of the intervention</p>		<ul style="list-style-type: none"> • Commitment from all stakeholders is vital to pursue the introduction of revised profiles and curricula to new VET schools throughout the country • Adequate incentives for schools should be devised and introduced to facilitate the reform process
<p>1. Community-based social services for vulnerable groups and active inclusion initiatives for Roma population developed</p> <p>2. Capacities at the national and local level strengthened to manage social inclusion policies across the country</p>	<p>1.1 At least 20 LSGs' projects awarded through grant scheme for development of the CBSSs by the end of the implementation of the measure</p> <p>1.2 At least 10 LSGs' projects awarded through grant scheme for active inclusion initiatives for the Roma population by the end of the implementation of the measure</p> <p>1.3 # of CBSS for vulnerable groups developed by the end of the implementation of the measure</p> <p>1.4 At least 30 % of supported LSGs delivering Roma active inclusion initiatives</p> <p>1.5 At least 10% of all CBSSs developed are cross-sectoral</p> <p>1.6 At least 10% of CBSSs are innovative and selected for mainstreaming</p> <p>1.7 At least of 50% of all supported CBSSs' beneficiaries are women</p> <p>1.8 Preference provided to CBSS that cover multiple municipalities and are implemented in partnership between municipalities with a potential multiplier effect.</p> <p>2.1 Local decisions on CBSSs adopted in all supported LSGs by the end of the implementation</p> <p>2.2 Training delivered to the stakeholders in at least 60 pre- selected LSGs by the end of the first year of the project</p> <p>2.3 MoLESP developed criteria for mainstreaming best practices in CBSSs by the end of the implementation</p> <p>2.4 National minimum standards developed for at least 2 new social services and/or cross-sectoral services by the end of the implementation</p> <p>2.5 % increase of licensed social service providers in the country by the end of the implementation</p>	<ul style="list-style-type: none"> • Project reports • Monitoring reports 	<ul style="list-style-type: none"> • Commitment from the Ministry of Labour, Employment and Social Policy • Efficient cooperation between all relevant line ministries, in particular regarding the joint development of standards for integrated services • Efficient and effective cooperation among various stakeholders at national and local levels as well as among state and non-state service providers

	<p>2.6 MoLESP improved system of monitoring and related databases on CBSSs provision across the country in place by the end of the implementation</p> <p>2.7 Criteria for earmarked transfers improved and implemented by the end of the implementation</p> <p>2.8 Number of case managers within CSWs trained to deal with Roma inclusion issues</p> <p>2.9 Coordination mechanism put in place for measures promoting Roma inclusion and Roma support under specific objective 5.</p>		
<p>1. Access of Roma to basic rights improved</p> <p>2. Roma civil society organisations' capacity strengthened to actively engage in civic initiatives</p> <p>3. Joint mobile units for Roma inclusion created, equipped and functional for effective and efficient field work</p> <p>4. Designed and delivered drop-out prevention programmes for Roma children to be rolled out to other children at risk of dropping out</p> <p>5. Regulatory preparations in place for infrastructural improvement of housing conditions</p> <p>6. Cooperatives supported</p>	<p>1.1 At least 1,000 requests submitted for subsequent inscription in birth registry and/or identity documents provision</p> <p>2.1 Representatives of at least 20 Roma civil society organisations capacitated to develop and implement local action plans (LAPs) as well as to monitor and report on Roma inclusion measures' implementation</p> <p>3.1 At least 80 members of joint mobile units trained on issues such as Roma rights, mediation, integrated approach and active inclusion, anti-discrimination and prevention of family violence</p> <p>3.2 # of joint mobile units equipped with vehicles, as well as with promotional leaflets on Roma rights</p> <p>3.3 Annual programme for joint mobile units has been established and is implemented</p> <p>3.4 Complete database on Roma informal settlements developed in line with adopted legislation on data protection allowing for sustainable monitoring of the development of settlements</p> <p>3.5 Sustainable plans for implementing mobile programmes in future years are in place</p> <p>3.6 # of relevant by-laws prepared for the integration of Health Mediators in the public administration system</p> <p>3.7 # of Health Mediators trained to deal with Roma inclusion issues</p> <p>3.8 # of health workers educated in the field of combating discrimination against Roma</p> <p>4.1 Criteria developed for scholarship programme and award of scholarships to Roma children by the end of the intervention</p> <p>4.2 # of mentors for scholarship awardees trained across the country by the end of the intervention</p> <p>4.3 # of secondary schools implementing school-based mentoring programme</p> <p>4.4 # of pedagogical assistants trained</p> <p>4.5 # of scholarship awards</p> <p>5.1 Geographical Information System database on Roma settlements developed</p> <p>5.2 Needs assessments for settlements and/or resettlement action plans prepared aiming at permanent settlement solutions;</p> <p>5.3 Legal framework for resettlement actions completed;</p> <p>5.4 At least 10 workshops of local administration and other key actors are held regarding the regularization and improvement of Roma settlements</p> <p>5.5 At least 20 training courses for Roma inhabitants and other key actors are organised regarding the implementation of self-help construction</p>	<ul style="list-style-type: none"> • Certificates on submitted requests for subsequent inscription in birth registry • Line ministries' annual reports • Evidence on purchase of equipment • Training reports • Database software • Draft by-laws • Project monitoring reports • Roma settlements database software • Draft regulation plans • Study on specific models 	<ul style="list-style-type: none"> • Availability of cooperatives willing to receive support and employ additional Roma employees. • LSGs willing to fully participate in the implementation of the housing intervention

	<p>activities</p> <p>5.6 At least 10 of detailed regulation plans for Roma settlements prepared</p> <p>5.7 At least three feasible specific models developed for the housing solutions targeting vulnerable Roma populations, including costing analysis</p> <p>5.8 At least 20 of local municipal staff trained to deal with Roma issues in the field of housing</p> <p>5.9 Necessary documentation in place to launch tenders for housing solutions</p> <p>6.1 At least three cooperatives (e.g. those founded through SWIFT projects) are supported and equipped for creating additional job opportunities for Roma</p>		
Measures to achieve results	Means / operations	Costs (IPA contribution)	Assumptions
<ul style="list-style-type: none"> Measure 1: Increasing the effectiveness of employment policies towards disadvantaged groups 	<p>Support to ALMPs – direct award</p> <p>TA to NES – service contract</p>	<p>Measure 1: €8m</p> <p>€6.5m</p> <p>€1.5m</p>	Commitment from all stakeholders to take part in the measures
<ul style="list-style-type: none"> Measure 2: Strengthening the capacity of government and social partners to use social dialogue as a tool for the development and implementation of social and economic reforms 	<p>Twinning</p>	<p>Measure 2: €1.5m</p>	
<ul style="list-style-type: none"> Measure 3: Improving the quality, coverage and relevance of education through modernisation of VET and drop-out prevention interventions 	<p>TA to support VET – service contract</p> <p>Equipment to VET schools – supply contract</p>	<p>Measure 3: €3.8m</p> <p>€1m</p> <p>€2.8m</p>	
<ul style="list-style-type: none"> Measure 4: Support to social inclusion of the most vulnerable groups, including Roma, through more diversified community-based social services 	<p>TA to develop local inclusion policies – service contract</p> <p>Support to CBSSs – grant scheme</p>	<p>Measure 4: €6m</p> <p>€1.5m</p> <p>€4.5m</p>	
<ul style="list-style-type: none"> Measure 5: Implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia 	<p>Contribution agreement with OSCE</p>	<p>Measure 5: €4.8 m</p>	

Precondition: Contracts related to objective 3 (operation 3.1 and operation 3.2) will be implemented on condition that the procedure on evaluation, authorization and introduction of new pilot profiles into the system is effectively moved forward. With regard to 2012/2013 academic year for 5 new profiles the procedure was completed and they will be introduced into the system. 8 profiles in the field of medicine and social welfare and 4 profiles in the field of agriculture, electronics and mechanical engineering, have been sent for the approval to the vocational education and national education councils and several of those profiles should be introduced into the system in 2012/2013 as well. In addition, at least 10 new profiles will be introduced for the academic year 2013/2014 before the IPA 2012 contracts are concluded.

