



Evaluation of EU support to social protection in external action 2007-2013

Final Report
Volume III – Annexes
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Evaluation carried out on behalf of the European Commission

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The author accepts sole responsibility for this report, drawn up on behalf of the Commission of the European Union. The report does not necessarily reflect the views of the Commission.

Evaluation of EU support to social protection in external action 2007-2013

Final Report

The report consists of three volumes:

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- 2. Overall methodological approach**
- 3. Answers to the Evaluation Questions**
- 4. Conclusions**
- 5. Recommendations**

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Annex 1 – Terms of References

TERMS OF REFERENCE

Evaluation of EU support to social protection in external action (2007-2013)

Framework Contract COM 2011 LOT1- Studies and Technical assistance in all sectors

Contracting Authority: European Commission

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1. CONTEXT/INTRODUCTION

1.1 Background

The last decade has seen high growth in emerging and developing countries, and considerable progress on all Millennium Development Goals (MDGs). Yet poverty reduction has not been evenly spread throughout the world, nor have the benefits of growth at national level been evenly shared. A large number of people remain trapped in chronic poverty, which is increasingly associated with exclusion and marginalisation. The global food, fuel and financial crises have added to global poverty and inequality.

Social protection has proven to be an effective mechanism for increasing equity (e.g. through social transfers and increased access to basic social services) and supporting resilience to shocks and protection against individual and covariate risk, making it a key element in poverty prevention and reduction and for inclusive growth. Yet social protection coverage in low and middle income countries is usually low and even if some emerging economies have succeeded in providing access to social protection schemes to millions of people, the level of protection often remains minimal. Economies with low social protection coverage are often characterised by high levels of informality, a low tax base, relatively low budget allocations for social protection, highly segmented social insurance systems that mostly benefit only a small minority in the formal sector, and highly fragmented or limited social assistance schemes.

Against this background, demand for social protection is growing and an increasing number of partner countries are responding by placing the development of comprehensive social protection systems at the centre of their national development strategies. The adoption of the Recommendation on Social Protection Floors (SPFs) at the 2012 International Labour Conference, strongly supported by the EU, reflects this development, and has also acted as an additional spur to it in some cases.

Governments face the twin challenges of both designing social protection policies and programmes that have better, more inclusive coverage and greater coherence, and then operating them with greater efficiency and in ways that are fiscally feasible and sustainable. Well-designed social protection is an investment in human development and contributes to inclusive growth. Furthermore, even when the political will exists, the capacity of governments to respond depends not only on financing (and the ability to raise tax revenues or mobilise contributions rather than rely on debt or donor finance), but also on the institutional capacity of the relevant government agencies and the ease with which it can be deployed in order to deliver social protection.

Within the EU, the main policy framework in the field of social protection is the Europe 2020 strategy and the Open Method of Coordination for social protection and social inclusion (Social OMC), which aims to promote social cohesion and equality through adequate, accessible and financially sustainable social protection systems and social inclusion policies. Through the Social OMC, the EU provides a framework for national strategy development for social protection and social investment, as well as for coordinating policies between EU countries on issues relating to: poverty and social exclusion, health care, long-term care and pensions. Furthermore, the Commission adopted in October 2013 a Communication on Strengthening the Social Dimension of the Economic and Monetary Union by tightening up coordination and surveillance of

employment and social policies under the European Semester, while fully respecting national competences. This Communication also highlights the role of the social partners and of social dialogue at both national and international level.

In the context of its Enlargement policy, the EU provides financial and technical support to beneficiary countries for political and economic reforms towards the alignment with EU standards and *acquis*, with a view to EU membership. The *acquis* in the social field includes minimum standards in the areas of labour law, equal opportunities, health and safety at work and anti-discrimination as well as a mechanism to coordinate national social security provisions for insured persons and their family members moving to another Member State.

As far as social protection is concerned, the EU provides support to the 'Enlargement countries' to make the necessary reforms to improve and modernize their social protection systems to be able to respond to changing societal needs following the work done by Member States in the framework of Social OMC. This requires investment in capacity building, in particular with regards to the social partners and the preparation for the future intervention of the European Social Fund.

In the context of the Neighbourhood and Development policies the EU provides support to partner countries to design and implement "policies and reforms which improve the coverage, quality of and access to basic social infrastructure and services and take account of local needs and specific demands of the most vulnerable and disadvantaged, thus reducing the inequalities of access to these services (...).Cooperation shall promote and support the development and implementation of policies and of systems of social protection and security in order to enhance social cohesion and to promote self-help and community solidarity"¹.

In practice, in order to achieve effective social protection, the EC focuses its cooperation with partner countries on measures for administrative and technical capacity development in support to country-owned and country-led social protection policies and programmes that address the underlying causes of inequality and vulnerability – particularly those that affect women, children and people with disabilities; support to the engagement of civil society, social partners, and the private sector; and support approaches that seek to enable partner countries to participate in productive economic activity and employment

1.2 Objectives of the initiative

Social protection lies at the heart of the European social model, committed to providing universal access to social protection in its Member States, with a variety of systems and practices. This experience gives a unique role to the EU in supporting the development of comprehensive and financially sustainable social protection systems in partner countries by means of exchange of experience and policy and technical advice in support of capacity development.

The Commission, since its overall EU Enlargement Strategy 2010-2011, welcomed the intention of many enlargement countries to reflect the Europe 2020 strategy in their national reform priorities, as also confirmed by the regional strategy set out under the coordination of the Regional Cooperation Council for the Western Balkans. One of the targets of the Europe 2020

¹ The Cotonou Agreement, signed in Cotonou on 23 June 2000, last revised in Ougadougou on 22 June 2010

strategy concerns fighting poverty and social exclusion aiming that by 2020 there will be at least 20 million fewer people in the EU in or at risk of poverty and social exclusion. With social protection playing an important role in reducing poverty and vulnerability, in building-up resilience to shocks throughout the lifecycle and supporting inclusive growth, the EU provides support to enlargement countries to improve and modernize their social protection systems to be able to eventually ensure²:

- access for all to basic resources, rights and social services needed for participation in society;
- adequate retirement incomes for all and access to adequate and sustainable pensions;
- access for all to high-quality and sustainable healthcare and long-term care.

Through its European Neighbourhood Policy (ENP), the EU works with its southern and eastern neighbours to achieve the closest possible political association and the greatest possible degree of economic integration³. The support provided to partner countries should be coherent with the objectives and principles of the EU development cooperation policy outlined in the Joint Statement entitled "the European Consensus on Development", like the eradication of poverty, the pursuit of the MDGs, promoting policy coherence for development⁴.

In 2011, the EU Communication on the Agenda for Change⁵ called for a more comprehensive approach to human development, supporting increased access to quality health and education services and enhanced social protection in support of inclusive growth characterised by "people's ability to participate in and benefit from wealth and job creation". Thus, the EU should support the decent work agenda, social protection systems and encourage policies to facilitate regional labour mobility to fully exploit the interrelationship between migration, mobility and employment.

The 2012 Communication on Social Protection in EU development cooperation⁶ established that the goal for development cooperation in this field should be to improve equity and efficiency in provision, while supporting social inclusion and cohesion, as the essential underpinnings of inclusive, sustainable growth and poverty reduction. The Council, in the related Council Conclusions, underlined the importance of:

- supporting the development of inclusive, nationally-owned social protection policies and programmes, including social protection floors;
- focusing on measures for capacity building and integrating civil society, social partners and private sector initiatives;
- supporting the active involvement of civil society organizations (CSOs) in strengthening social protection policies in partner countries;
- protecting against protracted crises and build resilience.

The Council also underlined that the financing of social protection benefits should ultimately be nationally funded in order to ensure ownership and sustainability of social policy.

² COM (2005) 706 final

³ The European Neighbourhood Policy has been recently reviewed introducing a new approach to strengthen the partnership between the EU and the partner countries. The changes brought by the COM(2011) 303 should thus be taken into account in this evaluation

⁴ EC Regulation no 1638/2006

⁵ COM(2011) 637 final

⁶ COM (2012) 446 final

1.3 Description of the initiative

The EU support in external action for social protection is provided through policy dialogue and EU financial assistance.

EU policy dialogue

At international level, the Commission is a member of the Social Protection Inter-Agency Cooperation Board (SPIAC-B), which was established in 2012 at the behest of the G20. The SPIAC-B is co-chaired by the World Bank and International Labour Organization (ILO) and includes UN agencies, programmes and funds, international financial institutions and bilateral development agencies. This is the mechanism for coordination at international level of the main actors in social protection including a significant number of EU Member States. In this framework, the EU has contributed to shape global thinking and development of policy making, and it has led the push for ensuring participation by representatives of partner countries from the global south. The Commission also participates in the work of the Inter-Agency Social Protection Assessment (ISPA) Initiative, set up by the SPIAC-B to develop consistent and evidence-based tools that support governments to assess and improve their national social protection systems, programs and delivery mechanisms. The EU has also intervened on the follow-up of the ILO Recommendation N° 202 in ILO tripartite meetings.

In its **cooperation with Enlargement countries** the Commission is engaged in policy dialogue:

- in the framework of bilateral and regional fora on economic policy and on employment and social policies to guide the programming of financial assistance towards the objectives of Europe 2020, especially with respect to socio-economic development;⁷
- as part of the accession process;
- as part of the programming process of IPA assistance, setting specific objectives and priorities for support in: Multi-Annual Indicative Financial Frameworks (MIFFs) and Multi-Annual Indicative Planning documents (MIPDs) (for IPA I); Annual and/or multi-annual (action) programmes;
- specifically for the 2014-2020 programming period – in the framework also of sector reform programmes and for budgetary support.

In its **cooperation with EU Neighbourhood countries** the Commission is engaged in policy dialogue:

- at bilateral level, through the agreement of ENP Action Plans or Association Agendas in line with Association Agreements or other agreements between the EU and partner countries;
- at regional level in the framework of Eastern Partnership⁸ and Union for the Mediterranean⁹ initiatives;

⁷ In the EU Enlargement Strategy 2015 (COM(2015) 611 final), the economic governance inspired by the European Semester is now a central element that encompasses employment and social policies

⁸ Platform 2 - "Economic Integration and Convergence with EU Policies"

⁹ Euro-Mediterranean Social Dialogue Forum

- as part of the programming process of ENPI/ENI assistance, setting specific objectives and priorities for support in Country Strategy Papers, Multi-annual Indicative Programmes, Annual and/or multi-annual (action) programmes; and more specifically, in the case of budgetary support programmes;

In its **cooperation with developing countries**, the Commission is engaged in policy dialogue:

- at bilateral level with India, Brazil, China, and South Africa, within the framework of their respective Strategic Partnerships with the EU;
- at regional level, for example in the framework of the Joint Africa-EU Strategy;
- as part of the programming process of DCI/EDF assistance;
- in the framework of the implementation of budget support through good governance and development contracts and of sector reform contracts.

The policy framework on social protection built of numerous Commissions' communications and Council Conclusions¹⁰ emphasizes that the following principles should guide policy dialogue and other interventions in support to social protection systems:

- **inclusiveness:** social protection systems should guarantee that everyone is protected against major life-cycle risks, including persons in the informal economy. This entails availability of and accessibility to social protection systems, programs and benefits, while ensuring non-discrimination, gender equality, and designing schemes and programmes to respond to the special needs of persons with different characteristics, circumstances and vulnerabilities; equality between men and women should be mainstreamed in all activities aiming at the above mentioned objectives; this means assessing the consequences for women and men at all stages of planning, decision-making and follow-up relating to such activities;
- **adequacy:** the programs and schemes that make up the system should provide regular and predictable benefits and quality services that are adequate to meet social protection needs of the population and achieve national/program objectives. As a minimum, benefits contribute to poverty reduction, equity, ensure income security, access to health and other services along the life cycle and promote productive economic activity;
- **coherence, complementarity and coordination** between economic, employment and social protection policies at EU and national levels; Institutional arrangements promote coordination across institutions responsible for the design, administration and delivery of social protection programmes;
- **sustainability-** the financial resources raised and allocated should be aligned with actual and expected systems and programme outcomes, demographic patterns, and the economic development; contributions should be based on beneficiaries' contributory capacity; budgets should be executed as planned to allow for full implementation and monitoring of social protection schemes and programs; legal and institutional frameworks should

10COM (1999)347 final; COM (2000) 379 final; COM(2003) 261 final; COM (2005) 33final; COM (2005) 706 final; COM (2008) 412 final; COM (2011) 303;COM (2012) 446 final

articulate the long term financial requirements to ensure long term funding commitments, including envisaged tax and revenue reforms;

- **governance, institutional set up and capacity:** Clear internal rules, regulations, reporting mechanisms and operating procedures specify the relationships, roles and responsibilities of bodies and actors involved in social protection
- **social dialogue and dialogue with civil society:** the involvement/consultation of social partners and civil society in the modernization of social protection systems is crucial; the capacity of the social partners and civil society to contribute to this process should be increased.

