

TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

Action code and partner country: *SOCIEUX 2021-24 KAZAKHSTAN*

Action title: *Set-up of a foster care system for minors without parental support and protection*

Partner institution: *Commissioner for children's rights of the Republic of Kazakhstan*

Activity number and title:

A. 1.1: Developing operational guidelines over work with foster families (part I: selection, matching and accompaniment)

A. 1.2: Developing operational guidelines over work with foster families (part II: monitoring and evaluation)

Date of implementation of activities:

Activity 1.1 : March 15, 2022, onwards, to be specified (on-site)

Activity 1.2 : May 1st, 2022, onwards, to be specified (on-site)

Expert positions and responsibilities (by activity):

The same team of experts will perform both sub-activities

Expert 1: Rights of The Child ; Policy & strategy

Expert 2: Rights of The Child; Organisational structures, roles and arrangements

Workload:

Expert 1 (principal) : 20 days + 19 days

Expert 2 : 20 days + 19 days

Call for experts' reference: **21-24/KAZ/1**

Version - #: 2 Draft

Final

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1 BACKGROUND INFORMATION

1.1 Country overview

Kazakhstan is a large transcontinental country located in Central Asia and partially in Eastern Europe. It has borders with Russia, China, Kyrgyzstan, Uzbekistan and Turkmenistan. It is a land-locked country with only access to the Caspian sea. The city of Nur-Sultan (formerly Astana) became the country's capital in 1997; Almaty, the previous capital, is still the country largest city. It is located in the south-east of Kazakhstan, on the border with Kyrgyzstan. The geographic position of the country allows it to be an important link between China and South Asia and Russia and Europe by road, rail and the Caspian sea.

Kazakhstan has the population of 19 million people, and very low density, with most people living along the northern and south-eastern borders of the country. GDP per capita in current USD was 9,106.4 in 2020 with positive economic growth in 2021 despite the pandemics.

Since independence in 1991, Kazakhstan has experienced remarkable economic performance. Rapid growth, fueled by structural reforms, abundant hydrocarbon resources, strong domestic demand, and foreign direct investment (FDI), has helped reduce poverty and transform the country into an upper-middle-income economy. Before the pandemics, according to national statistics, about 4,5% of population lived below poverty rate. However, about half of the country's population lives in rural and economically isolated areas with poor access to public services and vulnerability to poverty. HDI is 0,825 – above average - ranking 51st.

In 2019 a transition of power from Nursultan Nazarbayev, the first president of Kazakhstan, to Kassym-Jomart Tokayev took place and some political reforms were implemented. In early 2022 a series of massive protests and an attempted coup d'état were suppressed. Nazarbayev was removed as the chairman of the National Security Council, the last post he had held.

1.2 Sector situation

Population 19 mln people, 20,8% are 14 y.o. or under; total fertility rate 2,9.

In Kazakhstan, care for minors without parental care belongs to the competences of three ministries: Ministry of Health (for children under 3 years old), Ministry of education (children between 4 and 18 y.o.), and Ministry of social affairs (children with disabilities between 4 and 18 y.o.). For children Institutional over whom the state has legal custody, institutional care is the only option. (There are also adoption and custody and guardianship, but in these cases the legal custody does not belong to the state).

In 2021 there were at least 4000 minors without parental care in 90 institutions. Thanks to the efforts of the civil society organizations which promote adoption and prevent orphan (including social orphanhood), this figure fell from 14 000 to 4 000 during the last ten years. These are usually big public institutions managed by regional authorities and financed by a respective national ministry. Institutional care costs more to the state, may be a source of child abuse and corruption; social inclusion of children brought up in institutions is also a complicated issue and the state may continue institutional care till 29 y.o. (children with special needs are automatically transferred to institutions for adults with disabilities at the age of 18).

Now the government has an objective to close as much orphanages as possible and to introduce modern and more child-friendly care. Professional foster families are seen as a possibility.