ANNEX 2: DESCRIPTION OF INSTITUTIONAL FRAMEWORK

The Project Steering Committee (PSC) will be established for the control and supervision of the project activities/outputs. The PSC shall be composed of the representatives of following beneficiaries and stakeholders: The Serbian European Integration Office, the Office for Human and Minority Rights, the, the Ministry of Education, Science and Technological Development, the Ministry of Labour, Employment and Social Policy, the Ministry of Health, the Ministry of Construction and Urbanism, the National Employment Service

ANNEX 3: POLITICAL, LEGAL AND INSTITUTIONAL FRAMEWORK:

Reference to laws and regulations

- The Law on Employment and Unemployment Insurance;
- The Law on Vocational Rehabilitation and Employment of People with Disabilities;
- The Law on Social Welfare.
- Law on the Prohibition of Discrimination Against Persons with Disabilities
- Law on Financial Support for families with Children
- Family Law
- The Law on the Foundations of the Education System
- The Law of Preschool Education
- The Law of Primary Education
- The Law of Secondary Education
- Labour Law
- Law on Peaceful Settlement of Labour Disputes
- Law on the Socio-Economic Council
- Law on Occupational Safety and Health
- Gender Equality Law
- Social Housing Law

Reference to AP /NPAA / EP / SAA

The Sector Fiche is in line with **the Stabilization and Association Agreement (SAA)**¹ which states (Article 101) “Co-operation shall also seek to support the adaptation of the Serbian social security system to the new economic and social requirements, and shall involve the adjustment of the legislation in Serbia concerning working conditions and equal opportunities for women and men, for people with disabilities and for people belonging to minority and other vulnerable groups” and Article 102

¹ Stabilisation and Association Agreement (SAA) between the European Communities and their Member States and the Republic of Serbia, signed on 29th April 2008 and ratified in the National Assembly of the Republic of Serbia on 9th September 2008

- Raising the level of VET and (management) training by designing programmes that contribute to the upgrading of educational and training structures and activities in Serbia.
- Ensuring that access to all levels of education and training in Serbia is free of discrimination on the grounds of gender, colour, ethnic origin or religion.

The Sector Fiche also addresses the following priorities of the **European Partnership**:

- Continue de-institutionalisation, community-based services and aid to dependent persons including in the field of mental health (short term priority, under Political Criteria – Human Rights and Protection of Minorities);
- Continue efforts to promote good inter-ethnic relations, including measures in the field of education (short-term priority of Political Criteria under Minority rights, cultural rights and protection of minorities);
- Further develop social inclusion and social protection policies and take further efforts to improve the situation of persons with disabilities (medium term priority under Employment and Social Policies);
- Adopt measures to increase school enrolment rates at secondary level of children of all communities and further develop social inclusion and social protection policies (medium-term priorities, European Standards – Employment and Social Policies);
- Strengthen policy-making capacity and inter-ministerial coordination at government and local levels... implement the constitutional provisions relating to decentralisation and ensure the resources for local governments and adopt and implement decentralisation reform ensuring viability of local governments medium term priorities (under Political Criteria – Democracy and Rule of Law);
- To continue with efforts aiming integrate and improve conditions for children with disabilities. To reform the childcare system and assure formal education for children belonging to national minorities (medium-term priority of Political Criteria under Human rights and protection of minorities);
- Continue efforts to improve education system; establish better links between vocational and higher education and the labour market and economic needs; strengthen administrative capacity and improve coordination among relevant bodies (short term priority, under European Standards – Education and Research);
- Adopt a national qualification framework for vocational and education training; promote regional cooperation in the field of higher education (medium-term priorities, European Standards – Education and Research);
- Improve the education system with the aim of increasing skills which fostering employment opportunities and long-term economic growth (medium-term priorities, Economic Criteria).

Reference to National Development Plan

Reference to national / sectoral investment plans

The Sector Fiche is in line with the **National Employment Strategy** for 2011-2020. In particular, the project falls under the four priorities defined for ALMPs in the strategy:

- Employment promotion in less developed regions and development of regional and local employment policy
- Human capital promotion and greater social inclusion
- Improvement of institutions and labour market development
- Reduction of labour market dualities.

The Sector Fiche links to the **National Strategy for Accession to the European Union** in the section labour market and employment (3.2.2.1.) which among recommendations states that employment policy “labour policy reform should be based on giving priority to active instead of passive measures”, also that “attention should be paid to developing new modalities for self-employment programmes in the years to come” and that “an important precondition is the reform of the National Employment Service”.

In the section for education (3.2.2.2.) it is stated that “Serbia needs to create an open and flexible system of vocational training” as response to social, economic, technical, technological, and demographic changes. “One of the fundamental goals of further development of vocational education is its base in the lifelong learning concept. In order to achieve the necessary social and economic changes, Serbia needs to restructure its human capital, provide it with the new knowledge, skills and value system, behaviour and attitudes. In other words, adult education is the fundament of Serbian social and economic transformation.” Furthermore, projects support policies related to the equal access to upbringing and education for children with disabilities and children from ethnic minorities - “To include Roma into the educational system and to provide continuity of schooling, as well as to provide quality education, develop tolerance, respect of differences and cherish cultural identity.”

The Sector Fiche also links to recommendations in the section on social welfare (3.2.3.3.) which states that: “An important element of the long-term strategy is the reform of social services, which is moving towards deinstitutionalisation, development of alternative forms of social protection and engaging various players in the sphere of service provision.”

The Sector Fiche also addresses two priorities of the **National Programme for Integration of the Republic of Serbia with the EU (NPI)**. It will directly contribute to the activation and involvement of local stakeholders in the identification of local labour market needs and the design of tailor-made responses. It will support the NPI priority of “establishing foundations for integral protection of the most vulnerable and sensitive groups of the population...further activities of creating conditions for the development of services in the local community which guarantee the protection of vulnerable groups in a less restrictive environment and support for the natural family...developing a local community service network and introducing a quality control system...defining standards for services in the social protection system and ...facilitating access to and exercising social protection rights for marginalised groups.” Also in relation to section (3.26.1) and in particular to:

- Short-term priorities (3.26.1.4)
 - further development of special measures to increase the number of children from vulnerable groups (Roma children, children from socio-economic high risk environments, children with developmental disabilities) by designing quality preparatory preschool programmes,
 - further development of inclusive models in education and strengthening capacities for implementation of inclusive education (material-technical, financial, human resources, programmatic),
 - development of new educational programmes and improvement of existing programmes in the aim of achieving quality results and higher education standards.

- intensify preparation for formulating National Framework of Qualifications
- developing system of children protection from violence in school environment
- Medium-term priorities (3.26.1.5)
 - expand and optimise the network of preschool institutions and functional optimisation of the elementary school network,
 - increase the number of children with quality preschool education.
 - developing and implementing support mechanisms for inclusive education
 - establish system of certification and accreditation in the vocational education and qualification
 - ensure modern, quality and continual professional development of employees in education
 - continual tracking of progress and pupil achievements.

With reference to the key national programming document the **Needs of the Republic of Serbia for International Assistance in the Period 2011-2013**, the Sector Fiche addresses the medium-term priorities 1, 2 and 3 of the human resources development sector

- Priority 1: “Raise employment in the formal economy by more flexible and inclusive labour markets and better employment policies and social dialogue in line with EU trends.” In particular, in line with the measure 1.1 - Support to the development of regional and local employment policies
- Priority 2: “Improve the quality of and access to the education system to enable the full and equal participation of every citizen in the economic, political and social life in the context of a knowledge-based society.” In line with the Measure 2.1 - Improving the quality and relevance of VET and adult education within the National Qualifications Framework of Serbia and the Measure 2.2 - Ensuring access and reaching higher levels of education for children at risk.
- Priority 3: “Reduce poverty and social exclusion in Serbia by addressing the needs of disadvantaged groups in a multidimensional way based on a stronger coordination of existing policies and services and the development of community-based solutions”. In particular, in line with the measure 3.1 - Supporting social inclusion through more diversified community-based social services.

Furthermore, the Sector Fiche is in line with the **Social Welfare Development Strategy (SWDS)** which has been guiding reforms in the sector since 2005. In particular, the project addresses the objective “Development of a network of integrated community-based services reflecting the needs of local beneficiaries and complying with minimum quality standards”. One of the milestones of the current reform is the adoption of a **new Law on Social Welfare** which creates the framework for further decentralisation and modernisation of social welfare in Serbia. The Law places greater emphasis on the provision of social services in the community and the family and promotes the development and mainstreaming of new and innovative services. The Law also gives more prominence to LSGs in conducting social welfare policies and lays out a framework for regulating decentralized service delivery based on national minimum standards. Finally, one of the goals of the new Law is to contribute to a greater plurality of services providers through the establishment of a quality assurance system including licensing of professionals and service providers and more efficient inspection and supervision mechanisms.

The Sector Fiche directly addresses the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia (2009).

The Sector fiche is in line with the National Social Housing Strategy (NSHS, adopted in February 2012), which provides flexible approach in social housing development through defining different housing program models appropriate for poor households, as: obtaining apartments for housing under social protection programs; obtaining apartments in public ownership for rental housing; improvement of conditions of occupancy in one's own property through different programs of financial support; housing allowance for rent payment.. Specific goal 7 of the NSHS is: "Improved conditions of living of inhabitants of sub-standard settlements", which directly relates to the sub-standard Roma settlements, and which contains two programs: Development of planning regulations for sub-standard settlements and Legal regulation of dislocation. Also, the Specific goal 6: "Established instruments for prevention and reduction of homelessness" provides the base for collection of information about inhabitants which live in extremely inadequate and unsafe housing conditions, and also who are without home (see the ETHOS of the Feantsa), which are very often inhabitants of so called "unhygienic Roma settlements" (slums).