EU financial assistance

IPA assistance for social protection was made available during 2007-2013 under the Component I (Transition Assistance and Institution Building) open to all IPA beneficiary countries and Component IV (Human Resource Development), only accessible to candidate countries.

ENPI, DCI as well as the 10th EDF assistance during 2007-2013, was used to support bilateral or thematic programmes for the development of nationally-owned social protection systems that provide the basis for universal access to nationally defined social protection floors, delivering better and higher levels of protection for all people throughout their life. More specifically, these programmes have tended to support the development an appropriate legal and institutional framework for the provision of effective and efficient social protection coverage through technical cooperation and the strengthening of the administrative and implementation capacities of governments, implementing agencies, social partners and other non-state actors.

EU assistance has been implemented through the following modalities:

- twinning, twinning light and TAIEX¹¹;
- SOCIEUX¹²
- technical assistance;
- investments in the regulatory infrastructure to support alignment with European Union norms and standards;
- grant schemes;
- project preparation facilities;
- budget support.

The Enlargement countries benefited in addition, from the Community Programme for Employment and Social Solidarity – PROGRESS¹³ - for 2007-2013.

Diagrams showing the interaction between EU policy dialogue and financial assistance in the achievement of overall policy are shown in Annexes II and III.

¹¹ Technical Assistance and Information Exchange instrument of the European Commission, http://ec.europa.eu/enlargement/tenders/taix/index_en.htm

¹² Social Protection European Union Expertise in Development Cooperation, https://ec.europa.eu/europeaid/social-protection-eu-expertise-development-cooperation-socieux_en

¹³ <http://ec.europa.eu/social/main.jsp?langId=en&catId=327>

1.4 Evaluation and Monitoring Provisions

1.4.1 Monitoring Provisions

ENPI, IPA I, DCI and EDF actions have been subject to result oriented monitoring (ROM). The ROM reports, as well as internal monitoring reports will be used by the evaluators during the Inception and Desk phases and to prepare the field missions as one among many inputs.

1.4.2 Previous evaluations and other reports

Some relevant EC studies/evaluations have taken place at national, regional and EC level. They, together with the relevant performance audits of the European Court of Auditors, will be taken into account in the carrying out of the current evaluation. Hereunder non-comprehensive list of available studies/evaluations:

Studies:

- Concept Paper "Supporting Social Protection Systems" (DEVCO,2015)
- European Report on Development 2010 "Social Protection for Inclusive Development"¹⁴
- Study on "Social Inclusion and Youth in EC External Cooperation, including the case of ENP Countries", Project No. 2009/221657 - Version 2
- The Public Pursuit of Secure Welfare: Background Paper on International Development Institutions, Social Protection & Developing Countries¹⁵, December 2013;
- Social transfers in the fight against hunger. A resource for development practitioners¹⁶;
- Social protection and social inclusion in Armenia, Azerbaijan and Georgia synthesis report¹⁷, 2011
- Social protection and social inclusion in Belarus, Moldova and Ukraine - Synthesis Report¹⁸, 2010
- "Feasibility of social protection schemes in developing countries" (2013, European Parliament)¹⁹
- Study on Social Protection in Sub-Saharan Africa²⁰ (DEVCO, 2013)

Thematic evaluations²¹:

- Thematic global evaluation of European Commission support in the sectors of ESI (Employment and Social Inclusion) in partner countries (including vocational training) during 1999-2009, published in 2011
- Evaluation of the European Union's Support to two European Neighbourhood Policy Regions (East and South) (2004-2010), published in 2013
- Review of the EU external action legal instruments (2006-2010), published in 2011
- Synthesis of Budget Support Evaluations (2010-2014), published in 2014
- Strategic evaluation of the EU Support to health in third countries (2001-2010), published in 2012

¹⁴https://ec.europa.eu/europeaid/policies/research-development/research/european-report-development-2010-social-protection-inclusive_en

¹⁵https://ec.europa.eu/europeaid/public-pursuit-secure-welfare-background-paper-international-development-institutions-social_en

¹⁶<http://bookshop.europa.eu/en/social-transfers-in-the-fight-against-hunger-pbMNBB12003/>

¹⁷<http://ec.europa.eu/social/main.jsp?catId=89&langId=en&newsId=1045&moreDocuments=yes&tableName=news>

¹⁸http://www.europarl.europa.eu/meetdocs/2009_2014/documents/deve/dv/study_social_protecti/study_social_protection.pdf

¹⁹http://www.europarl.europa.eu/meetdocs/2009_2014/documents/deve/dv/study_social_protecti/study_social_protection.pdf

²⁰http://ec.europa.eu/europeaid/sites/devco/files/study-on-social-protection-in-sub-saharan-africa_en.pdf

²¹https://ec.europa.eu/europeaid/node/80199_en; http://ec.europa.eu/enlargement/news_corner/key-documents/index_en.htm

- Thematic Evaluation of EU's Support to Refugees in Bosnia and Herzegovina, Kosovo, Montenegro and Serbia, contract n° 2012/308441/
- Interim evaluation and meta evaluation of IPA assistance. Evaluation of Multi Beneficiary Programmes, published in 2013;
- Interim evaluation and meta evaluation of IPA assistance. Meta Evaluation of IPA assistance. Published in 2013
- Third interim evaluation of IPA assistance, published in 2015
- Thematic Evaluation on IPA Support to Roma Communities, published in 2015

Programme evaluations²²:

- The Mid-term Evaluation of PROGRESS, December 2011
- The Mid-term Evaluation of SOCIEUX, May 2015.
- Ex-post evaluation of the Programme for employment and social solidarity – PROGRESS 2007- 2013 and recommendations for the successor programmes to PROGRESS 2014-2020

Country evaluations²³:

- Strategic evaluation of the EU cooperation with Georgia (2007-2013), published in 2015
- Evaluation of the European Union's Cooperation with the Hashemite Kingdom of Jordan (2007-2013) - Country Level Evaluation, published in 2015
- Joint strategic evaluation of budget support operations in Morocco (2005-2012), published in 2014
- Strategic evaluation of the EU cooperation with the occupied Palestinian Territory and support to the Palestinian people (2008-2013), published in 2014
- Strategic evaluation of EU budget support to Tunisia (1996-2008), published in 2011
- Strategic evaluation of the EU cooperation with Egypt (1998-2008), published in 2010
- Strategic evaluation of EU cooperation with Ukraine (2002-2009), published in 2010
- Strategic evaluation of the EU cooperation with Moldova (2000-2006), published in 2007
- Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Albania, Project No. 2010/231987 - Version 2
- Interim/Strategic Evaluation of EU IPA Pre-Accession Assistance to Bosnia & Herzegovina
- Strategic / Interim Evaluation of EU IPA Pre-accession Assistance to Kosovo (under UNSCR 1244/99), Project No. 2010/231987
- Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Montenegro, contract no. 2010/241390
- Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Serbia, contract no. 2010/231827
- Ex-Post Evaluation of the assistance provided by the EU's Turkish Pre-Accession Instrument, 2002-2006
- Review of twinning in Turkey, N°06/PO/01/003/101911
- Evaluation of the European Union's Cooperation with Lesotho 2008-2013
- Joint strategic evaluation of budget support operations in Morocco (2005-2012)

²²<http://ec.europa.eu/social/keyDocuments.jsp?type=0&policyArea=86&subCategory=987&country=0&year=0&advSearchKey=progressevaluation&mode=advancedSubmit&langId=en>

²³https://ec.europa.eu/europeaid/node/80199_en; http://ec.europa.eu/enlargement/news_corner/key-documents/index_en.htm

- Strategic evaluation of the EU cooperation with the occupied Palestinian Territory and support to the Palestinian people (2008-2013)
- Upcoming evaluation of EU's cooperation with Paraguay.

2. SPECIFICATIONS OF THE ASSIGNMENT

2.1 Beneficiaries and stakeholders

The beneficiaries of this evaluation are the IPA beneficiary countries, the EN(P)I, DCI and EDF partner countries and the European Commission (DG NEAR and DG DEVCO).

The stakeholders for this evaluation include:

National/regional stakeholders include (non-exhaustive list):

- National IPA coordinators (NIPAC);
- National Coordinating Units in ENI countries (NCU)
- Operating Structures of participating IPA beneficiary countries
- Members of the IPA monitoring committees, the Sectoral monitoring committee
- Ministries or agencies in charge of social protection, finance, planning, etc.
- Representative trade unions and employers' organisations
- Associations of providers of in-kind social protection services (e.g. social care, health care, long-term care)
- Relevant civil society organisations and research institutions

EU stakeholders include (non-exhaustive list):

- DG NEAR
- DG DEVCO
- DG EMPL
- EEAS
- EU Delegations in beneficiary/partner countries, European Union Office in Kosovo
- European Training Foundation
- European Social Policy Network (ESPN)

International stakeholders (non-exhaustive list):

- International Labour Organization (ILO)
- World Bank
- UNICEF
- OECD
- Council of Europe
- Relevant civil society organisations and research institutions

2.2 Global Objective of the evaluation

The objective of the evaluation is to assess the EU support provided in external action for social protection launched in the period 2007-2013. The evaluation should provide an assessment on the attained results, their impact and sustainability, the good practices and pitfalls in IPA I, ENPI, DCI and EDF programming and implementation.

The results of the evaluation will be used to:

- support the decision-making, both at strategic (planning) level, and at the level of the design of the action programmes /interventions;
- feed into the reflection on the revision of future development policies in view of the recent adoption of the 2030 Sustainable Development Agenda;
- demonstrate whether already on-going/planned IPA (I) II, ENPI/ENI, DCI and EDF action programmes/interventions in the area of social protection have taken on board the latest lessons learnt from the previous programming period;
- provide recommendations for the EC on the best way to approach and improve its support to the development of social protection systems, in partner countries both in terms of the use of policy dialogue and financial assistance;
- contribute to the preparation and adjustment of action programmes, namely for IPA II, ENI, DCI and EDF assistance to the extent possible;
- feed in the Mid-term Review of financial instruments;
- feed in Mid-term Reviews of country/region multi-annual indicative programmes.

2.3 Scope of the evaluation

For the purpose of this evaluation, *social protection shall refer to the public actions taken in response to levels of vulnerability, risk and deprivation which are deemed socially unacceptable within a given policy or society.*

In other words, public policies and actions that aim at:

- **addressing risks and needs** by "enhancing the capacity of all people, but notably the poor and vulnerable groups to escape from poverty, or avoid falling into poverty, and better manage risks and shocks" and
- **building human capital** through "providing a higher level of social security through income security and access to essential services (in particular, health and education) throughout active and inactive periods and periods of need throughout the lifecycle²⁴."

The evaluation will focus on EU support (policy dialogue and financial assistance) provided for the development of social protection systems in partner countries, more specifically on the **social insurance and social assistance measures** to address the following risks and needs: unemployment, parental responsibilities, sickness and healthcare, work accidents/employment injuries disability, loss of a spouse or parent, old age, housing and social exclusion.

²⁴ COM(2012)446

The evaluation will not assess the interventions which focus mainly on: employability and labour market measures, technical and vocational education and training (TVET), livelihoods promotion, food security, disaster and risk reduction interventions.

Geographical coverage:

The evaluation should cover:

- **IPA I beneficiary countries**²⁵ –Albania, Bosnia and Herzegovina, Montenegro, Kosovo*, the former Yugoslav Republic of Macedonia, Croatia²⁶, Serbia and Turkey;
- **ENPI partner countries** – Algeria, Armenia, Azerbaijan, Belarus, Egypt, Georgia, Israel, Jordan, Lebanon, Republic of Moldova, Morocco, Palestine*, Tunisia and Ukraine²⁷;
- **Countries covered by DCI and EDF** - social protection has been a focal sector only in a limited number of countries in 2007-2013, among which: El Salvador, Paraguay, Tajikistan, Kyrgyzstan, China, Philippines, Rwanda, Lesotho, Ethiopia, Angola, Malawi.

During the inception and desk phases the EU support to all above mentioned countries shall be subject of analysis, whereas during the field phase only around 8-12 countries will be visited following the establishment by the evaluators of a relevant and representative sample of interventions to be further analysed. The sample of interventions will be defined, in cooperation with EC services, on the basis of an initial mapping exercise to be carried out during the inception stage and confirmed at the end of the desk phase. It will have to be representative also from the point of different implementation modalities used.