For the moment, foster care is inexistant in Kazakhstan, neither on practice, nor legally. A pilot project is foreseen for 2022 to introduce foster care system first in one of the regions. The PI supported by national operators (NGOs) is in charge of this pilot. In parallel legal provisions are being drafter with the help of other partners.

1.3 Role of partner institution in the sector

The role of the Commissioner for children's rights in Kazakhstan is to guarantee that children's rights are not violated and restore their rights and liberties if violated by public entities.

In the deinstitutionalisation reform, the PI supports the legislator and authorities in charge, to foster political change and to coordinate the efforts (as the PI does not belong to any ministry or governmental institution and has an independent status). They are now in charge of a pilot project to introduce foster care in one of the regions, and operate within a consortium of largest national

NGOs led by the Commissioner in order to accompany local authorities and service providers. Some support is provided by UNICEF, especially in developing legal framework of the future system of foster care, therefore, technical assistance by SOCIEUX+ on guidelines and methodology will be highly complementary.

2 ACTION DESCRIPTION

2.1 Overall objective

Access to employment and social protection is expanded to poor and vulnerable groups

2.2 Specific objective (s) (purpose)

- S. 1: To get substantial knowledge of organization of foster care in EU
- S. 2: To identify key steps of operational work with foster families

2.3 Expected results

- R. 1: Good practices of foster care system organization from EU countries were shared to the PI and other stakeholders
- R. 2: Guidelines and materials over selection, training, support and monitoring of foster families were developed

2.4 Final deliverables

- D. 1: Operational guidelines over work with foster families (part I: selection, matching and accompaniment)
- D. 2: Operational guidelines over work with foster families (part II: monitoring and evaluation)
- D. 3: Guidelines over training for foster families (including training modules)

3 METHODOLOGY

3.1 General methodology (of the action)

The PI will be accompanied in the process of development of guidelines and practical toolkits to conduct the work with foster families on all stages, from identification and selection, to training, support during their "mission" and finally monitoring and evaluation. A particular attention will be paid to training modules for foster families (contents and modalities to be developed). At each stage of the action, the issue of children with special needs is to be taken into consideration. Within the framework of the action, the PI also will get the knowledge of approaches to foster care in EU and compare with local practices and approaches.

This action has two activities, the first one is divided into two sub-activities.

The technical assistance methodology will be detailed by the mobilized experts. Notwithstanding this experts' responsibility, the overall methodology shall be centred on the international standards and EU best practice in the field of the disability assessment and services provision for persons with disabilities. The experts shall take into account the work that has been done so far by the Commissioner of children's rights and the consortium leading the pilot project as well as development partners. A focal point from the Commissioner for children's rights office will be appointed to closely work with the experts during the actions.

As regards to these two first sub-activities, the peer-to-peer cooperation between European experts and their counterparts at the PI will take place on-site, in Nur-Sultan and Akmola region, with respect to travel and epidemiological regulations. On-site mission is important as it will allow the experts to learn better context in Kazakhstan, have more fluid operational contacts with local counterparts and more efficiently adjust guidelines and recommendations they prepare.

The same team of experts will be mobilised for activities 1.1 and 1.2 because they are closely related by topic and in time of realisation. Deliverables will be prepared separately for each sub-activity with

a possibility to review to the deliverables for 1.1 and to integrate PI's feedback at the beginning of 1.2.

3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

- A. 1.1: Developing operational guidelines over work with foster families (part I: selection, matching and accompaniment)
- A. 1.2: Developing operational guidelines over work with foster families (part II: monitoring and evaluation)
- A. 2: Developing guidelines and training modules for foster families training.

The present terms of reference cover the services expected for activities of the above work plan:

- Activities 1.1 and 1.2.

3.3 Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance to include cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account:

- Gender equality;
- Good governance;
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities); and,
- Social and economic inclusion of vulnerable groups.

4 ACTIVITIES DESCRIPTION

4.1 Tasks

The first activity includes two sub-activities; both having one objective to develop operational guidelines for practical work with foster family at all stages.