The Sector Fiche directly contributes to the achievement of the **National Millennium Development Goal 2**, adopted by the Government of the Republic of Serbia in 2006, "Ensure that all boys and girls complete a full course of primary schooling by 2015". In this way, the project contributes to fulfilling the following tasks (pages 18-19):

- By 2015, ensure that 70% of all children aged 3 to 7 years are attending preschool, with particular emphasis on children from vulnerable populations (children living in rural areas, Roma children, children with disabilities, etc.);
- Reduce the dropout rate of children entering 5th grade to under 1%.

The Sector Fiche is in line with the **Strategy for the Development of Secondary Vocational Education**, which was adopted in December 2006. The Strategy defines the main objective of the VET system, which is "to provide youth and adults with the opportunities to gain knowledge, skills and competencies needed for work and employment and to ensure conditions for further education and learning in the perspective of the society's sustainable development". The Strategy's goals are reflected in the new Law on the Foundations of the Education System (2009). The Action Plan for the implementation of the Strategy was adopted in 2009.

The **VET development strategy** and its Action Plan revolve around the following themes:

- development of social partnership in vocational education in Serbia though further institutional development enabling cross-sectoral approach in further reform of the VET system;
- development of the National Qualifications Framework as the cornerstone of the education system including VET;
- Establishment of quality assurance system and transparent accreditation and certification system;
- establishment and development of the system of career guidance and counselling in vocational education in Serbia²;
- development of entrepreneurship in vocational education.

Furthermore, Sector Fiche is line with the priorities identified within "**Education in Serbia, How to Achieve Better Results? Guidelines for further development and quality improvement in pre-school, primary, general secondary and art secondary education 2010-2020**", which forms a platform for development of an integrated education strategy. It defines the following priorities in pre-school education: further develop the network of pre-school

² The Strategy for Career Guidance and Counseling and related Action Plan are prepared by the Ministry of Youth and Sport and adopted by the Government

institutions, improve coverage of the children with early pre-school education, provide diversity of the pre-school institutions and programmes, develop national quality standards and procedures for accreditation and improve the preparatory pre-school programme.

The need to improve inclusive education, with a focus on inclusion of socially excluded groups, has been explicitly recognised in numerous other strategic documents adopted by the Government of Serbia such as: the **Action Plan for Roma Education Improvement** (2005), the **Strategy for Economic Development** (2006), the **National Action Plan for Children** (Government of RS, 2004). The Sector Fiche also addresses recommendations in the Roadmap for Inclusive Education (2008).

Furthermore it also aligns with numerous other strategic documents adopted by the Government of Serbia dedicated to improving positions of vulnerable and disadvantaged groups such as: the Strategy for the Improvement of the Position of Persons with Disabilities, the National Strategy for Improving the Position of Women and Promoting Gender Equality, the Strategy on Development and Promotion of the Corporate Social Responsibility in Serbia, the National Strategy for Resolving the Problems of Refugees and Internally Displaced Persons, the National Strategy on Ageing, the National Public Health Strategy, the draft National Social Housing Strategy.

The Sector Fiche is also in line with the measures and recommendations of the Government of Serbia First National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia.

ANNEX 4: DETAILS PER EU FUNDED OPERATION(*) WHERE APPLICABLE:

Measure 1 will be implemented through a direct award to NES (Operation 1.1) and a service contract (Operation 1.2).

Operation 1.1 *Support to ALMPs in Serbia* – Direct award to NES- EUR 6,500,000.

Detailed criteria will be developed in the description of the Action.

The duration of the action is 24 months.

Given the rules applicable to so-called sub- or re-granting under EU programmes (i.e. when a grant beneficiary provides third parties with subsidies financed under the grant),³ co-financing many of the ALMPs run by NES is not feasible⁴. As a result, the financing of active employment policy measures under the Direct Award would be limited to those involving procurement (secondary procurement) as opposed to subsidies; they are as follows:

1. Vocational guidance and career counselling – job clubs, CGCCs and self service centres
2. Training in response to labour market needs
3. Outreach caravans

In practice, this would involve the following types of expenditures:

- Equipment and furniture for job clubs, CGCCs and self-service centres
- Salaries of staff in NES PIU and local job clubs and CGCCs
- Training expenditures of staff
- Costs of training in response to labour market needs,
- Equipment for outreach/employment caravans and related costs
- Information and publicity materials
- Visibility events
- Equipment and furniture for the project office
- Expenditure verification

Operation 1.2 *TA to build capacity in employment policy* – Service contract - EUR 1,500,000.

Detailed criteria will be developed in the Terms of Reference for this service contract.

Duration of the service contract is up to 30 months.

The team of experts will provide assistance in relation to Specific objective 1 and related results.

The service contract will provide technical assistance to NES and MoLESP and other relevant national stakeholders involved such as local self-governments and members of local

³ See Regulation (EC, Euratom) No 2342/2002 (the Implementing Rules of the EU's Financial Regulation), Article 184(a)(2).

⁴ Article 184a of the Financial Regulation Implementing Rules, which is the basis of PRAG sections 6.3.2 and 6.2.11, stipulates that grant beneficiaries can only re-grant to third parties to a limit of €10,000 per re-grant and €100,000 in total, and that sub-granting cannot be the "main purpose" of the grant. It means that financial subsidies to both employers (job subsidies) and self-employed are severely restricted, to the point where they are not worth pursuing.

employment councils. The team will be comprised of experts in employment policy, EU procurement rules, capacity building and training.

The expert team shall build the capacity of NES in administrating the direct award and in enhancing the effectiveness of its employment policy, in particular through effective monitoring and evaluation of implemented ALMPs and better targeting of measures to the needs of disadvantaged groups, in particular the Roma. The team will also support NES in improving the performance of local stakeholders in employment policy through the activities foreseen under the direct award (training and supply of equipment to selected municipalities) and capacity building activities related to LEAPs.

Measure 2 will be implemented by through a twinning contract.

Measure 3 will be implemented through a service contract (Operation 3.1) and supply contract (Operation 3.2).

Operation 3.1 TA to support VET– Service contract – EUR 1,000,000

Detailed criteria will be developed in the Terms of Reference for this service contract.

Duration of the service contract is up to 24 months.

The team of experts will provide assistance in relation to Specific objective 3 and related results.

Technical assistance will be provided to MoESTD, and other relevant national stakeholders (Council for Vocational Education and Training and Adult Education, VET and AE Centre within the Institute for the Improvement of Education, Institute for Education Quality and Evaluation) and schools in the process of modernization of profiles.

The team will be comprised of experts in the field of VET education. The expert team shall provide the following activities which are not considered definitive and will be subject to drafting of the ToR:

- At the local level, experts will support VET schools in adopting revised profiles and curricula through teachers' training, methodological and pedagogical support and guidance to schools;
- Capacity building and technical assistance support to VET and AE Council in the decision-making and steering process of further VET reform
- Support to VET and AE Centre in day-to-day running of the VET modernization
- Capacity building, training and advice to sector committees in defining/revising standards of qualifications for all profiles in line with labour market needs

Operation 3.2 Equipment to VET schools – Supply contract – EUR 2,800,000.

Needs assessment is annexed to this document. All listed items are identified according to the needs of education profiles that have already been introduced into the system.

Measure 4 will be implemented through a service contract (Operation 4.1) and a grant scheme (Operation 4.2).

Operation 4.1 TA to promote CBSS – Service contract - EUR 1,500,000.

Detailed criteria will be developed in the Terms of Reference for this service contract.

Duration of the service contract is up to 24 months with possible extension.

The team of experts will provide assistance in relation to Specific objective 4 and related results.

The service contract will provide technical assistance to MoLESP, other relevant national stakeholders involved (Institute for Social Protection, Ministry of Health, etc.), local self-governments and social service providers, primarily to non-state providers. The team will be comprised of experts in social inclusion policies, capacity building and training and grant scheme management.

The expert team shall provide the following activities which are not considered definitive and will be subject to drafting of the ToR:

- Capacity building to LSGs in managing social inclusion policies and service such as e.g. needs assessment, prioritizing social services, financing, monitoring and evaluating
- Training to LSGs local partnerships community-based social inclusion initiatives in line with identified needs of local vulnerable population and in designing active inclusion initiatives for the Roma population
- Training LSGs in commissioning services in compliance with regulatory mechanisms (national minimum standards and licensing procedures) defined by the Law
- Support to LSGs grant applicants in developing quality proposals to meet multidimensional needs of vulnerable and disadvantaged populations including mainstreamed services, cross-sectoral and innovative social services and their implementation
- Support to MoLESP in implementing and monitoring the grant scheme for LSGs to support delivery of community-based social inclusion services
- Capacity building and technical assistance to MoLESP, including other relevant institutions to steer social inclusion policies across the country based on functional analysis and best practices in EU countries, raise awareness on social inclusion and disseminate best practices
- Technical assistance to relevant national institutions in mainstreaming and monitoring innovative and cross-sectoral community-based services through the development of joint national standards
- Capacity building for social service providers in compliance with minimum standards linked to licensing procedures and other regulatory mechanisms
- Support to further improvement and implementation of the procedures, criteria and guidelines for earmarked transfers to LSGs.