2.4 Requested services, evaluation questions, methodology and quality control

2.4.1 Requested services

The evaluation shall:

- **Assess the performance** (relevance, efficiency, effectiveness, coherence, impact, sustainability and EU value added) of EU support (policy dialogue and financial assistance) launched in the period 2007-2013 for the development of social protection programmes and policies in partner countries; in addition, it will assess the complementarity and coordination of EU interventions with other actions carried out by Member States and international organisations and donors in the region;
- **Assess the Intervention logic** of IPA II, ENI, DCI (2014-2020) and 11th EDF planning documents addressing social protection, in order to assess their coherence with the relevant policy framework and programming guidelines. In particular, assess how the planning documents take on board past lessons, have moved towards Sector Approach and Sector Budget Support and to which extent they have established clear objectives, targets, indicators, baselines and monitoring mechanisms. Assess already on-going

²⁵ The Icelandic government has decided to put the EU accession negotiations on hold. In this context, the European Commission, in agreement with the Icelandic government, has suspended preparatory work on IPA for the period 2014-2020. As a consequence Iceland will not be covered by this evaluation

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

²⁶ Croatia is included as an IPA beneficiary country 2007-2012

*This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of the Member States on this issue.

²⁷ Libya and Syria are not considered due to the political situation of the countries

programmes/projects addressing social protection to see how well they reflect the new approach and assess their efficiency and likely effectiveness at this early stage of their implementation;

- **Provide conclusions and recommendations** both at policy and financial instrument level on how to further improve the support provided to social protection, including cross-fertilisation between IPA, ENI, DCI and EDF experiences.

The performance assessment of EU past assistance will be done on a sample of interventions that provided support to the preparation and implementation of social protection systems financed under the following instruments/programmes:

- IPA I 2007-2013: Components I and IV programmes/actions;
- PROGRESS 2007-2013: interventions;
- ENPI 2007-2013: country and multi-country programmes; budgetary support;
- DCI 2007-2013: bilateral, regional and thematic actions.
- 10th EDF (2008-2013): bilateral, regional and thematic actions.

As part of this assignment, the contractor will be asked to reconstruct the intervention logic of EU support provided for the development of social protection systems during the 2007-2013 in partner countries and prepare a mapping of relevant interventions.

2.4.2 Evaluation questions

Indicative topics (not exhaustive) to be translated in evaluation questions:

I. Performance assessment of EU support launched in 2007-2013 for the development of social protection systems in partner countries

Relevance:

- To what extent has the policy dialogue carried out in bilateral and regional contexts been in line with the objectives set in the EU policy framework on social protection? (see Annexes I and II)
- To what extent have the (original) objectives, defined in the programming/planning documents, proven to correspond to the needs and capacities of the partner countries in the area of social protection and the EU policy framework on social protection?
- To what extent have the EU interventions proved to be relevant to those needs?

Effectiveness:

- To what extent has the policy dialogue led to the formulation of appropriate objectives and design of programming documents and actions to respond to the needs of the partner countries in the area of social protection?
- To what extent have the objectives defined in the programming/planning documents been achieved?
- To what extent do the outputs and results of EU interventions correspond and contribute to the achievement of the objectives?
- What have been the (quantitative and qualitative) effects of the EU interventions?
- To what extent can these changes/effects be credited to the EU interventions?

- To what extent have the social partners and civil society been successfully involved in the policy dialogue for the programming, implementation/monitoring of EU interventions in the social protection field?
- To what extent has EU supported efforts by international organisations in the social protection field?

Efficiency:

- To what extent has the policy dialogue and programming process of EU assistance for social protection been carried out in an efficient way?
- What factors influenced the efficiency with which the achievements observed were attained?
- To what extent has the choice of aid modality been the most appropriate? Could the use of other type of financing or mechanisms have provided better cost-effectiveness?
- To what extent were the monitoring systems setup to function at regular intervals and be capable of collecting data and detecting problems? To what extent were the indicators appropriately designed to measure the progress in relation to the baseline situation and the effectiveness of the targets implementing the priorities? To what extent were the targets set realistic?
- To what extent are the costs involved justified, given the changes/effects which have been achieved?
- How affordable were the costs borne by different stakeholder groups, given the benefits they received?

Impact:

- To what extent the EU support (policy dialogue and financial assistance) has contributed to the development/modernization of social protection systems that are adequate, inclusive, accessible and sustainable and to social protection floors?
- To what extent are the outputs and immediate results translated into the desired/expected impacts? Are impacts sufficiently identified /quantified? Were there any unexpected impacts (both positive and negative)?
- To what extent do the observed effects contribute to the achievement of the policy framework overall objectives?
- How fairly are the observed changes/effects distributed across the different stakeholders, genders and social groups? Are the needs of women and men appropriately addressed by these interventions? If not, why? If so, was this due to a specific element in programming or implementation?

Sustainability:

- To which extent are the outcomes of the EU interventions likely to continue producing effects after the end of EU funding?
- How can the programming and implementation of EU interventions be enhanced to increase the impact and sustainability of EU assistance in the area of social protection?
- To what extent are the beneficiaries with strategic/policy and management responsibility demonstrating ownership of the results?
- How much have the social protection mechanisms in Enlargement, Neighbourhood and development cooperation countries evolve thanks to the EU support (policy dialogue and financial assistance)?

Coherence, Complementarity, Coordination:

- To what extent are the EU interventions coherent with other interventions which have similar objectives?
- To what extent are the EU interventions in the social protection field supported by different EU financial instruments coherent and complement each other (e.g. ENPI/IPA interventions with SOCIEUX/PROGRESS actions/activities?)
- To what extent are the EU interventions coherent with national policies, wider EU policy and international obligations?
- To what extent are the EU interventions for social protection coherent with EU economic and employment policies and interventions in the concerned countries?
- To what extent do EU policy and interventions in the social protection field support and usefully supplement other policies/interventions, in particular those pursued by the Member States and international donors in the region?
- To what extent are the interventions of EU, Member States and other donors organized to maximize their joint effects in the partner countries?

EU added value:

- What is the additional value resulting from the EU interventions, compared to what could be achieved by the Member States in the region and/or by the partner countries themselves at national and/or regional levels?
- To what extent do the issues addressed by EU interventions continue to require EU support?
- What would be the most likely consequences of stopping or withdrawing the existing EU support?

II. Assessment of the Intervention logic of IPA II, ENI and DCI (2014-2020) and 11th EDF planning documents/programmes addressing social protection

- To what extent are the priorities in the area of social protection identified in the Country Strategy Papers, Sector Support Frameworks and the Multi-Country Strategy Papers (and where appropriate other key reference documents) translated into appropriate actions into the Sector Planning Documents/Action Programmes/Action Documents? How coherent and consistent are they?
- To what extent has the EU assistance been designed to fit to the policy objectives and national strategies concerning social protection and how have they have been translated into actions?
- To what extent does the programming of this assistance provide for linkages between national and regional programmes and assistance from other donors?
- To what extent does the programming of this assistance take both women's and men's need into consideration?
- To what extent does the intervention logic facilitate the quality of the programme? How robust is the intervention logic in terms of depicting causal relationships between inputs, outputs, results, and outcomes?
- To what extent is the choice of aid modality the most appropriate? Could the use of other type of financing or mechanisms provide better cost-effectiveness?
- How adequate and relevant are the monitoring and evaluation systems and the performance indicators to measure the results, outcomes and impacts?

- To what extent has the IPA II/ENI/DCI/EDF assistance been designed based on the lessons learned from the past and on-going experience?
- What are the main gaps/weaknesses in the policy dialogue and programming of EU assistance carried out in the social protection field?

III. Lessons learned and recommendations

- What lessons learned can be drawn from the EU interventions (policy dialogue and financial assistance) in support of development/modernization of social protection mechanisms in aforementioned countries?
- How can programming of EU assistance be improved to achieve the policy objectives in a more effective and efficient way?
- How can programming of such assistance be enhanced to improve the impact and sustainability of EU interventions and generate stronger focus on the sector support type of actions?
- How can the lessons learned contribute to the work of the relevant Commission's thematic services?
- How can the EU better benefit from cooperation with relevant International Organisations (e.g. ILO, World Health Organization, World Bank)?

The final evaluation questions and methodology for this assignment will be completed and agreed upon during the inception phase of the evaluation.

2.4.3 Methodology

The methodology should be based on DG NEAR's and DEVCO Evaluation guides²⁸; the SG's guidelines on Better Regulation in the Commission concerning conducting an evaluation²⁹, the concept of the theory-based impact evaluations³⁰ and, if appropriate, on other methods to measure the impact and the effect of interventions.

In addition, the Contractor should take into account to the extent possible the performance criteria for the assessment of social protection systems laid down in CODI – Core Diagnostic Instrument "A Guide for Information Collection, Performance Assessment of different programs and national social protection systems" (2015, ISPA, Inter-Agency Social Protection Assessment).

The contractor will have a free choice as to the methods used to gather and analyse information and for making the assessment, but must take account of the following:

- The evaluation must be based on recognised evaluation techniques and triangulation methods are required;

28 DG NEAR's Evaluation guide is available at http://ec.europa.eu/enlargement/news_corner/key-documents/index_en.htm

DG DEVCO evaluation guide is available at: <https://myintracomm.ec.europa.eu/dg/devco/quality-impact/evaluation/Pages/index.aspx>

29 SG's evaluation guidelines are available at: http://ec.europa.eu/dgs/secretariat_general/evaluation/documents_en.htm

30 http://ec.europa.eu/regional_policy/information/evaluations/guidance_en.cfm#2 and http://ec.europa.eu/regional_policy/en/information/publications/evaluations-guidance-documents/2013/evalsed-the-resource-for-the-evaluation-of-socio-economic-development-sourcebook-method-and-techniques

- Considerable emphasis should be placed on the analysis phase of the evaluation. In addressing the evaluation questions, quantitative indicators should be sought and used as far as possible. The contractor must support findings and recommendations by explaining the degree to which these are based on opinion, analysis and objectively verifiable evidence. Where opinion is the main source, the degree of consensus and the steps taken to test the opinion should be given;
- The final evaluation questions and methodology for this assignment will be completed and agreed upon during the inception phase. Advantages, limitations and risks involved in using the proposed tools and techniques should be explained. There should be a clear link between the evaluation questions addressed and the corresponding methodology proposed. The evaluation questions can be further elaborated, e.g. by providing operational sub-questions under each question.
- It is not expected that all individual projects/programmes related to social protection be assessed, but the sample of measures examined should be drawn up in a manner suitable for each evaluation question addressed, and should be such as to enable the evaluators to draw general conclusions on social protection related actions.

Thus, the Contractors are invited to include an outline of their proposed methodology to undertake this assignment as part of their offer, including comments on the scope of the service, on the proposed methodology, the evaluation questions and on the elaboration on judgement criteria to answer the evaluation questions.

The evaluation will be divided into four phases:

1) Inception phase

The inception phase will start with a Kick off meeting in Brussels. The purpose of the meeting is for the team to meet the evaluation manager and ISG members, to discuss the objectives of the evaluation, what is to be evaluated and to make sure that the consultants have a good understanding of expectations of the assignment (evaluation methodology and process). The meeting will also include a discussion on the intervention logic and evaluation questions included in the Terms of Reference, with a view to further refine them. Initial meetings on subject matter may be held with key internal stakeholders to complete necessary information.

Steps during the inception phase:

- Collection and analysis of relevant documentation; Desk Review of the documents which will be subject of the evaluation;
- Reconstruction of the intervention logic of EU support to social protection. This should include both a narrative and a diagram which captures key aspects;
- Completion of the assessment approach and methodology: scope, evaluation questions, judgement criteria and indicators;
- Mapping of the most significant interventions and approaches in the regions
- Proposing a sample of countries (8-12 countries) and of the projects for each country which will be covered by the evaluation. Some countries and projects will be only subject to a desk study, others will be visited during the field phase. The methodology for the

selection of countries and projects for the sample needs to be defined and explicitly explained;

- Drafting of the consultation strategy for the evaluation. This comprehensive consultation strategy will aim at reaching out to the highest possible number of relevant stakeholders by different means: interviews, surveys, questionnaires and/or other modalities, as appropriate. The Commission guidelines on stakeholder consultation should be followed.³¹
- Drafting and submitting of the inception report.

The draft inception report will be shared with stakeholders and discussed in a meeting of the Inter-service Steering Group (ISG) with the evaluators, before final endorsement by the contracting authority DG NEAR A3 Unit, after which it will be shared with key stakeholders (Head Quarters, Delegations and national stakeholders).

2) Desk Phase

During the desk phase the evaluators shall:

- Complete the collection of relevant documentation;
- Update the level of information by means of interviews, e-mail questionnaires or any other relevant tools with relevant actors (EC officials, Government officials, other stakeholders);
- Analyse the documentation in compliance with the evaluation questions;
- Confirm the sample of interventions and countries to be subject of the field phase;
- Elaborate preliminary findings, conclusions, according to the scope and the requirements of the Terms of Reference (Desk phase report).
- Comments will be sort from the ISG and main stakeholders on the Desk phase report. This is a working document and does not require formal approval. It serves as a basis for discussions with the different stakeholders and to double check some facts and understanding at this early stage.

A meeting between the ISG and the consultants may take place in Brussels at the end of the desk phase.

3) Field Phase

The field phase will include personal interviews in Brussels and in the partner countries with relevant stakeholders. The evaluators will meet with the Delegations, national and international stakeholders relevant for each country.