The guidelines would include comprehensive practical and methodological recommendations on how to identify, select, match, accompany and evaluate foster carers. They will detail role of each actor on the national and local level (e.g. ministry, local guardianship authorities, social services and service providers etc.), profiles of professionals involved, instruments and activities at each stage.

In the sub-activity 1.1 the experts will first get familiar with the local context consider and with already existing in Kazakhstan system of care for children without parental care, with the help from the PI focal point, and evaluate how European experience can be adjusted to local context. They will then prepare the first part of guidelines (over selection process, matching and accompaniment).

In the sub-activity 1.2, the team of experts will now finalize guidelines (part II: monitoring and evaluation of foster carers). Act 1.2 may also be an occasion to revisit and approve the first part of guidelines produces at 1.1. At the end of 1.2 the experts will present the whole guidelines package to all stakeholders involved.

The principal expert will lead the mission on site. He/she will be responsible for the production of the final deliverables of the activity. He/she will also be responsible for the preparation, coordination, implementation and reporting and/or coordination of the overall activity. A focal point from the Commissioner for children's rights office will be appointed to closely work with the experts during the actions.

Tasks:

Minimum tasks expected from the experts shall include:

- Ahead of the mission to get substantial knowledge of the local context; review any relevant background documents provided by the SOCIEUX+ Team and/or the Partner.
- Take part to the pre-mission briefing with SOCIEUX+ team (around 1 week before the start of the mission);
- Conduct preliminary contacts with the Partner in view of the preparation of the mission's methodology and agenda, to be transmitted ahead of the mission to the SOCIEUX+ team for approval;
- During the mission, to conduct consultations with the Partner's executives and staffs, as well as any other external actor that can support the positive deployment of the mission.
- To make themselves available for a meeting with the EU Delegation office in Nursultan;
- To present the outcomes of the mission to the partner in order to discuss and take into account comments on the contents of the deliverables before their finalization;
- At the end of the mission, timely submit to SOCIEUX+ of the final deliverables (10 working days after the mission), and be available to go through an eventual round of comments and adjustments in interaction with SOCIEUX+ and the Partner;
- To channel to SOCIEUX+ Communication officer any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles).
- To employ the different templates and evaluation forms provided by the SOCIEUX+ team

4.2 Deliverables

4.2.1 *Pre-mission deliverables (to be transmitted to SOCIEUX+ FMT at least three working days ahead of the activity), separate for each of the sub-activities (act.1.1 and act.1.2):*

- P1: A methodological note (max. 3 pages), detailing the working approach, tools and methods to employed, a risks analysis
- P2: A preliminary agenda (max. 2 pages), detailing the meetings and working sessions to be held

4.2.2 *Final deliverables (to be transmitted to SOCIEUX+ FMT no later than ten days after the activity's completion):*

For sub-activity 1.1:

- D. 1: Operational guidelines over work with foster families (part I: selection, matching and accompaniment)
- Action Report (AcR). To be filled according to template.
- Experts' Mission Report (ExMR) and on-line evaluation survey (EXF). To be filled according to templates.

For sub-activity 1.2:

- D. 2: Operational guidelines over work with foster families (part II: monitoring and evaluation)
- Action Report (AcR). To be filled according to template.
- Experts' Mission Report (ExMR) and on-line evaluation survey (EXF). To be filled according to templates.

5 REPORTING AND SUBMISSION OF DELIVERABLES

5.1 Formats

All deliverables and products of the activity (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic in *electronic editable versions* [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic document such as in Portable Document Format (PDF) shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ Corporate Image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

"Disclaimer:

The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein."

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English.

5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be submitted no later than 3 working days before the start of activity.
- Pre-mission deliverables will be shared and reviewed by the SOCIEUX+ and the Partner Institution. Feedback on the deliverables should be provided to the Principal Expert at latest 2 days before the start of activity or departure of the mission of the experts, whichever is the earliest. Comments and recommendation of this feedback shall be taken into account for the implementation of the activity/mission by the experts. Only the mission agenda shall be resubmitted with revision if requested by the SOCIEUX+ Team.