Operation 4.2 - 2 Grant Scheme to support CBSS and active inclusion initiatives for Roma – € 5m

- Detailed criteria for the call(s) for proposals will be developed in the Guidelines for Applicants, and below are provided key elements that should be considered:

The **overall indicative amount** made available under this Call for Proposals is **EUR 5,000,000**.

The procedure for this CfP shall be restricted, i.e all applicants may ask to **take part but only the applicants who have been shortlisted** (on the basis of a concept note in response to the published Guidelines for Applicants) will be invited to submit a full proposal.

Within the overall objective to improve social inclusion and poverty reduction among the most vulnerable and disadvantaged groups, the **specific objective** of this CfP is to support local self-governments (LSGs) in developing and delivering the range of community-based

social services to vulnerable and disadvantaged groups and active inclusion initiatives for the Roma population.

The grants scheme will have 2 lots:

- LOT 1 for community-based social services in the amount of EUR 3,500,000
- LOT 2 for active inclusion initiatives for the Roma population in the amount of EUR 1,500,000
- **Size of individual grants** shall be between minimum amount – EUR 100,000 EUR and maximum amount EUR 200,000. The co-financing may not be less than 10% of the total eligible costs of the action. It should be preferably funded from the local municipal budget, and should originate from the local (municipal, city or town) budget's lines that are programmed for social welfare, social inclusion and social development.
- **Sub-contracting:** purchase of equipment and vehicles, space rehabilitation, small scale infrastructural work and development of technical documentation for these purposes may be supported only if it aims at service development and shall be up to a maximum 30% of the grant amount.
- **Applicant(s)** which may request a grant are local self-governments: municipality, town / city or city municipality in the Republic of Serbia individually or acting in a consortium with another LSG where one local authority is a lead applicant. Applicants must act with partner organizations where the partner is a social service provider which is preferably a licensed service provider (with a full or temporary license) or as an experienced social services provider has entered into the licensing procedure. The local self-government must pre-select partners based on principles of transparency, open competition and above all good governance in line with the Law, and the proof documents demonstrating a transparent process of selection of the organizations that will act as Action partners/deliver community based services should be submitted.
- **Eligible actions**
 - should fall within the social sector, aiming at supporting social inclusion of local vulnerable populations in community-based settings.
 - Duration of an action should be between 12 and 24 months.
 - Eligible types of actions primarily include establishment and further development of community-based social services for vulnerable populations as they are defined in the Law on Social Welfare. Services need to be developed in line with standards or guidelines for services that are developed by the Ministry of Labour, Employment and Social Policy .
 - The grants may be used to set up new services or strengthen/further develop existing services.
 - The grants may be also used for development of innovative and cross-sectoral services for which standards still have not been developed for the purpose of providing holistic approaches to improving the quality of life for vulnerable populations.
- The specificity of LOT 2 shall be the development of active inclusion initiatives for activation of local Roma populations, so priority may be given to Roma beneficiaries of financial social assistance, etc. Activation of Roma populations shall not necessarily or exclusively be in the delivery of social services, but also might include a wide range of other communal activities (street decoration, park rearrangements,

reconstruction of schools, play yards, engagement in the public communal enterprises, NGOs, etc.)

Measure 5 will be implemented by means of a contribution agreement with the Organization for Security and Co-operation in Europe to Serbia (OSCE Mission). See Annex 7

ANNEX 5: POSSIBLE VISIBILITY ACTIVITIES

The project visibility activities will be organised to promote exchange of experiences, constraints and best practices achieved on the project.

The main aims of the publicity / visibility requirements are to increase the public awareness and transparency over the project activities and to inform potential beneficiaries about the project results. Publicity must be ensured in accordance with the applicable rules on the visibility of external action laid down and published in the “EU guidelines on visibility” available on: http://ec.europa.eu/europeaid/work/visibility/index_en.htm.

The standard formats will be used in briefings, newsletters, press conferences, presentations, invitations and signs to highlight EU participation. The key tools of information and communication are:

- Media – press releases, press events, interviews, background papers, project visits;
- Events – forums, information days, workshops, professional debates, seminars, conferences, project presentations, other regional events.

Publications – newsletters, brochures, leaflets, project information sheets, reports, studies, programme presentation summaries

- Publications Internet pages;
- Others: billboards, plagues, stickers, flags, maps, posters and tableaux.

ANNEX 6:

NEEDS ASSESSMENT FOR THE SUPPLIES RELATED TO RESULT 3, UNDER MEASURE 5 THAT WILL BE IMPLEMENTED THROUGH A CONTRIBUTION AGREEMENT

1. Background

1.1.Context and rationale

There are still significant disparities between the Roma and the general population in the Republic of Serbia in terms of access to employment, education, healthcare and social services. The project addresses the most persistent aspects of Roma exclusion aiming to improve their status by supporting the implementation of the national Roma strategy, in particular through interventions aimed at improving access of Roma to employment and education opportunities, health and social services. It will also contribute to better inter-ministerial co-operation as well as to coordination and synergy between local level actors in the relevant fields.

The line ministries in charge of the above-mentioned four public services systems, in collaboration with local authorities (such as the National Employment Service's branches and municipal centers for social work), shall constitute joint mobile units (JMUs) in 20 municipalities throughout Serbia composed of employment counsellors, pedagogical assistants, case managers within centres for social work and health mediators. The JMUs shall be the principal on-the-ground tool of the public services systems concerned with providing relevant social inclusion assistance to Roma living both in informal and formal settlements. The availability of the equipment sought in the supply contracts will facilitate the work of the JMUs and contribute to the effective establishment and functioning of the first public service units in Serbia constituted in line with the EU principle of integrated approach to Roma inclusion, and thus lead to significant improvements in service delivery and efficiency, respectively.

1.2. Legal context (including requirements from EU acquis and new legislation)

EU legislation

- The supply contracts relate to two chapters of the *Acquis Communautaire*: Chapter 19 Social Policy and Employment and Chapter 23 Judiciary and Fundamental Rights. More specifically, the contracts contribute to the fulfillment of the EU requirements set by primary and secondary legislation, in particular by the Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin, in relation to the conditions for access to employment, social protection, including social security and healthcare and access to and supply of goods and services which are available to the public, including housing (Article 3).
- Furthermore, the equipment shall meet the standards set by the Practical Guide to Contract procedures for EU external actions (March 2011) in particular in terms of environmental performance and the accessibility criteria for people with disabilities or the design for all users.

National legislation

- As regards relevant Serbian legislation requirements, the supply contracts are fully in line with the EU acquis-based affirmative action set by the Serbian Antidiscrimination Law aiming at achieving equality, protection and progress of individuals in an unequal position in comparison to the general population (Article 14), as well as with the same principle identified within the Strategy for Improvement of the Status of Roma in the Republic of Serbia.
- Additionally, the contracts link with several sector laws, such as the Law on Employment and Unemployment Insurance, the Law on the Foundations of the Education System, the Social Welfare Law and the Health Care Law, which provide grounds for equal access to rights and services to all citizens

1.3 Institutional context

The supply contract shall be managed by the Contracting Authority and/or grant beneficiary (international organisation). The Office for Human and Minority Rights, will oversee project implementation as the primary project beneficiary, although the project has been designed as a collaborative effort among several ministries that will work collectively to address issues identified in the the Strategy for Improvement of the Status of Roma in the Republic of Serbia. The main project beneficiaries are the following line ministries: Ministry of Education, Science and Technological Development, Ministry of Labour, Employment and Social Policy, Ministry of Construction and Urbanism and Ministry of Health. The ministries have been established by the Law on Ministries (2012). In addition to these project beneficiaries, other public bodies established by the law or by local self-governments shall benefit from the action, i.e. from the purchase of equipment (vehicles), such as the National Employment Service, schools, centres for social work and healthcare centres.

The modalities of use and maintenance of vehicles, as well as the ownership issue, shall be stipulated by multilateral agreement between the Contracting Authority/grant beneficiary (international organisation) and the project beneficiaries to ensure that centres for social work will be the owners of the vehicles.

Moreover, precise terms of use of the equipment shall be defined by a protocol on joint activities of employment counsellors, pedagogical assistants, case managers within centres for social work and health mediators between the Ministry of Education, Science and Technological development and the Ministry of Labour, Employment and Social Policy and the Ministry of Health.

2. Gap assessment

Currently, no equipment for field work is at the disposal of employment counsellors, pedagogical assistants, case managers within centres for social work and health mediators. The precondition for the creation of JMUs is the supply of adequate equipment that would enhance their mobility and information collection capacity, such as vehicles. JMUs will be established in 20 municipalities, selected on the basis of various indicators, such as the number of Roma and their living conditions. Hence, it is necessary to provide 20 vehicles, 1 per each JMU.

The vehicles will enable the field work of JMUs to be conducted in efficient and effective manner and also provide an opportunity for the transport and use of possible additional equipment (such as medical devices). All the JMUs' members shall use the vehicles simultaneously for the purposes of joint on-the-spot checks and visits to Roma settlements, thus realizing a truly integrated approach to Roma inclusion.