The field phase will also include analysis of relevant information. Phone interviews, online questionnaires and other tools may complement personal interviews and analysis of information, e.g. confidential surveys and structured interviews with relevant local and international

³¹ http://ec.europa.eu/smart-regulation/guidelines/index_en.htm

stakeholders to collect data on social protection supported by IPA/EN(P)I/DCI/EDF assistance.

A concise Interim report should be drafted towards the end of the field phase providing an overview of the status of the evaluation, highlighting any problems encountered and solutions found, also providing a proposal for the final structure of the Final report and the Executive summary. The Interim report will be discussed by the ISG.

4) Synthesis Phase

This phase is mainly devoted to the preparation of the evaluation report based on the work done during the desk and field phases and taking into consideration the outcomes of the briefing meetings and the results of consultations held.

Recommendations should address the weaknesses identified and reported. Recommendations should be clear, well structured, operational and realistic in the sense of providing clear, feasible and relevant input for decision making and should clearly indicate the measures to be undertaken. Presentation of good practices and success stories stemming from different countries and the use of different modalities/tools to enhance social protection objectives should be highlighted. Recommendations for action will be addressed to the Commission. However, where appropriate, the evaluator should specify the role of any actor other than the Commission, including beneficiary institutions, in implementing the recommendations.

The Draft Final report will be sent for comments to the ISG and to other main stakeholders consulted during the evaluation. A dissemination seminar may be held in Brussels once the evaluation has been completed.

2.4.4 *Quality control*

Quality control by the evaluator

The evaluator should ensure an internal quality control during the implementing and reporting phase of the evaluation. The quality control should ensure that the draft reports comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings, conclusions and recommendations. It should also ensure that findings reported are duly substantiated and that conclusions are supported by the relevant judgement criteria.

Quality control by the Commission

The launching and the implementation of the evaluation are supported by an advisory Inter-service Steering Group (ISG) that ensures the quality of the evaluation and has the following responsibilities:

- Guide the planning and implementation of the evaluation to comply with the quality standards and pre-determined criteria (it will be consulted on all draft reports);
- Assist the evaluation manager (DG NEAR A3 Unit) in the implementation of the activities;
- Provide an assessment of the quality of the work of the consultant, including endorsement of the inception and the final reports;
- Ensure a proper follow-up action plan after completion of the evaluation.

The ISG includes representatives from DG NEAR, DG DEVCO, DG EMPL and EEAS.

In particular, the ISG will perform a Quality Assessment of the final evaluation report in accordance with the grid presented in an Annex of these TORs. The Quality Assessment by the ISG judges the external contractor's report and its overall process. It is the final "sign off" by the ISG of the contractor's work and includes a judgement on whether key aspects of the work conducted meet the required standards and provides any related comments.

Once this process is completed, DG NEAR Unit A3 will decide on the endorsement of the reports for distribution to stakeholders and later presentation by the evaluator.

2.4.5 Sources of information

The sources of information to be used by the evaluators include:

- EU programming and planning documents – Annual strategy papers, Progress reports, Country Strategy Papers, Annual and Multi-Country Indicative Strategy Papers, Single Support Framework documents, Financing Agreements;
- Annual reports, monitoring reports, ROM reports;
- Project fiches and progress reports of the mentioned projects;
- Monitoring reports and evaluations;
- Available publications, surveys, reviews and reports from stakeholders;
- Interviews and other survey methods;
- Any other source of information the evaluators consider relevant;

All programming and strategic documents can be found on the DG NEAR and DG DEVCO internet sites. The updated project fiches, monitoring reports and other relevant evaluations should be collected from the Commission and beneficiaries.

2.4.6 Risk and assumptions

Risks and assumptions cannot be listed exhaustively. It is assumed that services within both the Commission and the implementing authorities of the beneficiaries accept the evaluation as an integral part of the programme/ project cycle management and are committed to provide the necessary information, and will subsequently act on recommendations and findings, as well as provide the follow-up information to the Commission.

The following are additional relevant assumptions for the above evaluations:

- Monitoring data is available on time and provide sufficient and adequate information;
- Access to requested documentation and information on the programmes is ensured by the Commission, national authorities and the project beneficiaries;
- The staff of EU Delegations and implementing parties is regularly informed on objectives and methods of this evaluation, in order to ensure their full cooperation.

In the event that one or several of the above assumptions prove to be untrue, the evaluator should immediately inform the Contracting Authority. The evaluators will also report any limitations to the evaluations due to insufficient collaboration from key stakeholders.

2.5 Required outputs

2.5.1 General reporting requirements

The outputs of this evaluation are represented by an Inception Report, Interim Report and a Final Report. The reports shall be presented in the English language.

All draft reports will be submitted to the EC project manager in electronic form by e-mail. No hard copies will be required. All electronic versions have to be submitted in format compatible with MS Office software. The EC reserves the right to request the necessary additional revisions of the reports in order to reach an appropriate outcome and quality control requirements.

2.5.2 Inception Report

The Inception report will detail the final methodology, evaluation questions and judgement criteria, sources of information, timetable of the assignment and documents required and a tentative list of contacts to be met. The report must as a minimum provide:

- A summary of the objectives, scope and outputs of the evaluation;
- The reconstructed intervention logic (IL) of EU support to social protection. This should include both a narrative and a diagram which captures key aspects;
- A documented mapping of countries/interventions;
- The population and the sample of the countries/interventions proposed for field work including a description of the methodology used to establish the sample;
- The final evaluation questions, methodological approach, including the judgement criteria to be used and sources of information, samples of the questionnaires, etc.;
- A work plan for the desk, field and synthesis phases;
- A consultation strategy covering the desk and field phases;
- The approach towards quality assurance throughout the different phases of the evaluation.

It shall not exceed 30 pages, annexes excluded

2.5.3 Interim Report

The Interim report is to be produced towards the end of the field phase, and should as a minimum provide:

- An overview of the status of the evaluation;
- Country notes for each of the countries visited during the field phase
- An assessment of the data, whether it meets expectations and will provide a sound basis for responding to the evaluation questions;
- A description of problems encountered and solutions found;
- A conclusion whether any changes are required to the work plan, or any other solutions should be sought in order to ensure that the required results of the evaluation are achieved;
- A proposal for the final structure of the Final Report, for the document to be used for the public consultation as well as a structure of the Executive Summary

It shall not exceed 20 pages, annexes excluded

2.5.4. *Final Report*

The Final Report should cover the points below:

- **Performance assessment** (relevance, efficiency, effectiveness, coherence, impact, sustainability and EU value added) of EU support (policy dialogue and financial assistance) launched in the period 2007-2013 for the development of social protection programmes and policies in partner countries articulated around the selected evaluation questions;
- **Assessment of the Intervention logic** of IPA II, ENI, DCI (2014-2020) and 11th EDF planning documents addressing social protection, in order to assess their coherence with the relevant policy framework and programming guidelines;
- **Conclusions and recommendations** both at policy and financial instrument level on how to further improve the support provided to social protection, including cross-fertilisation between IPA, ENI, DCI and EDF experiences.

The Final Report shall include: an overview, an executive summary, main section, conclusions and recommendations and annexes. The final report should specifically answer each of the evaluation questions and address the defined scope. The content and the format of the final report shall be elaborated and approved in the interim report.

The main part of the report, containing the analysis, the conclusions and the recommendations should not be more than 80 pages. The annexes must collate the technical details of the evaluation, and must include questionnaire templates, interview guides, any additional tables or graphics, and references and sources.

In addition, the Contractor should provide an abstract of no more than 200 words and, as a separate document and an executive summary of maximum 6 pages, both documents in English and French. The purpose of the abstract is to act as a reference tool helping the reader to quickly ascertain the evaluation's subject. An executive summary is an overview, which shall provide information on the (i) purpose of the assignment, (ii) methodology / procedure / approach, (iii) results / findings and (iv) conclusion and recommendations.

The Contracting Authority will publish the Final Report, the Executive Summary, the Abstract, the annexes and the Quality Assessment Grid³² providing assessment of the evaluation final report on the Commission's website.

In view of its publication, the final report by the contractors must be of high editorial quality. In cases where the contractor does not manage to produce a final report of high editorial quality within the timeframe defined by the contract, the contracting authority can decide to have the final report professionally edited at the expense of the contractor (e.g. deduction of these costs from the final payment)." This would be fully in line with Recommendation No. 6 of the Commission's Clear Writing Task Force³³.

³² Annex II of these TORs

³³ See page 4 of report available at http://www.cc.cec/dgintranet/europeaid/resources/infrastructures/translation/documents/clear_writing_report_en.pdf

2.5.8 Progress Reports

The Contractor will deliver Progress Reports at invoice intervals (in 3 hard copies and electronic version). They should bear record about the assignment. It should describe in a concise and structured way how the above described "required services" are being fulfilled (max 8 pages). In annex, it will include additional details as necessary.

The Contractor will report particularly on difficulties encountered and mitigation measures taken or suggestions to changes required to the work plan to ensure that the required results of the evaluation are achieved. The ISG might call for a meeting if the Progress Report raises concerns about progress of the works.

3. EXPERT PROFILE

3.1 Profile and expertise required

The contract should provide the following experts: a Team Leader (senior expert), two senior evaluators and a pool of maximum three junior evaluators.

The minimum qualifications of the Team Leader (Senior Expert) include:

- At least a Master degree Academic level (preferably in social sciences, public administration, economics or similar) or equivalent professional experience of 10 years;
- At least 10 years relevant professional experience in evaluation and monitoring of programmes/policies, of which at least 5 years on evaluation of programmes/instruments/policies;
- At least of 5 years in team leadership and drafting evaluation reports;
- At least 2 evaluations of policies/programmes, where the expert performed role as a team leader;
- At least 10 years of experience in programmes and projects related to public administration reform institutional development and capacity development.

The team of 2 senior experts will have the following minimum required qualifications and experience:

- At least a Master degree Academic level (preferably in economic and social or equivalent) or equivalent professional experience of 10 years;
- At least 10 years professional experience in planning/implementation, policy analysis and advice in relevant fields of:
 - Contributory and non-contributory social protection (social assistance and social insurance (pensions, health) in middle income and low income countries and in EU Member States' public administration;
 - Gender equality and gender mainstreaming;
 - Public finance and fiscal policy related to social policy and social protection.
 - Implementation/monitoring/evaluation of budget support programmes
 - Analysis of the legal frameworks and their level of enforceability.
 - Assessment of the institutional capacity for implementing social protection policies and programmes.

The team leader and the senior experts should have each at least three years of experience in one of the following areas. All areas must be covered by the team:

- in the enlargement region and good knowledge of the enlargement policy;
- neighbourhood Southern and Eastern regions and good knowledge of the neighbourhood policy;
- DCI and EDF countries, and good knowledge of development cooperation policies.

The team leader and the senior experts will be supported by a team of 3 junior experts. Their minimum qualifications and experience include:

- At least a Master degree Academic level (preferably in social sciences, public administration, law, economics, statistics, IT) or equivalent professional experience of 5 years;
- At least 3 years of relevant professional experience in evaluation and monitoring of programmes/instruments and projects;
- At least 2 years of experience in implementation of programmes and projects related to social protection in at least one of the targeted geographical areas.
- At least 2 years of experience in the analysis of data, management information systems (MIS) and/or identification systems (i.e. registry systems).

The minimum requirement for the team as a whole are:

- Excellent oral and writing skills in English (all experts) and good knowledge of French (at least 2 of the team leader/senior experts and 2 of the junior experts) ;

It will be considered as an asset

- if any of the experts have proven experience in evaluation of social protection projects/programmes in Neighbourhood/ Enlargement/developing countries or evaluations of Sector budget support or country evaluations in countries where social protection is a focal sector.

CVs must be provided as part of the tender bid for all experts. The technical proposal should include a table showing how the proposed key experts, both as a whole and for each individual expert, meet the above requirements. The technical proposals which do not meet the minimum requirements for key experts will be rejected.

CV(s) of the Quality control and backstopping team members should be presented as part of the offer.

The Contractor shall ensure that experts are adequately supported and equipped. In particular, sufficient administrative, secretarial and interpreting resources, as well as junior experts, must be available to enable senior experts to concentrate on their core evaluation tasks.

3.2 Number of requested experts per category and number of man-days per expert

The evaluation experts will be expected to be available for the whole duration of the assignment. It is expected that the assignment will require 390 working days.

Expert	Total number of Working days	ENI	IPA	DCI
Team leader	80	5	65	10
Senior experts (max 2)	140	20	70	50
Junior experts (max 3 experts)	170	30	80	60

3.3 Working language

The main working language of the assignment is English. At least 2 of the team leader/senior experts and 2 of the junior experts have to have working knowledge of French.

3.4 Conflict of interest

The contractor is responsible for carrying out an independent evaluation. Evaluators must be strictly neutral. Conflicts of interests must be avoided. The experts carrying out the evaluation shall have no involvement with the projects subject of this exercise. More specifically, the experts must fulfil the following criterion:

- No previous involvement in programming and/or implementation of EU assistance which will be evaluated as part of this evaluation;

The offers including one or more experts not meeting the above independence criteria will be rejected. The Contracting Authority requests the signed objectivity confidentiality and conflict of interest declaration to be submitted before the evaluation is launched.

