

TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

Action code and partner country: *SOCIEUX 2022-20 KAZAKHSTAN*

Action title: Exchange of experience in providing special social services to persons with disabilities on regional level

Partner institution: *Department of employment and social protection of the city of Nur-Sultan*

Activity number and title:

A. 1: Assessment of the provision of special social services for people with disabilities in Nur-Sultan

Date of implementation of activities:

Activity 1: 14/11/22-25/12/2022 (on-site 28/11-10/12/2022) - TBC

Expert positions and responsibilities (by activity):

Expert 1: Access to basic social services; Rights of People with Disabilities, Service delivery

Expert 2: Access to basic social services; Rights of People with Disabilities, Service delivery

Workload:

Expert 1 (principal) : 20 days

Expert 2 : 19 days

Call for experts' reference: **22-20/KAZ/1**

Version - #: ☒ 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

Nur-Sultan city (region) is the capital city in Kazakhstan. Its population is slightly below 1,2 million people (6,5% of the country's population). The official number of persons with disabilities in Nur-Sultan is 31,5 thousand people – 5% of all registered persons with disabilities in Kazakhstan – 53,5% accounting for men, 15,5% for children under 18 (only 1456 children under 16).¹

As the lead in its network of care providers (including public care and rehabilitation institutions, centres of social services and some NGO service providers²), the Department of employment and social protection of the city of Nur-Sultan is in charge of organising the provision of social services to vulnerable population, including persons with disabilities in the city of Nur-Sultan. Special social services for people with disabilities are particularly aimed at supporting them in overcoming the barriers caused by their disability and enable their equal participation. They tackle social readaptation and promote individual autonomy of persons with disabilities. According to the law 114-IV from 29/12/2008, in Kazakhstan these services – provided free of charge or on paid basis – may include social accompaniment, housing, services facilitating access to education, culture, employment, information, transportation etc., however, no exhaustive list of these services exist.

The Partner institution considers it its priority to develop special social services for persons with disabilities and improve their quality. However, several difficulties persist, including long waiting lists to receive services because of the growing population of the city of Nur-Sultan, no differentiated approach in funding services provision, etc. With the regards to the present action, the gaps identified by the Partner Institution are the lack of knowledge and experience in the area of accompaniment of persons with disabilities to autonomous living and in creating necessary conditions for that, as well as need to reinforce the capacities of professionals working with persons with disabilities in this area.

¹ <https://inva.gov.kz/ru/highcharts>

² 8 NGOs providing services to around 700 persons

1.3 Role of partner institution in the sector

Department of employment and social protection of the city of Nur-Sultan is the main administration on regional level³ responsible for Implementation of the state policy in the areas of employment, labour and social protection policy on the territory of Nur-Sultan city. Therefore, its mission is to contribute to effective employment and respect for the labour standards as well as to ensure high level of social protection of population within its geographical area with respect to the principle of gender equality.

Its tasks include (only those related to the present action are mentioned below):

- development, implementation and monitoring of the implementation of social programmes;
- coordination of the provision of special social services in the field of social protection in institutional care, day care, home-based services, temporary stay; as well as and decision-making in the area of the provision of special social services;
- provision of social rehabilitation services for people with disabilities in accordance with the individual rehabilitation programme;
- allocation and payment of social benefits, stipulated by the legislation of the Republic of Kazakhstan, and provision of other types of social assistance at the expense of the local budget;
- guardianship functions with respect to incapable and incapacitated adults;
- management of the registry of beneficiaries of social assistance (persons with disabilities, veterans persons equated to them, victims of political repressions, multi-child families, old age pensioners etc.);
- coordination of the implementation of the Law of the Republic of Kazakhstan "On social protection of persons with disabilities in the Republic of Kazakhstan".

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 contribute to the improvement of the quality of social services provided by the city of Nur-Sultan to persons with disabilities to support their individual autonomy and independence

2.3 Expected results

R. 1: The Department of Employment and Social Protection makes use of the assessment of services currently provided to persons with disabilities in the city of Nur-Sultan.

R. 2: The Department of Employment and Social Protection staff capacities and competence to provide services to people with disabilities to support their individual autonomy and independence were reinforced

2.4 Final deliverables

D. 1: Assessment report on the special social services provision for people with disabilities in Nur-Sultan

D. 2: Synthetic report on assessment of training needs

D. 3: Training materials

³ The capital city of Nur-Sultan has a status of a separate region in Kazakhstan and the competences of its public administrations are the same as regional ones

3 METHODOLOGY

3.1 General methodology (of the action)

The action is focused on supporting the Partner Institution in its initiative to provide better social services to persons with disabilities. In case of this action, relevant special social services to persons with disabilities will include those that contribute to personal autonomy of persons with disabilities and to their independence (further named special social services or services).