Hence, based on the needs assessment, the contracts will procure the necessary vehicles which would enable the field work of planned JMUs composed of employment counsellors, pedagogical assistants, case managers within centres for social work and health mediators. Their joint activities shall lead to increased access of Roma to employment, education, social

and health services, in line with relevant EU and Serbian legislation as described within section 1.2.

3. Financial sustainability

The total cost of the investment (1 supply contract) is EUR 131,200.

The estimated total cost of the vehicles is EUR 131,200, while the expected life span of this investment is 10 years. The modalities of use and maintenance of vehicles (automobiles), as well as the ownership issue, shall be stipulated by multilateral agreement between the Contracting Authority/grant beneficiary (international organisation) and the project beneficiaries.

4. Indicative list of equipment (incl. estimated prices based on market analysis and locations)

Supply contract 1

No	Item	A. # of Items	B. Item rate (in EUR)	C. Expected costs (in EUR) C=A x B
1.	Vehicle Body style: Five-door sedan or hatchback Power: 50 kW Engine displacement: 1,200 cc	20	6,560	131,200
Total costs for all items				

The prices for all items have been calculated upon the best offers currently available in terms of best value for money, i.e. after a market analysis the price of vehicles has been set upon an internet analysis of offers for the specified type of vehicles in Serbia.

The modalities of use and maintenance of vehicles (automobiles), as well as the ownership issue, shall be stipulated by multilateral agreement between the Contracting Authority/grant beneficiary (international organisation) and the project beneficiaries.

Total costs (Supply contract 1) = 131,200

5. Indicative Timetable/scheduling/sequencing

Implementation of the two supply contracts is expected to start six months after the beginning of project implementation, or sooner. In the meantime, 20 target municipalities will be selected, 20 JMU teams will be created and their capacity building will be initiated to enable their field work to begin upon arrival of the equipment requested through these supply contracts.

NEEDS ASSESSMENT FOR THE SUPPLY RELATED TO RESULT 6, UNDER MEASURE 5 THAT WILL BE IMPLEMENTED THROUGH A CONTRIBUTION AGREEMENT

1. Background

1.1 Context and rationale

There are still significant disparities between the Roma and the general population in the Republic of Serbia in terms of access to employment, education, healthcare and social services. The Sector Fiche addresses the most persistent aspects of Roma exclusion aiming to improve their status by supporting the implementation of the national Roma strategy, in particular through interventions aimed at improving access of Roma to employment and education opportunities, health and social services. It will also contribute to better inter-ministerial co-operation as well as to coordination and synergy between local level actors in the relevant fields.

1.2 Legal context (including requirements from EU acquis and new legislation)

EU legislation

- The supply contract relates to two chapters of the *Acquis Communautaire*: Chapter 19 Social Policy and Employment and Chapter 23 Judiciary and Fundamental Rights. More specifically, the contract contributes to the fulfillment of the EU requirements set by primary and secondary legislation, in particular by the Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin, in relation to the conditions for access to employment (Article 3).
- Furthermore, the equipment shall meet the standards set by the Practical Guide to Contract procedures for EU external actions (March 2011) in particular in terms of environmental performance and the accessibility criteria for people with disabilities or the design for all users.

National legislation

- As regards relevant Serbian legislation requirements, the supply contract is fully in line with the EU acquis-based affirmative action set by the Serbian Antidiscrimination Law aiming at achieving equality, protection and progress of individuals in an unequal position in comparison to the general population (Article 14), as well as with the same principle identified within the Strategy for Improvement of the Status of Roma in the Republic of Serbia.
- Additionally, the contract links with the Law on Employment and Unemployment Insurance

1.3 Institutional context

The supply contract shall be managed by the Contracting Authority and/or grant beneficiary (international organisation). The Office for Human and Minority Rights will oversee the implementation of Measure 5 within this Sector Fiche as the primary Measure beneficiary, although the project has been designed as a collaborative effort among several ministries that will work collectively to address issues identified in the the Strategy for Improvement of the Status of Roma in the Republic of Serbia.

The modalities of use and maintenance of the equipment, as well as the ownership issue, shall be stipulated by agreements between the Contracting Authority/grant beneficiary (international organisation) and the private sector business organisations and cooperatives to which the equipment shall be provided.

2. Gap assessment

Currently, there is scarce evidence of a broader presence of Roma leading or being employed with private business sector organisations, in particular cooperatives. Recently, several cooperatives have been founded through Serbia with the aim to employ Roma, mainly in waste-collection activities. The equipment will facilitate the expansion of existing business initiatives of at least three private sector organisations, thus enabling further job creation for Roma, notably Roma women.

3. Financial sustainability

The total cost of the investment (1 supply contract) is EUR 600,000.

The type and exact cost of each piece of equipment shall be defined subsequently. The equipment would fall into one of the following categories (the list is not exhaustive): vehicles for waste collection and transport, waste-recycling machines, garment and footwear manufacturing equipment, printing machines, traditional craft production equipment, etc.

The life span of the investment shall be such to enable long-term job creation for Roma, at least for the period of 10 years. The organisations entitled to ownership will be obliged to cover the maintenance costs from their own resources.

4. Indicative Timetable/scheduling/sequencing

Implementation of the supply contracts is expected to start six months after the beginning of project implementation, or sooner.

NEEDS ASSESSMENT FOR THE SUPPLY RELATED TO RESULT 1 UNDER MEASURE 3

1. Background

1.1. Context and rationale

Serbia is engaged in a process of reforms to improve the quality and relevance of VET in order to raise the employability and adaptability of its labour force. Until very recently, efforts have been mostly invested in revising a range of vocational profiles in line with market needs and pilot-testing them in selected VET schools.

VET schools reform means reform of curricula – development of new programmes and profiles that are in accordance with the need of the economy; teacher training for implementation of new curricula and provision of equipment for schools: modern machines, laboratories and the other tools which are necessary for implementation of new curricula and profiles. Reform of these schools has started in 2004 under CARDS and GTZ programmes. Reform did not include all VET schools in the Republic of Serbia. Schools that were involved in the pilot programme have implemented new curricula and introduced new profiles. The CARDS project has been focused on reform in the fields of *agriculture and food processing, medicine, mechanical engineering, construction, electrical engineering, catering and tourism and wood processing*, and the GTZ project has been focused on the *economy, law and administration*.

New competence-based and outcome-oriented modular curricula have been developed⁵. Revised profiles have been introduced in a total of 157 VET schools with accompanying support, training of staff and new equipment. New equipment included computers and equipment necessary for implementation of the professional subjects of profiles with the new curricula. Equipment was delivered to schools that have participated in the CARDS and GTZ projects.

Early evaluations of the pilot show increased attendance and higher average marks for students taught with modernised curricula⁶. Moreover, 86.1% of school representatives think that the pilot profile is much better than the classical one, 13.4% think that the pilot profile and the classical profile are more or less the same, and only 0.5% think that the classical profile is better than the pilot one⁷.

However, 18% of all VET students are currently enrolled in revised VET profiles⁸. This means that the majority of students learn occupations that do not reflect the needs of the economy and are taught by way of outdated curricula and teaching methods. The reformed profiles need to be mainstreamed throughout the VET system and corresponding final exams need to be developed. Nine revised profiles were introduced in all schools in the following three sectors by September 2010: Agriculture, Food Processing and Production (7 profiles), Geodetics (land survey) and civil engineering (1 profile), Electrotechnics (1 profile).

Except the 9 profiles that were introduced in VET system, since September 2010, an additional 5 profiles have been evaluated during 2011 in the fields of *economy, law and administration* (2 profiles) and *catering and tourism* (3 profiles). Introduction of these profiles should be done in September 2012. In accordance with the instructions of the Ministry of Education, Science and Technological Development, the Institute for Education

⁵for 59 out of 65 pilot profiles

⁶70-80% in metal processing and agricultural schools of students have found employment within three months after graduation.

⁷Comparative analysis of 22 classical and reformed profiles

⁸Equivalent to 11% of the secondary school cohort, MoE(2009)

Quality and Evaluation at the moment evaluates 20 additional profiles which should also be introduced in the system in September 2012.

The project financed under IPA 2007 is underway and it includes revision of curricula in the fields of work that were included in the CARDS project, teacher training and provision of equipment for schools. In November 2011, computer equipment has been provided for schools through this project.

Experience from past CARDS and IPA projects shows that extensive support is required to help VET schools manage the transition to new profiles, revamp teachers' knowledge and skills and upgrade the teaching environment to meet higher standards of quality.

1.2. Legal context (including requirements from EU acquis and new legislation)

EU Acquis and EU legislation

The supply contract is in line with the **Stabilisation and Association Agreement** which declares that joint activities and co-operation shall aim at (Art. 102)⁹:

- Raising the level of VET and (management) training by designing programmes that contribute to the upgrading of educational and training structures and activities in Serbia.