4. ORGANISATION, TIMETABLE AND BUDGET

4.1 Organisation

The contract will be managed by Unit A3 of the European Commission DG NEAR.

It is important to note that the present assignment will be funded from three sources – IPA, ENI and DCI. Due to this, three separate Requests for services have to be launched, involving the same companies. Nevertheless, at the end of the tendering process, only one contract will be issued, covering all sources. Please note that this separation between IPA, ENI and DCI sources of funding should be respected in all financial and contractual reporting, as per the requirements in point 3.2 and point 6.1 of these Terms of Reference.

An Inter-service Steering Group (ISG) will be involved in the management of the evaluation. The responsibilities of the ISG include:

- establishment of the Evaluation Roadmap;
- establishment of the Terms of Reference;
- providing the external evaluator with access to information;
- supporting and monitoring the work of the external evaluator;
- assessing the quality of the reports submitted by the external evaluator, while ensuring that the Contractor's independence is not compromised.

4.2 Meetings

It is expected that the contractor participate in 5 meetings in Brussels with the ISG. For these meetings, **minutes should be drafted by the contractor**, to be agreed among the participants. In addition to these meetings a workshop may be organised at the end of the field phase and possibly a dissemination event at the end of the evaluation, both in Brussels.

4.3 Timetable and planning

The indicative starting date is in March 2016. The contract will start after both parties have signed it. The period of execution of the contract is **20 months**. The expected duration of the assignment is 12 months. The Assignment should be finalised by February 2017.

The following outline work plan and indicative timetable are envisaged. This indicative planning will be confirmed in the Inception Report. The revised planning to be presented and agreed in the Inception report should indicate which countries, EU Delegations and other stakeholders will be visited during field work.

Phase/Activity	Month
Kick off meeting in Brussels	March 2016
Inception phase - Draft Inception report - meeting with ISG - Final Inception report	May 2016
Desk Phase - Desk phase report - Possible ISG meeting at end of Desk phase	June-July 2016
Field Phase - Interim Report -Workshop in Brussels on preliminary findings and conclusions - ISG meeting on Interim Report	October 2016
Synthesis phase - Draft Final Report with all annexes - ISG and stakeholder consultation on draft report - Final report including required translations - Quality Assessment by ISG on the Final Report	December 2016 – January 2017
Dissemination event of the Final Report in Brussels	February 2017

4.4 Location of assignment

The desk research will be performed at the consultant's offices. The field research is expected to take place in Brussels, and in selected partner countries, to be decided during the Inception phase.

4.5 Budget

The estimated maximum budget for the evaluation of the action, covering all the results to be achieved by the contractor as listed above, is **EUR 390.000** split by instrument, namely IPA Fund (EUR 200.000), ENI Fund (EUR 60.000) and DCI (130.000).

Due to the decision process, the necessary budget covering the part of the assignment which concerns the DCI and EDF countries will be made available at the beginning of 2016. These funds will be added to the contract budget via an addendum, respecting the proposed financial offer concerning DCI. It should be noted that the activities funded by DCI can only start after the signature of the above mentioned addendum.

The contractor however should submit one technical offer, covering the three sources of funding. As for the financial offer, the contractor is requested to prepare a global financial offer, divided between IPA, ENI and DCI, clearly indicating what is funded from each sources in accordance with point 3.2 and point 6.1 of these Terms of Reference.

Separate invoices should be issued for the costs incurred under each budget source in accordance with point 3.2 and point 6.1 of these Terms of Reference.

The modality of the payment shall be global price.

5. REPORTING

All the reports and expected outputs shall be produced in excellent English, using the appropriate style and structuring the text in a clear and concise way. All draft reports will be submitted to DG NEAR A3 evaluation project manager (the contracting Authority) in electronic form by e-mail and in a format compatible with MS Office software. The EC reserves the right to request the necessary additional revisions of the reports in order to reach an appropriate outcome and quality control requirements.

The **draft Inception Report** including the Consultation Strategy has to be submitted no later than 5 weeks from the Kick off meeting in Brussels. Feedback will be provided by the ISG in maximum 2 weeks and the revised version of the report should be submitted in 1 week by the Contractor to DG NEAR A3 for final approval.

The **Interim report** is to be produced towards the end of the field phase, and should be submitted to DG NEAR A3. It will be discussed by the ISG at the same time as the draft Document to be used for public consultation.

The **draft Final Evaluation Report** will be submitted for comments to the ISG. The ISG and stakeholders will have maximum 3 weeks to provide feedback to the Contractor. The revision of the report and resubmission to DG NEAR A3 should be done in no longer than 1 week. The revised document must take into account the feedback from the ISG on the draft Final Report, insofar as these do not interfere with the autonomy of the Contractor in respect of the conclusions they have reached and the recommendations made. Upon approval of the report by the Contracting Authority (DG NEAR Unit A3), 3 hard copies of the final report will be delivered to the EC. In addition, the Contractor should provide an abstract of no more than 200 words and, as

a separate document and an executive summary of maximum 6 pages, both documents in English and French. The Final evaluation report shall be published on DG NEAR website.

Progress Report(s) should be submitted at invoice intervals to DG NEAR A3 in 3 hard copies and in electronic version and bear record about the assignment. It should describe in a concise and structured way how the above described “required services” have been fulfilled (max 8 pages). The progress report should clearly separate between activities carried out under each budget source, for example indicating how many working days per IPA, ENI and DCI. In annex, it will include all requested information and analysis as necessary.

6. ADMINISTRATIVE INFORMATION

The contract will be based on **global price**.

6.1. Items to foresee under ‘Reimbursable’

Following items may be included in the reimbursable costs if justified by the methodology:

Items	IPA	ENI	DCI
International Travel to IPA, ENI and DCI/EDF countries, as applicable, max return trips	12	6	12
International Travel to Brussels (in case the expert is based outside of Belgium) max return trips	18	5	12
Travel within the region: max 1200 Euro	6	2	0
Per diems in Brussels: max 72 (in case the expert is based outside of Belgium)	38	10	24
Per diems in IPA, ENI, DCI/EDF countries, max 132	48	36	48
Translation costs for an abstract of no more than 200 words and an executive summary of max 6 pages in French	210 euro	n.a	n.a

The framework contractor will make sure that the experts are covered by an appropriate travel insurance (i.e. that covers medical repatriation).

In the event that the totals for a particular line in the budget will/could be impacted as a result of any circumstances not foreseen in these terms of reference (inter alia implementing modalities agreed with the EC task manager), the contractor must alert the EC task manager. In any case, should any modification be required to the budget agreed at contract signature, these will have to be properly justified and will be subject to the ex-ante written approval in line with the general conditions (Art.20).

IMPORTANT REMARKS:

During all contacts with stakeholders, the consultant will clearly identify him/herself as independent consultant and not as official representative of the European Commission.

All reports shall clearly indicate the number of the contract on the front page and on each of the pages and carry the following disclaimer: *“This report has been prepared with the financial assistance of the European Commission. The information and views set out in this [report] are those of the author(s) and do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the data included in this study. Neither the Commission nor any person acting on the Commission’s behalf may be held responsible for the use which may be made of the information contained therein”*. The report shall apply EC Visual Identity.

In accordance with Article 14 of the General Conditions of the Contract, whereby the Contracting Authority acquires ownership of all results as part of the current assignment, these results may be used for any of the following purposes:

- (a) use for its own purposes: made available to the staff of the contracting authority, to the persons and entities working for the contracting authority or cooperating with it, including contractors, subcontractors whether legal or natural persons, Union institutions, agencies and bodies, Member States' institutions, installing, uploading, processing, arranging, compiling, combining, retrieving, copying, reproducing in whole or in part and in unlimited number of copies,
- (b) distribution to the public: publishing in hard copies, publishing in electronic or digital format, publishing on the internet as a downloadable/non-downloadable file, broadcasting by any kind of technique of transmission, public presentation or display, communication through press information services, inclusion in widely accessible databases or indexes, otherwise in any form and by any method;
- (c) modifications by the contracting authority or by a third party in the name of the contracting authority: shortening, summarizing, modifying of the content, making technical changes to the content necessary correction of technical errors, adding new parts, providing third parties with additional information concerning the result with a view of making modifications, addition of new elements, paragraphs titles, leads, bolds, legend, table of content, summary, graphics, subtitles, sound, etc., preparation slide-show, public presentation etc., extracting a part or dividing into parts, use of a concept or preparation of a derivative work, digitisation or converting the format for storage or usage purposes, modifying dimensions, translating, inserting subtitles, dubbing in different language versions:
- (d) rights to authorise, license, or sub-license in case of licensed pre-existing rights the modes of exploitation set out in any of the points (a) to (c) to third parties.

Where the contracting authority becomes aware that the scope of modifications exceeds that envisaged in the contract or order form, the contracting authority shall consult the contractor. Where necessary, the contractor shall in turn seek the agreement of any creator or other right holder. The contractor shall reply to the contracting authority within one month and shall provide its agreement, including any suggestions of modifications, free of charge. The creator may refuse the intended modification only when it may harm his honour, reputation or distort integrity of the

work. All pre-existing rights shall be licensed to the Contracting Authority. The contractor shall provide to the contracting authority a list of pre-existing rights and third parties' rights including its personnel, creators or other right holders.

The evaluation questions and methodology for this assignment may need to be further elaborated by the evaluator in the inception report. The contractor may suggest additional sub questions and should indicate success criteria, relevant indicators and the sources for the indicators/methodology for gathering necessary evidence. The sub questions break down the overall questions into more manageable issues, and allow for a structured and logical response to the higher level questions

Attention is drawn to the fact that the European Commission reserves the right to have the reports redrafted as many times as necessary, and that financial penalties will be applied if deadlines indicated for the submission of reports (drafts and final, in hard and electronic copy) are not strictly adhered to.

In addition, the contract can be discontinued whenever the quality of the deliverables is insufficient in light of these terms of reference and the quality assessment criteria presented in Annex I, and when the contractors have not taken the necessary steps to remedy the insufficiencies.

Annex I - CHECKLIST – Quality Assessment for (Draft) Final Evaluation Reports

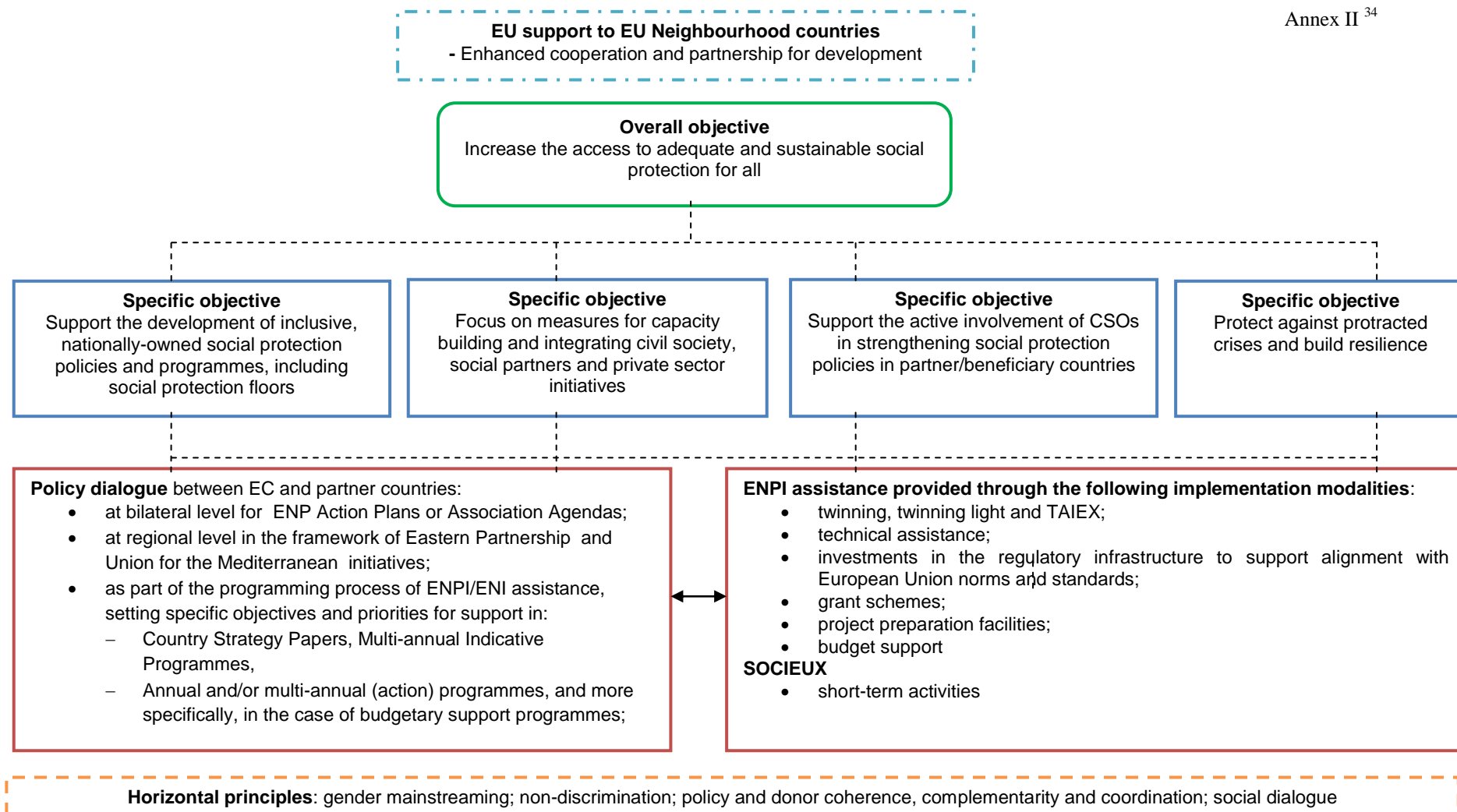
Quality Assessment for Evaluation XXXXXXXX <i>[Draft]</i> Final Report	
DG/Unit	[DG/Unit]
Official(s) managing the evaluation:	[Name(s)]
Evaluator:	[Company/name]
Assessment carried out by^(*):	
Steering group	[]
Evaluation Function	[]
Other (please specify)	[]
(*) Multiple crosses possible	
Date of assessment	[DD/MM/YYYY]