5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted no later than 10 working days upon completion of the activity or return of the experts.
- Feedback to the first draft version of the report should be provided 10 working days after its submission.
- Inclusion of the feedback on drafts versions is expected 5 working days upon reception of the comments by the principal expert. (In general, no more than one round of feedback and revision is required, unless the quality of the deliverables is considered unsatisfactory by the SOCIEUX+ Team or/and the Partner Institution.)
- Final versions of the deliverables should be approved or rejected no later than 10 working days upon their submission to the SOCIEUX+ Team.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by SOCIEUX+.

6 REQUIRED EXPERTISE

6.1 Expertise profile

Principal expert (Expert 1):

Area(s) of expertise:

Rights of The Child (*with particular competences in guardianship/foster care provision*)

Specific skill(s) of expertise:

Policy & strategy (P&S)

Requirements (essential/required):

- Education: university level (Masters or PhD relating to the subject are considered a plus);
- At least 15 years of relevant professional experience within EU public administrations, academia, or NGOs;
- Relevant experience in developing/evaluating/reviewing policies in the area of guardianship, foster care and policies in favour of children without parental care;
- Familiarity with the issues of deinstitutionalization of children without parental care (including children with special needs);
- Particular knowledge of organisation of foster care in EU countries;
- Acute sense of diplomacy and institutional relations.

Additional assets (advantageous in selection):

- Fluency in English, written and oral; working level of Russian language would be appreciated.
- Computer fluency (*Zoom, PowerPoint etc.*) and good presentation skills.

Expert 2:**Area(s) of expertise:**Rights of The Child (*with particular competences in guardianship/foster care provision*)**Specific skill(s) of expertise:** 3.1. Organisational structures, roles and arrangements; 3.6. Service delivery**Requirements (essential/required):**

- Education: university level (Masters or PhD relating to the subject are considered a plus);
- At least 10 years of relevant professional experience within EU public administrations, academia, or NGOs;
- Relevant experience within administration and/or other public related entity that provides services for foster families and/or for children without parental care;
- Knowledge of organisation of foster care in EU countries;
- Good knowledge of the rights of a child;
- Acute sense of diplomacy and institutional relations.

Additional assets (advantageous in selection):

- Fluency in English, written and oral; working level of Russian language would be appreciated.
- Computer fluency (*Zoom, PowerPoint etc.*) and good presentation skills.

6.2 Estimated workload

Sub-activity 1.1

	Preparation	On-site work	Travel	Reporting & deliverables	Total
Principal expert (#1)	4	10	2	4	20
Expert (#2)	4	10	2	4	20
Total	8	20	4	8	40

Sub-activity 1.2

	Preparation	On-site work	Travel	Reporting & deliverables	Total
Principal expert (#1)	3	10	2	4	19
Expert (#2)	3	10	2	4	19
Total	6	20	2	8	38

7 APPLICATIONS

7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ on-line expert database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts create their SOCIEUX+ account by clicking on “Create an account” using an email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by¹:
 - a. Providing contact details
 - b. Providing information on the competences, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail de sections on skills and competences as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
 - c. Uploading of a curriculum vitae, preferably in Europass format².
3. Once their profile is approved by the SOCIEUX+ Team, they can apply to any available calls for experts accessible under the tab “Call for experts” and click on “Apply.”

If more information is needed, please contact SOCIEUX+ by email at experts@socieux.eu with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at experts@socieux.eu.

7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered in case an appropriate public expert cannot be identified.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at www.socieux.eu

7.3 Contracting of public experts

Public experts can be in active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

¹SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

²Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

Short-listed candidates may be required to provide the contact of employer or proof of their ability to be directly contracted under their status as civil servant or public employee.