The supply is also linked to the following priorities of the **European Partnership**:

- Improve the education system with the aim of increasing skills which foster employment opportunities and long-term economic growth (medium-term priorities, Economic Criteria).
- Adopt measures to increase school enrolment rates at the secondary level of children of all communities and further develop social inclusion and social protection policies (medium-term priorities, European Standards – Employment and Social Policies).
- Adopt a national qualifications framework for vocational education and training; promote regional cooperation in the field of higher education (medium-term priorities, European Standards – Education and Research).

Furthermore, the supply contract addresses the following findings of the **EU Commission Serbia 2010 Progress Report**:

- The gap between demand for and supply of skilled workforce identified in previous reports continues to be a drag on FDI and the development of new segments of the economy. The attitude towards lifelong learning and mobility has been improving, albeit at a rather slow pace. Overall, the economy continues to suffer from a shortage of skilled labour while supply has been only gradually adjusting to market needs (under Economic Criteria 3, Human and Physical Capital).

National Strategies and legislation

The Law on the Foundations of the Education System

The Law introduces new measures with the purpose to improve quality of the education process, and that is reflected through defined educational goals, outcomes, and standards. Modern goals and outcomes of education are adapted to the vision of education that it should be the basis for a “knowledge based society”.

The supply contract is in line with the main policy directions and measures defined under education policy in the **National Strategy of Republic of Serbia for Accession of Serbia**

⁹ Stabilisation and Association Agreement (SAA) between the European Communities and their Member States and the Republic of Serbia, signed on 29th April 2008 and ratified in the National Assembly of the Republic of Serbia on 9th September 2008

and Montenegro to the EU (3.2.2.2. Education). It is stated that “Serbia needs to create an open and flexible system of vocational training” as response to social, economic, technical, technological and demographic changes. “One of the fundamental goals of further development of vocational education is its base in the lifelong learning concept. In order to achieve the necessary social and economic changes, Serbia needs to restructure its human capital, provide it with the new knowledge, skills and value system, behaviour and attitudes. In other words, adult education is the fundament of Serbian social and economic transformation.”

The project is linked to the **National Programme for Integration with the European Union - NPI** (Government of RS, 2008, section 3.26.1) and in particular to:

- development of new educational programmes and improvement of existing programmes in the aim of achieving quality results and higher education standards.
- ensure modern, quality and continual professional development of employees in education

With reference to the key national programming document, the **Needs of the Republic of Serbia for International Assistance in the Period 2011-2013**, the project addresses the medium-term **priority 2** in the **human resources development sector**: “Improve the quality of and access to the education system to enable the full and equal participation of every citizen in the economic, political and social life in the context of a knowledge-based society.”

The project is in line with the **Strategy for the Development of Secondary Vocational Education**, which was adopted in December 2006. The Strategy defines the main objective of the VET system, which is “to provide youth and adults with the opportunities to gain knowledge, skills and competencies needed for work and employment and to ensure conditions for further education and learning in the perspective of the society’s sustainable development”. The Strategy’s goals are reflected in the new Law on the Foundations of the Education System (2009). The Action Plan for the implementation of the Strategy was adopted in 2009.

The **VET development strategy** and its Action Plan revolve around the following themes:

- development of social partnership in vocational education in Serbia through further institutional development enabling a cross-sectoral approach in further reform of the VET system;
- establishment and development of the system of career guidance and counselling in vocational education in Serbia¹⁰;
- development of entrepreneurship in vocational education.

Furthermore, project is in line with the priorities identified within “**Education in Serbia, How to Achieve Better Results? Guidelines for further development and quality improvement in pre-school, primary, general secondary and art secondary education 2010-2020**”, which forms a platform for development of an integrated education strategy

1.3. Institutional context

The Ministry of Education, Science and Technological Development is in charge of the implementation and monitoring of this measure, precisely the Department for EU integration, programs and projects in education. In addition to this department, the following sectors of the Ministry of Education, Science and Technological Development will be included: Sector

¹⁰ The Strategy for Career Guidance and Counseling and related Action Plan are prepared by the Ministry of Youth and Sport and adopted by the Government

for International Cooperation and Development of Education, Sector for Secondary Education, Sector for Investments, Pupils' and Students' Standards and Public Procurements, Sector for Finance and Sector for Regional School Administration, Monitoring and Secondary Education.

Other institutions that will be involved in implementation of this measure are: National Educational Council, Council for Vocational Education and Training and adult education, Institute for the Improvement of Education, Institute for Education Quality and Evaluation, Provincial Secretariat of Education and Professional teachers' associations.

2. Gap assessment

VET schools in Serbia at the beginning of the 21st century had obsolete equipment for education. That equipment, which has been used for teaching generations of pupils, has been one of the factors accounting for students' lack of readiness for efficient and effective involvement in the world of work where technical and technological changes occur very often and rapidly. That results in the fact that graduates of VET schools had diplomas that were not a guarantee that they were ready to work with machines of the new generation and this led to unemployment and low productivity of the Serbian economy.

At the beginning of the reform process, the Ministry of Education, Science and Technological Development noticed that equipment in schools was insufficient and made efforts to rectify that problem. Through donations and projects, schools have received computer equipment, and in November 2011, under the IPA 2007 project, 147 secondary vocational schools have been equipped with modern computer equipment. Computers were not the only equipment that VET schools needed. Aside from computers, which have an important role in improvement of informatics literacy, schools also need equipment for preparing and training students for the world of work. That kind of equipment has been rarely provided during the last two decades of the 20th century and the consequence is that a lot of schools still use old and technologically obsolete equipment for the education process and the improvement of skills.

Pupils of VET schools that participated in CARDS and GTZ projects, use modern equipment in the education process, while the same generation of pupils in schools with the same field of work that did not participate in the projects still use technologically obsolete equipment for education and training, and at the end of vocational secondary education they do not have enough opportunities for employment. This results in an increase of unemployment and social fees.

With the purpose of improving economy, increasing the effectiveness and efficiency of work and reducing unemployment and social fees, the Ministry of Education, Science and Technological Development of the Republic of Serbia has started the process of developing and introducing into the system of 28 new profiles that have been piloted. The project financed through IPA 2007, which supports these efforts of the Ministry of Education, Science and Technological Development, prepares schools and teachers for implementation of the new curricula. Modern equipment should be provided for schools that do not have it, to help prepare their pupils for efficient participation in the world of work, and this will lead to the implementation of new curricula based on principles of equity, accessibility and quality.

It is necessary to provide equipment for schools that will start to implement the new curricula from the 2012/2013 school year. Those are schools in the fields of medicine, electrical engineering, catering and tourism and wood processing.

For each of these fields of work there is a specification of equipment to be distributed to 37 VET schools, specifically: 15 schools in the field of *medicine*, 15 schools in the field of *electrical engineering*, 5 schools in the field of *catering and tourism* and 2 schools in the field of *wood processing*. In addition to schools in listed fields, the specification of equipment includes equipment for the fields of *agriculture and food processing*. It is planned for 10

schools in this field of work to receive the equipment, since the equipment received from the CARDS project is insufficient, and new educational profiles and curricula were introduced into the system and schools implement them, but unfortunately, with inadequate equipment.

The equipment planned through this project is insufficient, but it will contribute to improving the level of equipment of vocational schools and enabling the training of VET school students using technologically modern educational equipment. By introducing this equipment, the schools from the listed fields (around 50% of VET schools) will be equipped with modern educational equipment, i.e. each school will receive at least one piece of equipment.

3. Financial sustainability

Financial sustainability of the supply envisaged includes the following:

- The school owns the equipment and uses it for training of pupils who should demonstrate their knowledge and skills by inclusion into the world of work and by contributing to the advancement of the economy.
- Lowering the unemployment rate.
- A school may organise its own production, thus securing the means for equipment maintenance and acquisition of supplies.

4. Indicative list of equipment (incl. estimated prices based on market analysis and locations)

No	Item	D. # of Items	E. Item rate (in EUR)	F. Expected costs (in EUR) C=A x B
1.1.	Smart table	100	5,000.00	500,000.00
1.4.	Set to simulate injuries	60	2,391.54	143,492.40
1.5.	Model of all human body with muscles	30	4,829.94	144,898.20
1.6.	Models in three dimensions	30	1,087.07	32,612.10
1.10.	Chair for patients and dental appliance	20	4,920.00	98,400.00
1.11.	Console for work of dental appliance	20	6,519.00	130,380.00
1.12.	Water unit of dental appliance	20	1,845.00	36,900.00
1.13.	Reflector of dental appliance	20	984.00	19,680.00
1.14.	Ceramic oven with vacuum pump	30	4,415.70	132,471.00
1.15.	Infrared lamp	20	104.43	2,088.60
1.16.	Machine for muscle simulation	20	6,336.75	126,735.00

1.17.	Bio laser	20	963.90	19,278.00
1.18.	Lifting machine	20	803.25	16,065.00
1.19.	UW lamp	20	104.43	2,088.60
1.20.	Digester	30	4,270.00	128,100.00
1.21.	Set for quality control of water	36	1,092.00	39,312.00
1.22.	Set for car diagnostics	42	7,000.00	294,000.00
1.23.	Set for testing and examination of electro installations	42	2,100.00	88,200.00
1.28.	Tractor (47 kw)	15	10,000.00	150,000.00
1.29.	Tractor (90 kw)	7	40,000.00	280,000.00
1.30.	Laboratory for lend analysis	3	20,000.00	60,000.00
1.31.	Laboratory for biological analysis of food	3	10,000.00	30,000.00
1.32.	Veterinary clinic	4	10,000.00	40,000.00
1.36.	Konvektomati	5	15,000.00	75,000.00
1.37.	CNC machining center	2	80,000.00	160,000.00
1.38.	Duplicating milling machine	2	10,000.00	20,000.00
1.39.	Sharpener for saws	2	15,000.00	30,000.00
Total costs for all items				2,799,700.90

5. Indicative Timetable/scheduling/sequencing

Implementation of the supply contracts is expected to start six months after the beginning of project implementation, or sooner.