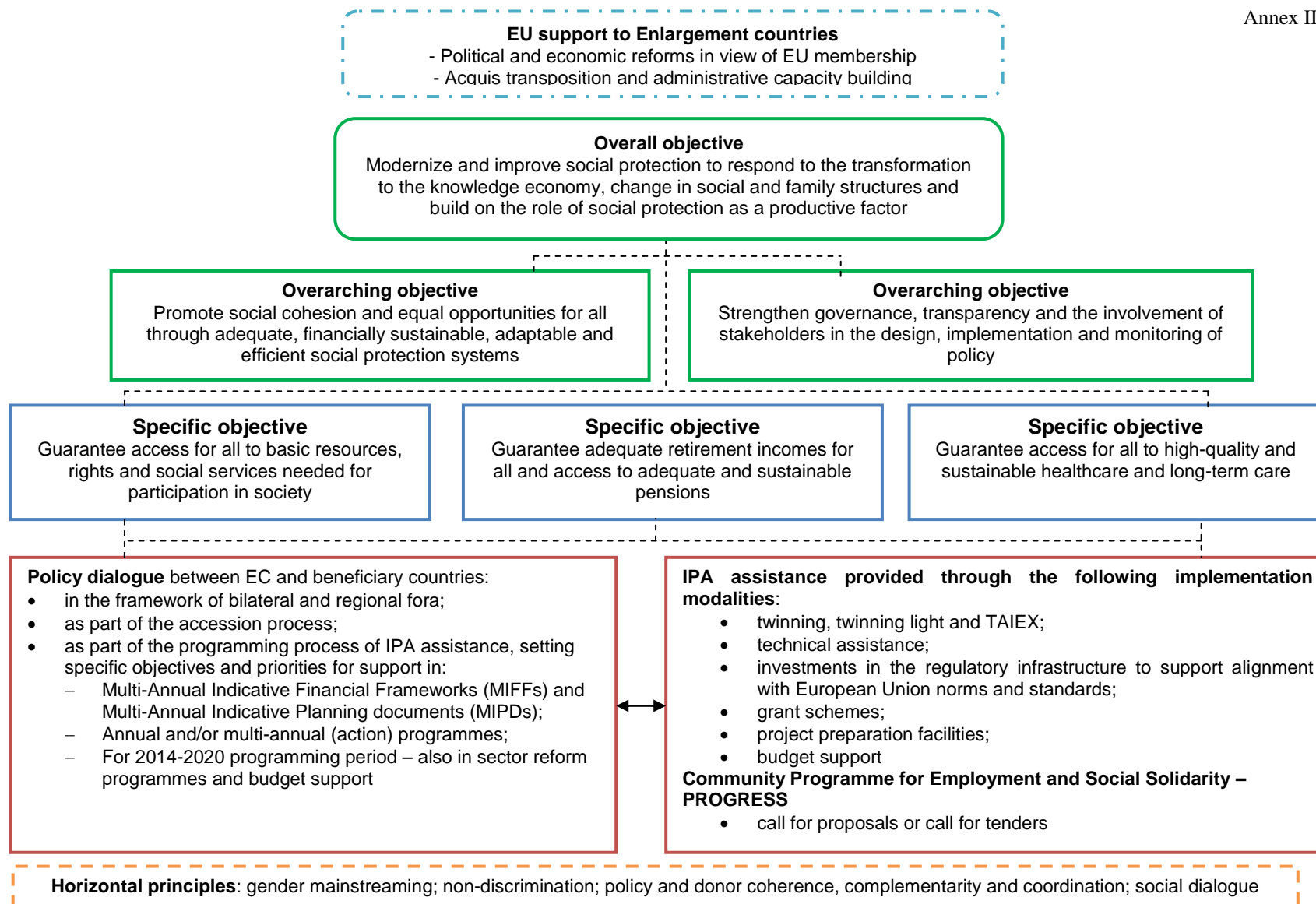
Objective of the assessment	Aspects to be assessed	Fulfilled? Y, N, N/A	Comments
1. Scope of evaluation	Confirm with the Terms of Reference and the work plan that the contractor		
	a. Has addressed the evaluation issues and specific questions	[]	
	b. Has undertaken the tasks described in the work plan	[]	
	c. Has covered the requested scope for time period, geographical areas, target groups, aspects of the intervention, etc.	[]	
2. Overall contents of report	Check that the report includes:		
	a. Executive Summary according to an agreed format, in the three languages	[]	
	b. Main report with required components	[]	

Objective of the assessment	Aspects to be assessed	Fulfilled? Y, N, N/A	Comments
	<ul style="list-style-type: none"> Title and Content Page A description of the policy being evaluated, its context, the purpose of the evaluation, contextual limitations, methodology, etc. Findings, conclusions, and judgments for all evaluation issues and specific questions The required outputs and deliverables Recommendations as appropriate 		
	c. All required annexes	[]	
3. Data collection	Check that data is accurate and complete		
	a. Data is accurate	[]	
	<ul style="list-style-type: none"> Data is free from factual and logical errors The report is consistent, i.e. no contradictions Calculations are correct 		
	b. Data is complete	[]	
	<ul style="list-style-type: none"> Relevant literature and previous studies have been sufficiently reviewed Existing monitoring data has been appropriately used Limitations to the data retrieved are pointed out and explained. Correcting measures have been taken to address any problems encountered in the process of data gathering 		
4. Analysis and judgments	Check that analysis is sound and relevant		
	a. Analytical framework is sound	[]	
	<ul style="list-style-type: none"> The methodology used for each area of analysis is clearly explained, and has been applied consistently and as planned Judgements are based on transparent criteria The analysis relies on two or more independent lines of evidence Inputs from different stakeholders are used in a balanced way Findings are reliable enough to be replicable 		
	b. Conclusions are sound	[]	
	<ul style="list-style-type: none"> Conclusions are properly addressing the evaluation questions and are coherently and logically substantiated There are no relevant conclusions missing according to the evidence presented Findings corroborate existing knowledge; differences or contradictions with existing knowledge are explained Critical issues are presented in a fair and balanced manner Limitations on validity of the conclusions are pointed out 		
5. Usefulness of recommendations	a. Recommendations are useful	[]	
	<ul style="list-style-type: none"> Recommendations flow logically from the conclusions, are practical, realistic, and addressed to the relevant Commission Service(s) or other stakeholders 		

Objective of the assessment	Aspects to be assessed	Fulfilled? Y, N, N/A	Comments
6. Clarity of the report	b. Recommendations are complete	<input type="checkbox"/>	
	▪ Recommendations cover all relevant main conclusions		
	a. Report is easy to read	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ▪ Written style and presentation is adapted for the various relevant target readers ▪ The quality of language is sufficient for publishing ▪ Specific terminology is clearly defined ▪ Tables, graphs, and similar presentation tools are used to facilitate understanding; they are well commented with narrative text 		
	b. Report is logical and focused	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ▪ The structure of the report is logical and consistent, information is not unjustifiably duplicated, and it is easy to get an overview of the report and its key results. ▪ The report provides a proper focus on main issues and key messages are summarised and highlighted ▪ The length of the report (excluded appendices) is proportionate (good balance of descriptive and analytical information) ▪ Detailed information and technical analysis are left for the appendix; thus information overload is avoided in the main report 		

Overall conclusion		
The report could be approved in its current state, as it overall complies with the contractual conditions and relevant professional evaluation standards	<input type="checkbox"/>	

³⁴ Based on COM (2012) 446 final



³⁵ Based on COM (2005)706 final

Annex 2 – List of documents consulted

1.1 EU key reference documents on social protection

1.1.1 EU Communications

COM (1999) 347 final, A concerted strategy for modernising Social Protection.

COM (2000) 379 final, Social Policy Agenda.

COM (2005) 33 final, Communication on the Social Agenda.

COM (2005) 706 final, Working together, working better: A new framework for the open coordination of social protection and inclusion policies in the European Union.

COM (2008) 412 final, Renewed social agenda: Opportunities, access and solidarity in 21st century Europe.

COM (2012) 446 final, Social Protection in European Union Development Cooperation.

1.1.2 Other

EP (2013): Feasibility of social protection schemes in developing countries.

EU (2010): European Report on Development - Social protection for Inclusive development.

EU / DG DEVCO (2012): Social transfers in the fight against hunger, Reference Document.

EU / DG DEVCO (2015): Supporting social protection systems, Concept Paper No 4.

EU / DG DEVCO (2017): Indicators to measure social protection performance - Implications for EC programming, Concept Paper No 5.

EU / DG EMPL (2013): Investing in social Europe.

1.2 General documents on EU external assistance

1.2.1 EU Regulations and Communications - General

COM (2002) 704 final, Towards a reinforced culture of consultation and dialogue - General principles and minimum standards for consultation of interested parties by the Commission.

COM (2003) 261 final, Social dimension of Lisbon strategy.

COM (2005) 132 final, Speeding up progress towards the Millennium Development Goals – The European Union's contribution.

COM (2009) 160 final, Supporting developing countries in coping with the crisis.

COM (2011) 637 final, Increasing the impact of EU development policy: an agenda for change.

COM (2012) 746 final, EU Regulatory Fitness.

COM (2014) 368 final, Regulatory Fitness and Performance Programme (REFIT): State of Play and Outlook.

COM (2015) 2015 and SWD (2015), Better Regulation Guidelines final.

EU (2006): Joint statement by the Council and the representatives of the governments of the Member States meeting within the Council, the European Parliament and the Commission on European Union Development Policy - 'The European Consensus'.

SWD (2012) 422 final, Review of the Commission Consultation Policy

1.2.2 EU Regulations and Communications - IPA

COM (2015) 611 final, EU Enlargement strategy.

EU (2006): Regulation No 1085/2006, of 17 July 2006 establishing an Instrument for Pre-

Accession Assistance.

EU (2007): Regulation No 718/2007 of 12 June 2007 implementing Regulation No 1085/2006 establishing an instrument for pre-accession assistance.

EU (2010): Regulation No 80/2010 of 28 January 2010 amending Regulation No 718/2007 implementing Regulation No 1085/2006 .

EU (2014): Regulation No 231/2014 of 11 March 2014 establishing an Instrument for Pre-accession Assistance (IPA II).

1.2.3 EU Regulations and Communications - ENI

COM (2011) 303 final, A new response to a changing Neighbourhood.

EU (2006): Regulation No. 1628/2006, of 17 July 2006 laying down general provisions establishing a European Neighbourhood Partnership Instrument.

EU (2014): Regulation No. 232/2014 of 11 March 2014 establishing a European Neighbourhood Partnership Instrument.

SEC (2008) SWD on COM(2008) 823 – Eastern partnership.

1.2.4 EU Regulations and Communications - DCI

EU (2006): Regulation No.1905/2006 establishing a financing instrument for development cooperation.

EU (2014): Regulation No 233/2014 of 11 March 2014 establishing a financing instrument for development cooperation for the period 2014-2020.

1.2.5 EU Regulations and Communications - EDF

EU (2000): ACP-EU Partnership Agreement/Cotonou Agreement.

EU (2010): ACP-EU Partnership Agreement/Cotonou Agreement Revised (Ougadougou).

EU (2008): Regulation No 2015/2008 of 18 February 2008 on the Financial Regulation applicable to the 10th European Development Fund.

EU (2011): Regulation No 370/2011 of 11 April 2011 amending Regulation No 215/2008 on the Financial Regulation applicable to the 10th European Development Fund as regards the European External Action Service.