It is designed first to conduct the assessment of existing special social services provided at the city level by the Department and by eventually its subordinate or contracted institutions. This assessment will allow to identify weaknesses and possibilities for improvement of services, including needs for staff's capacity reinforcement, if it is a condition to better services. Second part of the action consists in capacity reinforcement sessions for professionals who provide services (social/case workers, social assistants etc.) on a selected range of services and professional gestures.

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 good practice in the field of social services. The experts shall take into account the work that has been done so far by the Partner institution and follow the peer-to-peer approach in their work with the Partner institution.

3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

A. 1: Assessment of the provision of special social services for persons with disabilities in Nur-Sultan

A. 2: Training of trainers on improving the quality of selected social services for persons with disabilities.

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

- Activity 1.

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 action includes two activities

During the first activity the experts will conduct the assessment of the offer of special social services for people with disabilities in Nur-Sultan, provided by the Employment and Social Protection Department, related organizations and other service providers, in terms of the legal basis and criteria for service provision, actual accessibility of services, matching the needs of beneficiaries, quality of service provision, efficiency of services. General recommendations for improvement shall also be provided in the assessment report. Human resources in terms of qualifications and capacity-building needs will also be assessed. The assessment of training needs will be taken into consideration while choosing the topics for the training (activity 2).

Particular attention will be paid to the services that support inclusion of persons with disabilities into society, contribute to their individual autonomy and independence.

At this stage the experts shall consult the Partner Institution as well as other relevant parties, including other local authorities, service providers, professionals of medical and social care, organisations of persons with disabilities and parents of children with disabilities, eventually other civil society organisations. Even if technical assistance in this action concerns mostly city/regional level (the city of Nur-Sultan has a regional status), representatives of national ministries and development partners represented in Kazakhstan can also be consulted (including UNICEF, UNDP, World Bank and UNFPA).

The team of experts will deploy a peer-to-peer methodology involving the Partner Institution relevant staff and other stakeholders in technical consultations. 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 Partner Institution will be appointed to closely work with the experts during the activity. Interpretation during the on-site mission and translation of final documents are necessary for this activity; they will be provided by SOCIEUX+ within the limits indicated in the work plan below. The preparatory consultations with the Partner Institution shall be conducted in English or with translation provided by the Partner Institution. This activity should take place on-site to ensure good understanding of the context by the experts, fluid contact with local stakeholders and efficiency of peer-to-peer cooperation.

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 Nur-Sultan;
- 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):*

- P1: A methodological note, detailing the working approach, tools and methods to employ, a risks analysis, etc. The Methodological Note shall not exceed 3 pages (excluding cover page and annexes).
- P2: An activity/mission agenda, detailing the meetings and working sessions to be held, persons to meet, etc. The Activity/mission Agenda shall not exceed 2 pages.

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

For each of the two activities:

- D1: Assessment report on the special social services provision for people with disabilities in Nur-Sultan
- D2: Synthetic assessment of training needs report;

- **ExMR:** An individual Expert Mission Report in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX+. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- **ExF:** An individual completed Expert Feedback Form completed online (see instructions and link on the ExMR template).
- **AcR:** A collective Activity Report in SOCIEUX+ format (template provided). This AcR is to be produced jointly by the mission team. It is intended for the Partner Institution, and will be shared, most probably, with key stakeholders of the action. The report will reflect the tasks conducted in during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.

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 People with Disabilities; Access to basic social services

Specific skill(s) of expertise: Service delivery

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, NGO, or academia;
- Relevant experience in the area of organisation and provision of social services to different groups of vulnerable population;
- Experience of assessment of public policy or sectoral situation in social protection area;
- 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: Social Services; Rights of People with Disabilities

Specific skill(s) of expertise: 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 civil society organizations;
- Relevant experience in the area of organisation and provision of social services to different groups of vulnerable population;
- Good knowledge of social and medico-social services provided in the EU countries to persons and with disabilities ;
- 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

Activity 1

	Preparation	On-site work	Travel	Reporting & deliverables	Total
Principal expert (#1)	3	10	2	5	20
Expert (#2)	3	10	2	4	19
Total	6	20	4	5	39

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:

- If they have not already, experts create their SOCIEUX+ account by clicking on "Create an account" using an email address.
- Login details for their account will be sent to experts by email, experts should create and submit their profile for review by⁴:
 - Providing contact details
 - 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.*
 - Uploading of a curriculum vitae, preferably in Europass format⁵.
- 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,

⁴SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

⁵Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

- 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+.

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

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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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