7.4 Financial compensations

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated to public employees for all intents and purposes, benefits and financial compensation provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants applies and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

7.5 Travel costs

All travel expenses for the mobilised experts (public, private or international institutions) are covered by SOCIEUX in accordance with the **Guide for Experts and Collaborative institutions** with detailed information on contracting with SOCIEUX+ (version as on date of signature of the contract).

8 COMMUNICATION & VISIBILITY

SOCIEUX + can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide such contributions in the field of communication as photographs, provide short texts, and interviews.

Short briefings, before and after the mission, with the Communication Officer of SOCIEUX+. This briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on the preparation of background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and EuropeAid.

The experts mobilised are not representing SOCIEUX+ or the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third-parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services at the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that is fully compliant with and respectful of the local institutions, policies and cultural behaviours. They shall particularly adopt a culturally-sensitive behaviour in their way to deal with the local counterparts.

10 OTHER CONSIDERATIONS

11 ANNEXES

TABLE OF CONTENTS

1	Background information	1
1.1	Country overview	1
1.2	Sector situation.....	1
1.3	Role of partner institution in the sector	1
2	Action description	2
2.1	Overall objective	2
2.2	Specific objective (s) (purpose).....	2
2.3	Expected results.....	2
2.4	Final deliverables.....	2
3	Methodology	2
3.1	General methodology (of the action).....	2
3.2	Planned activities (work plan of the action).....	3
3.3	Inclusion of cross-cutting issues.....	3
4	Activities description	3
4.1	Tasks.....	3
4.2	Deliverables.....	4
4.2.1	Pre-mission deliverables	4
4.2.2	Final deliverables	4
5	Reporting and submission of deliverables	4
5.1	Formats	4
5.2	Submission and approval.....	5
5.2.1	Pre-mission deliverables	5
5.2.2	Final deliverables	5
6	Required expertise.....	5
6.1	Expertise profile	5
6.2	Estimated workload	6
7	Applications	7
7.1	Call for experts	7
7.2	Selection of experts	7
7.3	Contracting of public experts	7
7.4	Financial compensations.....	8
7.5	Travel costs	8
8	Communication & Visibility	8
9	Code of conduct	8
10	Other considerations	8
11	Annexes	8
	About SOCIEUX+	1

ABOUT SOCIEUX+

The European Union (EU) promotes and maintains dialogue on social protection and inclusive employment policies with an increasing number of partner countries. This effort has been confirmed by the European Commission (EC) Communication COM (2016) 740 final - "Proposal for a new European Consensus on Development, entitled *Our world, our dignity, our future*. A significant number of cooperation initiatives in these fields are funded by geographic or thematic instruments of the EU in different countries. Those initiatives are highly structured and address the medium- to long-term needs of partner countries. However, short-term measures and peer-to-peer cooperation to promote the development of social protection systems are needed to complement the EU's cooperation with third countries. SOCIEUX+ - EU Expert Facility on Employment, Labour and Social Protection responds to this need.

The SOCIEUX+ facility was setup by the EU through co-funding from France, Spain and Belgium and the resources managed by the European Commission's Directorate for Development and Cooperation (EuropeAid). The facility is implemented by a partnership composed of development cooperation agencies from Member States: Expertise France (the partnership lead), Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, Belgian International Cooperation on Social Protection (BELINCOSOC), and the Belgian Development Agency (Enabel).

The general objective of the Facility is to expand and improve access to better employment opportunities and inclusive social protection systems in partner countries. Its specific objective is to enhance the capacities of partner countries to better design, manage and monitor inclusive, effective, and sustainable employment strategies and social protection systems through short-term, peer-to-peer technical assistance and knowledge development.

SOCIEUX+ recognises the impact of social protection and employment in reducing poverty and vulnerability. It supports the efforts of partner governments in promoting inclusive and sustainable social protection and employment systems. SOCIEUX+ also complements the efforts made through other European Union initiatives.

The Facility is an expansion of SOCIEUX Social Protection EU Expertise in Development Cooperation, established in 2013.

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