ANNEX 7

JUSTIFICATION FOR THE CONTRIBUTION AGREEMENT WITH ORGANIZATION FOR SECURITY AND CO-OPERATION IN EUROPE TO SERBIA (OSCE MISSION) FOR THE IMPLEMENTATION OF MEASURE 5

The specific objective of the IPA project is to support the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia (National Strategy for Roma Inclusion) in the areas of access to basic rights and civic participation, employment, education, health, social welfare and adequate housing, following the recommendations of the EU Framework for National Roma Integration Strategies up to 2020.

Given the complex and intersectoral nature of the action tackling multi-faceted social exclusion of the Roma in Serbia, the most appropriate model for implementation would be a contribution agreement with the Mission of the Organization for Security and Co-operation in Europe to Serbia (OSCE Mission). The OSCE Mission is the only single international organization with existing experience of working with each of the project beneficiaries on the implementation of the National Strategy for Roma Inclusion. This pre-existing knowledge and experience of Roma inclusion issues in Serbia would ensure the timely and efficient delivery of the planned technical assistance, for instance the OSCE Mission's experience in supporting the initial introduction of the schemes of pedagogical assistants (Roma Teaching Assistants) and Roma Health Mediators in Serbia would benefit the process of strengthening the schemes through this IPA project. The OSCE's support within the framework of the project would be a natural continuation of previous activities of the Organization in Serbia; the demonstrated aim of these activities from the outset being to support sustainable solutions for improving the position of Roma in Serbia.

Furthermore, the National Strategy for Roma Inclusion is fully compatible with the Action Plan on Improving the Situation of Roma and Sinti within the OSCE Area adopted by the OSCE Permanent Council in 2003; hence the action would take place in a coordinated and regulated legal and strategic framework between the beneficiary and the implementing partner.

Since its establishment in 2001, the OSCE Mission has dedicated considerable and on-going efforts to the integration of the Roma in Serbia:

- In 2002, the OSCE Mission provided technical assistance to the Federal Ministry of Human and Minority Rights in preparing the initial draft of the National Strategy for Roma Inclusion (previously known as the National Strategy for the Inclusion and Empowerment of Roma) and to establish the Office for Implementation of the Roma National Strategy (currently the Ministry's Group for Improvement of the Position of Roma). The Mission provided operational support for the work of the office until 2007.

- From February 2006 to November 2010, the Mission successfully implemented two European Commission (CARDS) projects for Roma inclusion in Serbia, 05SER01/08/002 and 06/SER01/08/008, for a total budget of Euro 1,975,000. The project implementation provided for technical assistance to the Ministry of Health, Ministry of Environment, Mining and Spatial Planning, and local self-governments, for the introduction and strengthening of schemes of Roma Health Mediators and Roma Municipal Coordinators. The Mission also supported the drafting of the National Guidelines for the Improvement and Legalization of Informal Roma Settlements, awareness raising within the Roma community on the guidelines and the legalization process and provided technical assistance for the legalization of specific informal Roma settlements.

- Significant support was provided to the Ministry of Education under the CARDS projects for the implementation of the Roma National Strategy:

- Support to the Ministry of Education to strengthen coordination with/among the 19 regional School Boards on Roma inclusion issues, including the training of Educational Advisers to serve as Roma inclusion focal points in the School Boards, and support for annual coordination meetings between representatives of the Ministry and the School Boards (2007-10)
- Support to the Ministry of Education for the selection, training and financing of the Ministry's focal point for Roma inclusion issues (2008-10)
- Support for the production and distribution of awareness raising material, including videos and printed material, for use by schools/pedagogical assistants and civil society organisations in promoting affirmative measures and school enrolment/attendance of Roma children (2010).
- Support to the National Council of the Roma National Minority to develop a four year action plan for implementation of its education mandate, including technical assistance to organise a joint national conference of the Ministry of Education and National Council to define the priorities of the plan.
- Support to the Ministry of Education to select and deploy 55 pedagogical assistants (2006-10)
- Support to the Ministry of Education to develop and deliver a joint, seven-module training for pedagogical assistants and school staff on Roma inclusion/inclusive education (2007-10).
- Support to bridge the Ministry's gap in financing the scheme of pedagogical assistants, by funding 55 pedagogical assistants for a 6 month period (2010)
- Support to the Ministry of Education in strengthening regional coordination and exchange of best practice, through technical assistance to organise a regional conference on the experience and lessons learned by different countries in the introduction of schemes of pedagogical assistants in schools (2009).
- Support to the Ministry of Education to produce a publication on the role and impact of the scheme of pedagogical assistants in promoting Roma inclusion (2009)
- Support to the Ministry of Education to select, train and deploy mentors to support the initial introduction of the scheme of pedagogical assistants (2007)
- Support to the Ministry of Education for a study visit to Hungary to examine the Hungarian model of Roma inclusion/pedagogical assistants as a basis for developing the Serbian model (2006)

- In November 2010, the OSCE Mission began implementation of a project to deliver technical assistance to the Ministry of Human and Minority Right, Public Administration and Local Self-Government for the realisation of the National Strategy for Roma Inclusion. The four-year project financed by SIDA in the amount of Euro 3,098,800 aims to enhance coordination on the implementation of the National Strategy for Roma Inclusion, monitoring and reporting on Roma inclusion, capacity of Roma civil society organisations, Roma participation in programme/policy planning and implementation, development of good practice at the local level and access of Roma communities to public services.

As a part of the SIDA funded project, the OSCE Mission provided technical assistance to the Ministry of Education to develop a new bylaw on antidiscrimination in the education system, and will prepare a manual and organise regional workshops to facilitate the effective implementation of the bylaw. Assistance was also provided to the Ministry to organise a public awareness campaign to promote school enrolment for Roma students in the 2010/11 school year. In 2012, the OSCE Mission will provide assistance to the Ministry of Education under the SIDA funded project to develop and deliver three training modules for the existing 178 pedagogical assistants; and to develop a new bylaw on affirmative measures for Roma in the education system that should define affirmative measures in the enrolment process (e.g.

favourable points system for secondary school students) and the scheme of scholarships for secondary and tertiary level education. In 2012, the OSCE Mission under the SIDA funded project will further strengthen its technical assistance for the institutional capacity building of the National Council of the Roma National Minority, particularly in regard to its education mandate. The technical assistance will be tailored to support the future planned role of the National Council in the implementation of the scholarship scheme for Roma secondary school students.

Other Roma/minority rights related technical assistance to the Ministry of Education:

- Support to the Ministry of Education to establish a new law faculty in Medvedja municipality (2010) and new economic faculty in Bujanovac municipality (2011)
- Support to the Belgrade Law Faculty to develop and introduce a minority Rights course as part of the legal studies course (2010)
- Support for study visits of secondary school students from national minority communities to tertiary level institutions (2008-10)
- Support to Belgrade, Nis, Novi Sad and Novi Pazar law faculties to strengthen the system of legal clinics and regional cooperation (2010/11)
- Support to Ministry of Education to develop an ethno-guide textbook for use by primary schools, as a means of promoting multi-culturalism in the education system (2008)
- Support for a series of coordination meetings between the Ministry of Education and National Minority Councils to facilitate the implementation of the mandate of the Councils in the education sector (2006/07)
- Developed and administered a scholarship programme for postgraduate students at the political science faculty, under the SIDA funded project “Consolidation of the Security Sector in Serbia” (2009-11)

The selection of the OSCE Mission to manage the IPA project would ensure that the project fully complements the SIDA-funded project through building on the achievements of the latter and drawing on the institutional knowledge and experience gained by OSCE. The IPA and SIDA projects would fall under the same OSCE management structure, which would aim to achieve synergetic effects and avoid duplication of efforts. Furthermore, SIDA and the OSCE Mission have confirmed their willingness to undertake the necessary and appropriate preparatory activities under the SIDA funded project to support the expeditious implementation of the IPA project, for example by undertaking the planning for the training of health mediators in 2012, thereby allowing for the delivery of the trainings at the start of the IPA project implementation.

Through the successful delivery of various technical assistance projects, the OSCE Mission has demonstrated a firm commitment to supporting the Ministries to exercise effective leadership and ownership over the respective programmes. Under the existing SIDA funded project this has included co-locating the OSCE project management and staff within the Ministry of Human and Minority Rights, Public Administration and Local Self-Government, consulting with Ministry officials on the various aspects of project planning and implementation, the Ministry’s chairmanship of the project steering committee, and ensuring the Ministry’s visibility in the implementation.