EU (2015): Regulation 2015/323 of 2 March 2015 on the Financial Regulation applicable to the 11th European Development Fund.

1.2.6 EU Strategic evaluations and reviews

EC 2014 (TARKI) Study on conditional cash transfers & their impact on children

EU (2011): Review of the EU external action legal instruments (2006-2010).

EU (2011): Study on legal instruments and lessons learned from the Evaluation managed by the Joint Evaluation Unit.

EU (2011): Thematic global evaluation of European Commission support in the sectors of ESI (Employment and Social Inclusion) in partner countries (including vocational training) during 1999-2009.

EU (2012): Evaluation of the Institutional Twinning Instrument in the Countries covered by the European Neighbourhood Policy.

EU (2012): Strategic evaluation of the EU support to Health in third countries (2001-2010).

EU (2013): Evaluation of the European Union's Support to two European Neighbourhood Policy Regions (East and South) (2004-2010).

EU (2013): Interim evaluation and meta evaluation of IPA assistance. Evaluation of Multi Beneficiary Programmes.

EU (2013): Thematic Evaluation of EU's Support to Refugees in Bosnia and Herzegovina, Kosovo, Montenegro and Serbia (contract n° 2012/308441).

EU (2014): Synthesis of Budget Support Evaluations: Analysis of the Findings, Conclusions and Recommendations of seven Country Evaluations of Budget Support

EU (2015): Thematic Evaluation on IPA Support to Roma Communities.

EU (2015): Third interim evaluation of IPA assistance.

EU (2017): Evaluation of 11th European Development Fund (EDF) - Draft final report (Main report and Annexes).

GSDRC 2015 (Browne) – Social protection- Topic Guide

1.3 EU support to SP

1.3.1 Multi-region/global

EU (2011): The Mid-term Evaluation of PROGRESS, December 2011.

EU (2014): Ex-post evaluation of the Programme for employment and social solidarity – PROGRESS 2007-2013 and recommendations for the successor programmes to PROGRESS 2014-2020.

EU (2014): Global Public Goods and Challenges thematic programme - Multi-annual indicative Programme and subsequent annual action programmes.

EU (2015): Mid-term Evaluation of SOCIEUX.

EU / DG EMPL (2014): Study on conditional cash transfers and their impact on children (TARKI for DG EMPL).

EU / European Parliament (2013): Study on feasibility of social protection schemes in development countries.

1.3.2 IPA beneficiaries

Programming documents (CSP, MIPDs, HRD OP, AAPs) for all case study countries.

Project documents (financing agreement, grant application, reviews/evaluation, monitoring reports) for relevant SP intervention in case study countries.

IPA annual progress reports.

EU internal reporting (EAMRs).

See details provided in case studies.

1.3.3 ENI countries

Programming documents (CSP, MIPs, AAPs) at regional level and for all case study countries.

Project documents (financing agreement, grant application, reviews/evaluation, monitoring reports) for relevant SP intervention in case study countries.

EU internal reporting (EAMRs).

See details provided in case studies.

1.3.4 DCI/Asia countries

Programming documents (CSP, MIPs, AAPs) at regional level and for all case study countries.

Project documents (financing agreement, grant application, reviews/evaluation, monitoring reports) for relevant SP intervention in case study countries.

EU internal reporting (EAMRs).

See details provided in case studies.

1.3.5 DCI/Latin America countries

Programming documents (CSP, MIPs, AAPs) at regional level and for all case study countries.

Project documents (financing agreement, grant application, reviews/evaluation, monitoring reports) for relevant SP intervention in case study countries.

EU internal reporting (EAMRs).

See details provided in case studies.

1.3.6 EDF countries

Programming documents (CSP, MIPs, AAPs) at regional level and for all case study countries.

Project documents (financing agreement, grant application, reviews/evaluation, monitoring reports) for relevant SP intervention in case study countries.

EU internal reporting (EAMRs).

See details provided in case studies.

1.4 Other specific documentation at country/regional level

1.4.1 IPA

Regional

EU (2008): IPA Programming Guide - Volume 1 for Components I (Transition assistance and institution building) and II (Cross-border co-operation).

Bosnia & Herzegovina

Analitika (2016): Intersecting Inequalities in Social Protection in Bosnia and Herzegovina - Results of an Empirical Study.

EU (2010): Interim/Strategic Evaluation of EU IPA Pre-Accession Assistance to Bosnia & Herzegovina.

Gov of BiH / Agency for Statistics (2014): Preliminary Results of the 2013 Census of Population.

Gov of BiH / Directorate for Economic Planning (2010) "DRAFT Strategy for Social Inclusion of Bosnia and Herzegovina.

Gov of BiH / National Agency for Statistics (2014): Preliminary Results of the 2013 Census of Population, Households and Dwellings in Bosnia and Herzegovina.

IMF (2015): Country Report No. 15/299.

Iris SEE (2016); Development of social services at the local level in Bosnia and Herzegovina

OSCE (2014): The Right to Social Protection in Bosnia and Herzegovina Concerns on Adequacy and Equality.

UNICEF (20012): Results of the 2011/12 MICS study.

UNICEF (2010): Situational Analysis of Social Protection and Inclusion system in Bosnia and Herzegovina.

UNICEF (2012): UNICEF Annual Report 2012 for Bosnia and Herzegovina

UNICEF (2013): Country Office Annual Report for 2013 for Bosnia and Herzegovina (CEE/CIS).

UNICEF / Bruckauf, Z. (2014): Child Poverty and Deprivation in Bosnia and Herzegovina. Analysis of Bosnia and Herzegovina Household Budget Survey 2011.

Former Yugoslav Republic of Macedonia

Ali Ercan Su, Eduarda Castel-Branco and Maja Gerovska Mitev (2013): former Yugoslav Republic of Macedonia - Review of Human Resources Development.

Bogoevska, N. et al (2014): Social Protection System In Macedonia: Centralized Governance versus Decentralization (Mediterranean Journal of Social Sciences Vol 4; MCSER Publishing).

Bornarova, s. (2011): Financial (in)security in old age in Macedonia - Implications from the Pension System Exclusion.

EPI (2012, 2013): The use of EU funds in former Yugoslav Republic of Macedonia - Efficiency, impact and absorption capacity, Friedrich Ebert Stiftung, Skopje.

EPI (2012, 2013): The use of EU funds in the former Yugoslav Republic of Macedonia.

Gov of the former Yugoslav Republic of Macedonia (2010): National Strategy on Alleviation of Poverty and Social Exclusion in the Republic of Macedonia 2010-2020.

Gov of the former Yugoslav Republic of Macedonia (2016): Economic Reform Programme 2016.

IRIS SEE (2016): From idea to initiatives to reform the public social services in Macedonia

Uzunov, V. (2011): Socio-economic transformation and the welfare system of the Republic of Macedonia in the period of transition (in Welfare states in transition - 20 years after the Yugoslav welfare model, eds. Marija Stambolieva & Stefan Dehnert).

WB (2011): former Yugoslav Republic of Macedonia 1st development policy loan – ICR and ICRR.

WB (2016): former Yugoslav Republic of Macedonia country snapshot.

Kosovo¹

ECMI (2013): Minority Figures in Kosovo Census 2013.

EU (2009): Social Protection and Inclusion in Kosovo, Country Report.

EU (2010): Strategic / Interim Evaluation of EU IPA Pre-accession Assistance to Kosovo (under UNSCR 1244/99).

Friedrich Ebert Stiftung (2010): Social Schemes and their conformity with the Kosovo reality.

Gov of Kosovo (2003): Law on the Social Assistance Scheme In Kosovo (Law No. 2003/15

Gov of Kosovo (2005): Law on Social and Family Services (Law No 02/L-17 of 2005)

Gov of Kosovo (2011): Kosovo Population and Housing Census 2011 Quality report,

Gov of Kosovo (2015): Kosovo National Development Strategy (2016-2021)

Gov of Kosovo: National Development Strategy, Strategy for the Integration of Roma, Ashkali and Egyptian Communities in the Republic of Kosovo;

Montenegro

Allen, R. (2014): Evaluation of Quality of Social Welfare Services Supported through the Project: "Social Welfare and Child Care System Reform: Enhancing Social Inclusion", Component 2: Social Welfare Reform.

¹ This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

EU (2008): Social Protection and Inclusion in Montenegro, Country Report.

EU (2010): Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Montenegro, contract no. 2010/241390.

EU (2015): 2015-2017 Sectoral operational programme for Montenegro on Employment, Education and Social policies.

Gov of Montenegro (2012): Montenegro Development Directions 2013-2016.

Vollmer, C. (2016); Verwaltungsmodernisierung im Westlichen Balkan im Kontext der EU-Erweiterung am Beispiel von Albanien, Mazedonien und Montenegro (Kassel University Press GmbH).

Turkey

Council of Europe: Council conclusions on Social Protection in European Union Development Cooperation.

EC: The current situation of gender equality in Turkey – Country Profile 2013.

EU (2003): Study on the Social Protection Systems in the 13 Applicant Countries, Turkey Country Study.

EU (2011): Guiding Principles for EC Support of the Development of Civil Society in Turkey 2011-2015.

EU (2013): Ex-Post Evaluation of the assistance provided by the EU's Turkish Pre-Accession Instrument 2002-2006.

EU (2014): ASISP Report - Pensions, Health Care and Long Term Care.

EU (2015): ESPN Thematic Report on Social Investment.

EU (2016): Corporate Social Responsibility For All Project (Sustainability Reporting, February 2016).

Gov of Turkey / Ministry of Health (2009): Progress Report. Health Transformation Programme in Turkey.

Gov of Turkey / State Planning Organisation: 9th Development Plan 2007 – 2013

HTSPE: Mapping of Sector Strategies. Final Report, 28 February 2014

Soto Iguarán, C. (2011): The Turkish Welfare Regime under Pressure - Resilience or Change? (Région et Développement n° 34-2011).

Üçkardeşler, E (2015): Turkey Changing Social Policy Landscape (Turkish Policy Quarterly Vol. 13, No. 4, 2015).

UNICEF: Policy Paper on Improving the Conditional Cash Transfers in Turkey. January 2014

WHO: Turkey Health System Assessment Performance 2011.

Other

EU (2010): Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Serbia, contract no. 2010/231827.

EU (2010): Strategic/Interim Evaluation of EU IPA Pre-Accession Assistance to Albania, Project No. 2010/231987 - Version 2.

1.4.2 ENI

Regional

Civil Society Forum (2014): Report on Budget Support Provided to Moldova, Georgia and Ukraine.

Civil Society Forum (2016): Policy Paper on Coordination of EU assistance at national level - Georgia, Moldova and Ukraine.

EU (2010): Study on Social protection and inclusion in Belarus, Moldova and Ukraine.

EU (2011): Social protection and social inclusion Armenia, Azerbaijan and Georgia.

ILO (2013): Independent Evaluation of ILO's strategy to promote DW in the Arab region - A cluster evaluation for Jordan, Lebanon and oPT.

Saurenbach, V. (2012): Sector Budget Support in the European Neighbourhood Policy - Promoting reform through conditionality - The Example of Ukraine.

Azerbaijan

Asian Development Bank: Republic of Azerbaijan: Updating and Improving the Social Protection Index. August 2012.

CEPS: The EU and Azerbaijan: Game on for a normative policy? Policy Brief 329, March 2015.

EC (2011): Social Protection and Social Inclusion in Azerbaijan.

European Parliament 2008 Analysis of EU's Assistance to Azerbaijan. October.

ILO (1999): Preliminary assessment of the Social Protection system in Azerbaijan.

ILO (2014): Social protection for older persons: Key policy trends and statistics.

ILO Decent Work Country Programme 2016 – 2020 Azerbaijan.

ILO et al: Universal pensions in Azerbaijan

Law of the Azerbaijan Republic On prevention of disablement, rehabilitation and social security of disabled persons

Law of the Republic of Azerbaijan on Public Participation

OSI: ENPI Monitoring in Azerbaijan. September 2009.

Social protection system and role of social workers in Azerbaijan. Azerbaijan Social Work Public Opinion, October 2015

The EU's policy towards Azerbaijan: what role for civil society? Study Programme on European Security (SPES), June 2011.

The role of civil society in modern Azerbaijan. Report of Black Sea – Caspian Sea International Fund. July 2011.

UNDP: Azerbaijan Human Development Report 2007.

UNICEF (2011): Situation assessment: People with Disabilities in Azerbaijan.

USAID: Azerbaijan Country Development Cooperation Strategy 2011-2016

WHO: Azerbaijan Health System Review. 2010.

Moldova

2009 EU – Study on Social Protection and Social Inclusion in Moldova.

2011 UNDP – Summary Vulnerability Study.

2011 UNICEF – Annual Report for Moldova.

2012 WHO – Barriers and Facilitating Factors in Access to Health Services in the Republic of Moldova. Health Policy Paper Series No. 9.