The IPA project implementation would also benefit from the complementary expertise and activities of the OSCE Mission in the areas of human rights and democratic governance,

including issues relating to subsequent registration, refugees/internally displaced persons, equal opportunities and minority rights, gender mainstreaming and human trafficking. Furthermore, the IPA project implementation would benefit from the strength of the existing institutional capacity of the OSCE Mission. The OSCE Mission is the only international organisation with a permanent office in South Serbia, opened in 2002, and providing the organisation with well-established working relations with local authorities, minority communities and civil society organisations in an area with specific needs and a large Roma community. The Mission is also the only international organisation with an office (training facility) in southwest Serbia. The OSCE Mission can also draw on the considerable experience and expertise of the OSCE Office for Democracy Institutions and Human Rights (ODHIR) and OSCE Office of the High Commissioner on National Minorities

Moreover, the OSCE Mission has extensive experience in the management of grant schemes relating to Roma inclusion, including the education sector, and covering the entire territory of Serbia. Under the CARDS funded projects, the OSCE Mission administered a small-scale grant scheme for local self-governments and civil society organisations in the total amount of Euro 327,700. The SIDA funded project also provides for small-scale grants, totalling Euro 300,000, and a scheme for large-scale grants totalling Euro 1,250,000.

The OSCE Mission signed a framework agreement with the European Commission in July 2007, and its accounting, audit, control and procurement standards meet internationally accepted standards. Furthermore it gained knowledge and experience through the implementation of the previous EU funded Roma inclusion projects in the monitoring and reporting arrangements required by the European Union. The OSCE Mission charges no overheads costs, at headquarters or Mission level, and therefore offers a cost effective option for implementation.

In terms of the implementation arrangements, the implementation would be carried out by OSCE project staff and the Mission would conclude all procurement contracts. It is envisaged that certain project activities (excluding procurement) would be assigned to local civil society organisations, according to their respective capacity and expertise, and as a means to ensure effective and cost efficient implementation, and to promote local capacity building and ownership. The majority of the existing OSCE project staff engaged on Roma inclusion activities are themselves members of the Roma community.

ANNEX 8

Information on the concept of Joint Mobile Units for Roma Inclusion

1. Strategic background

The support to the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia (2009) through the creation of Joint Mobile Units for Roma Inclusion (JMUs) is based on the three pillars of the EU Active Inclusion Strategy: (1) Adequate income support, (2) Inclusive labour markets, (3) Access to quality services¹¹.

The operation is relevant in terms of the EU accession (negotiation) process, notably with regard to the Chapter 19 – Social Policy and Employment and Chapter 23 – Judiciary and Fundamental Rights. It also links with the Roma inclusion priorities set by the Europe 2020 Strategy, in particular by the Flagship initiatives European Platform against Poverty and Social Exclusion and Agenda for New Skills and Jobs. It is also highly relevant in the context of the EU Framework for National Roma Integration Strategies up to 2020.

Finally, it is also in line with the draft Action Plan for the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia. The Action Plan sets several cross-cutting goals and activities, such as: “Establishing a partnership for the implementation of Roma employment policy” and “Launching and regulating data exchange cooperation between the educational, healthcare and social protection sectors (health mediators and centres for social work)”.

2. Terms of reference

The JMUs shall be composed of the following members: Employment Counsellors (National Employment Service), Pedagogical Assistants, Health Mediators and Case Managers (Centres for Social Work).

The members of the JMUs will enter Roma settlements jointly on a regular basis, implementing the integrated approach on the ground and assisting each other by sharing information and experience from their own mandate and competences. The information collected on an individual basis from the Roma living in informal settlements will be gathered in a joint database that will be further used for monitoring and evaluation purposes.

¹¹ **Commission Recommendation of 3 October 2008 on the active inclusion of people excluded from the labour market (notified under document number C(2008) 5737).**

The work methodology of the JMUs and the use of the database will be subject to protocols to be signed between the project beneficiaries, i.e. the line ministries and the municipalities.

Each of the JMUs' members shall perform his/her duties prescribed by relevant legislation, such as by the internal procedures (e.g. systematization of workplaces).

National Employment Service – Employment Counsellors' Terms of Reference:

- Providing information about the advantages (benefits) of registering with NES (active job seeking, participation in active labour market programmes and measures, unemployed persons' rights in affairs involving other institutions, etc.);
- Explaining the procedure (required documents) for registering with NES;
- Summarizing the information about available active labour market programmes and measures, current public calls announced by NES, as well as donor projects (with employment components), which are implemented in the targeted region/municipality, including the terms for participating in them.

Ministry of Education and Science – Pedagogical Assistants' Terms of Reference:

- Continual improvement of work with the children and pupils who need additional support in education, in particular: in ensuring that they regularly participate in the educational process, that they have the necessary stationery kits and regularly do their homework; in supporting the children and pupils who require additional support for integration in educational groups or classes; in stimulating children's and pupils' positive relationship with an attitude towards the children and pupils who need additional support;
- Provision of assistance to educators, teachers and staff associates, especially: in organizing specific activities at the level of an educational group, class, pre-school institution, school, municipality (commemoration of significant events, museum and theatre visits, organization of outings, outdoor teaching activities, excursions, etc.); in the process of integrating the children and pupils who need additional support in educational groups or classes; in joining the support team for the child and pupil for whom an individual education plan is developed;
- Cooperation and work with parents and families, especially in terms of: establishing the link between the family and the pre-school institution or school, with a view to ensuring that children and pupils regularly and successfully participate in the educational process; regularly notifying the parents or guardians of the behaviour and progress of the children and pupils; informing the parents about the children's early development through effortless adoption of the language, skills and specific knowledge; stimulating self-respect and socialization in the culture in which formal education takes place; encouraging families to introduce their children to the education system;

- Establishment of cooperation and procedures, in particular: in cooperating with local self-government units, professional institutions, schools for education of pupils with developmental disabilities, associations, the Roma National Minority Council, Roma non-governmental organizations, NGOs of persons with disabilities or NGOs addressing poverty issues, in favour of the children with additional educational needs; in supporting the inclusion of the children from vulnerable social groups, age 3–6, in pre-school institutions through joint efforts of the pre-school institutions and Roma organizations; in keeping the records of attendance, health, behaviour and progress of the children with additional educational needs; in reporting, at least twice a year, to the Ministry on the actions and work of the pre-school institution, school, local self-government.

Ministry of Health: Health Mediators' Terms of Reference:

- Increase of the number of: health insured persons; vaccinated children; systematic health-checks; persons included in the health centres' counselling services and prevention centres; Roma persons who selected their personal physician, adopted healthy life-styles, learned more about: health controls, protection against infectious diseases, family planning, hazards of psychoactive drugs, adequate nutrition and preservation of foodstuffs, personal and general hygiene, significance of waste disposal; violence/neglect/abuse; human trafficking, social protection, healthcare and health insurance rights.

Centres for social work: Case Managers' Terms of Reference:

- Providing information about the possibilities and rights under social and family-related legal protection
- Supporting individuals to access the system of services and rights
- Ensuring the exercise of rights, services and protection where needed
- Providing information about the rights of the child, responsible parenthood, protection of children from abuse and neglect

Furthermore, establishing operational links between the JMUs and **Roma Municipal Coordinators** is important since the latter locally perform various coordinative tasks aimed at enhancing the social inclusion of Roma, such as:

- Cooperation and communication with the Centre for Social Work, health centres and schools in their respective municipalities, as well as with the local Roma NGOs;
- Communication with the Roma national minority – they determine the Roma community size, social status, problems and needs;
- Cooperation with local self-government units – they regularly report, apply for assistance and cooperation and indicate possible problems encountered in the work;
- Participation in the development of local action plans for Roma persons – they initiate the decisions, made by the municipal council chairman, on the members and working methods of the working groups developing the local action plan in their respective municipalities;

- Participation in the working groups that develop local action plans and prepare the documentation which is sent to the municipal council for adoption;
- Participation in the implementation of local action plans.

3. Geographical coverage

The JMUs shall be constituted in the municipalities where **all four locally-based mechanisms are present** (NES branch office, Pedagogical Assistant and Health Mediator appointed, Centre for Social Work), as well as a Roma coordinator engaged by the municipality.

There are at least 20 of such municipalities¹² (which corresponds to the number of municipalities targeted by this IPA 2012 operation): Belgrade (municipalities of Cukarica and Barajevo), Pancevo, Zrenjanin, Kovin, Novi Sad, Ruma, Apatin, Sombor, Kikinda, Jagodina, Valjevo, Kragujevac, Krusevac, Kraljevo, Vlasotince, Vranje, Surdulica, Lebane and Bujanovac.

Some of these municipalities have also completed or initiated the process of urban planning and technical preparations for the improvement of housing conditions of Roma living in informal settlements (e.g. Pancevo).

¹² According to the latest analysis performed on 12 March 2012.