Civil Society Platform (2016): Report on Rule of Law and Good Governance in the Republic of Moldova (EU-Moldova Civil Society Platform)

EU (2007): Strategic evaluation of the EU cooperation with Moldova (2000-2006).

NCEM (2015): Policy proposals for a Better Social Dialogue.

UNICEF (2006): Poverty, Inequality and Policy Affecting Vulnerable Groups in Moldova.

UNICEF (2008): Rolul autoritatilor publice locale in asigurarea protectiei si asistentei sociale a populatiei..

Women's law centre (2015): Men and gender equality in the Republic of Moldova

Palestine²

EU (2014): Strategic Evaluation of the EU's cooperation with the oPT and support to the Palestinian people (2008-2013).

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ILO (2013): The Palestinian Decent Work Programme 2013-2016.

UNICEF & ODI (2014): Effects of the Palestinian National Cash Transfer Programme on Children and Adolescents - A Mixed Methods Analysis.

Ukraine

Brylova (2014): Basic Functions of Employers' Organisations and their Associations in Ukraine.

Council of Europe (2012): Review of the state of implementation of the Council of Europe Action Plan for Ukraine 2011 – 2014.

EU (2009): Trade Sustainability Impact Assessment for the FTA between the EU and Ukraine within the Enhanced Agreement. Final Report. EC: Social Protection and Social Inclusion in Ukraine.

EU (2010): Strategic evaluation of EU cooperation with Ukraine (2002-2009).

EU (2011): Implementation of the European Neighbourhood Policy in 2010 - Country Report on Ukraine.

EU (2014): EU-Ukraine Agenda for Reform.

EU (2014): Ukraine EU Country Roadmap for Engagement with Civil Society 2014-2017.

European Parliament: Report and Roadmap on Internal Reform and Capacity Building for the Verkhovna Rada of Ukraine. February 2016.

ILO (2010): Gender Equality in the Labour Market in Ukraine.

ILO (2012): Ensuring Social Security Benefits for Ukrainian Migrant Workers - Policy development and future challenges.

ILO (2016): Ukraine Decent Work Country Programme 2016–2019.

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Ivaschenko, E (2013): Asylum Seekers and Refugees in Ukraine: Recognition, Social Protection and Integration (CARIM-East Explanatory Note 13/99, August 2013).

Jan Byfuglien & al (2012): Adapted Global Assessment of the National Statistical System of Ukraine.

Kuzmin & Maksymenko (2012): Analysis of the EU – Ukraine Relations in the Context of the Association Agreement and Related Documents and the EU 2014 – 2020 Financial

² This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of the Member States on this issue.

Perspective.

Migration Policy Centre (2013): Ukraine Migration Profile.

Movchan & Shportyuk (2013): Distributional effects of the EU-Ukraine DCFTA - a CGE household microsimulation model (prepared for the Fifteenth Annual Conference of the European Trade Study Group - ETSG).

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Valery Lekhan et al: Ukraine Health System Review. Health Systems in Transition, Vol. 17, No. 2, 2015

WHO (2009): Evaluation of Structure and Provision of Primary Care in Ukraine.

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Other

EU (2010): Strategic evaluation of the EU's cooperation with Egypt (1998-2008).

EU (2011): Strategic evaluation of EU budget support to Tunisia (1996-2008).

EU (2014): Joint strategic evaluation of budget support operations in Morocco (2005-2012).

EU (2015): Strategic evaluation of the EU's cooperation with Georgia (2007-2013).

EU (2015): Strategic Evaluation of the EU's cooperation with the Hashemite Kingdom of Jordan (2007-2013).

1.4.3 DCI/Asia

Regional

Assessment of State Benefits to Disabled Citizens and Poor Families in the Kyrgyz Republic commissioned by UNICEF, Final Report, May 2008.

Country Development Strategy 2009 – 2011.

European Union – Central Asia Development Cooperation, 2011.

European Union and Central Asia: Strategy for a New Partnership, October 2007.

OECD 2011: Development in Eastern Europe and the South Caucasus

Thematic global evaluation of European Commission support in the sectors of ESI (Employment and Social Inclusion) in partner countries (including vocational training), Final Report, Vol I&II, September 2011.

Kyrgyzstan

ILO Social protection floors brief – Kyrgyzstan

Country Support Strategy for the Kyrgyz Republic 2007 - 2010.

Kyrgyz Republic Public Expenditure Review Policy Notes, May 2014.

1.4.4 DCI/Latin America

Regional

EU (2010): Study on Social Protection in Central America.

ILO (2016): Social protection systems in Latin America - An assessment (Extension of Social Security – EES, Working paper Nr. 52).

El Salvador

CEPAL / Martinez (2015): Sistemas de protección social en El Salvador.

EU (2010): Evaluation of the EU's cooperation with El Salvador (1998-2008)/

IFPRI (2010): Evaluación externa del programa Red Solidaria.

ILO (2014): Social protection floors brief - El Salvador

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1.4.5 EDF/Africa

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1.4.6 Other documents

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Annex 3 – List of people interviewed

1.1 EU

1.1.1 DG DEVCO

<i>Organisation/ Unit</i>	<i>Name</i>	<i>First name</i>	<i>Position</i>
DEVCO D1 Development Coordination Southern Africa and Indian Ocean	Andersson	Berith	Geographic Coordinator for Lesotho and Swaziland
DEVCO B3 Migration, Employment, Inequalities	Hohmann	Juergen	Social Protection Expert
DEVCO B3 Migration, Employment, Inequalities	Martin Diaz	Alicia	Programme Officer
DEVCO D2 Development Coordination East Africa and Regional Cooperation in Eastern and Southern Africa	Plas	Daniel	Ethiopia country desk
DEVCO H2 Development Coordination Central Asia, Middle East/Gulf and Pacific	Wiley	Thomas	Kyrgyzstan country desk

1.1.2 DG NEAR

<i>Organisation/Unit</i>	<i>Contact person</i>	<i>First name</i>	<i>Position</i>
NEAR A3 Thematic Support, M&E	Canea	Ana Sorina	Evaluation Manager
NEAR C1 Georgia, Moldova and Neighbourhood Cross-Border Cooperation	Leon-lora	Jose-Roman	Ukraine Task Force
NEAR A3 Thematic Support, M&E	Klabunde	Oliver	Policy office
NEAR A3 Thematic Support, M&E	Masson	Christophe	Policy Officer
NEAR D1 Montenegro	Merticariu	Roxana	Project Officer - EU policies
NEAR C1 Georgia, Moldova and Neighbourhood Cross-Border Cooperation	Srbova	Klara	International aid/Cooperation Geo coordinator for Moldova

1.1.3 Other DGs

<i>Organisation/Unit</i>	<i>Name</i>	<i>First name</i>	<i>Position</i>
DG EMPL D3 Labour mobility - International Issues	Delarue	Rudi	Deputy Head of Unit. Recommended by Timo. Used to manage EU relations with ILO.
EEAS, EUD Yemen	Noyelle	Claude	SP focal point
DG EMPL D3 Labour mobility - International Issues	Rychener	Frederique	Neighbourhood Policy

1.2 Other donors

<i>Organisation/Unit</i>	<i>Name</i>	<i>First name</i>	<i>Position</i>
International Labour Organization (past)	Cichon	Michael	Former Director, Social Security Department, ILO

International Labour Organization (past)	Hagemejer	Krzysztof	Former deputy director at the ILO's social security department
World Bank	Bezhanyan	Anush	Practice Manager, Strategy and Operations, Social Protection, Labour, and Jobs
World Bank	Holzmann	Robert	Former head, Social Protection, WB
World Bank	Rutkowski	Michal	Current Director, WB Social Protection
World Bank	Sipos	Sandor	Head of WB office Brussels during drafting of 2012 Communication

1.3 Partners

<i>Organisation/Unit</i>	<i>Name</i>	<i>First name</i>	<i>Position</i>
Finland	Voipio	Timo	Co-leader of the EU Social Protection Systems (EU-SPS).
FIIAPP	Zamora	Inma	Director of EUROsociAL

1.4 Field missions – interviews with EU, other donors and partners

1.4.1 Bosnia and Herzegovina

<i>Surname</i>	<i>First name</i>	<i>Organisation/Unit</i>	<i>Responsibility</i>
Adrovic-Beslagic	Ajsa	EU Delegation	Task Manager
Ceric	Tarik	Directorate of EU Integration	NIPAC office M&E unit
Đuderija	Saliha	Ministry of Human Rights and Refugees	Assistant Minister for Human Rights and Refugees
Gazdic	Melisa	EPRD Office for Economic Policy and Regional Development Ltd.	EPRD Representative for Balkan
Hodzic	Dzermal	ILO	Project Manager
Jasarevic	Suzana	Hilfswerk Austria	Country Director for BiH
Jasika	Adnan	Ministry of Human Rights and Refugees	Advisor
Juresic	Miroslav	FBIH Ministry of Labour and Social Policy	Assistant Minister
Kazic	Selma	UNICEF	Social Protection Officer
Kodzaga	Muris	Hilfswerk Austria	Project Manager
Markota,	Lidija	Ministry of Civil Affairs	Assistant Minister
Maslesa	Dusko	Directorate of EU Integration	NIPAC office M&E unit
Micijevic	Muris	Hilfswerk Austria	Project Manager
Pozder	Adela	UNDP	Task Manager
Sladojevic	Branka	RS Ministry of Health and Social Protection	Assistant Minister

Terko	Ermin	Ministry of Civil Affairs	Advisor
Tica	Sanja	EU Delegation	Task Manager
Vannini	Gianluca	EU Delegation	Task Manager
Zecevic	Nebojsa	Directorate of EU Integration	NIPAC office M&E unit

1.4.2 El Salvador

Surname	First name	Organisation/ Unit	Responsibility
Alvarado	Jeanette	MINSAL	Directora Atención Primera Infancia
Cuadra	Angélica	Secretaría de Inclusión Social	Jefa de unidad coordinadora de proyectos
Cuéllar-Marchelli	Helga	FUSADES (Salvadoran Foundation for Social and Economic Development)	Directora de Estudios Sociales
Fuentes	Nelson	Ministry of Finance	Director de política económica y Fiscal
Garay	Ryna	Vice ministry for cooperation for development	Directora General de Cooperación Desarrollo
Louro	Alicia	EU Delegation	Agregada de Cooperación
Meléndez	Juan	Secretaría de Planificación de la Presidencia	Director de Proyectos Estratégicos
Muñoz	Yeymi	INJUVE Instituto Nacional de la Juventud	Directora General
Orsini	Paula	JATI, Technical Assistant	Director
Palacios	Yvonne	MINSAL	Coordinadora de Unidad de gestión
Pedraza	Sylvia	INJUVE	Gerente de Proyectos
Pigot	Denis	Cooperación Luxemburgo	Coordinador Proyecto SVD/024
Pocasangre	Vanessa	STP, ex-ILO	Miembro de AT, ex-ILO
Rivas	Xiomara	INJUVE	Jefa de la Unidad de Planificación y Desarrollo Institucional
Rivera	Carolina	Ministry of Finance	Jefa de planificación estratégica institucional
Roger Muñoz	Ileana	CONAMYPE Comisión Nacional de la Micro y Pequeña Empresa	Directora Ejecutiva
Sánchez	Mari Denny	IADB	Especialista en Protección Social
Vasquez	Ana	Vice ministry for cooperation for development	Directora de cooperación multilateral

1.4.3 Ethiopia

<i>Surname</i>	<i>First name</i>	<i>Organisation/ Unit</i>	<i>Responsibility</i>
Belay	Tewdoros	Ministry of Labour and Social Affairs	Coordinator, National Social Protection Platform
Diop	Oumar	African Union Commission	Social Policy Division, Social Affairs Department
Hateu	Abu	World Bank	Manager, PSNP MDTF
Hendrix	Ron	DG DEVCO	Formerly responsible for EU-AU cooperation; Programme Manager, Migration
Lechiguer	Luis	EU Delegation	Responsible for social protection
Lounio	Tomi	UNDP	Programme Analyst, responsible for disability
Mebrate	Hiwat	Irish Aid	Senior Social Protection Programme Manager
O'Donovan	Aileen	Irish Aid	Development Counsellor, responsible for social protection
Pigois	Remy	UNICEF	Chief Social Policy and Evidence for Social Inclusion (SPESI)
Strijdom	Johan	African Union Commission	Head, Social Policy Division, Social Affairs department
Voipio	Timo	Ministry of Foreign Affairs, Finland	Coordinator, EU-SPS programme

1.4.4 Former Yugoslav Republic of Macedonia

<i>Surname</i>	<i>First name</i>	<i>Organisation/ Unit</i>	<i>Responsibility</i>
Arsovska	Maria	CFCD, MoF	Programme Monitoring
Atanasova	Marija	IOM	Financial Assistant
Beaumont	Sophie	EU Delegation	Programme Manager
Bertolini	Nicola	EU Delegation	Head of Cooperation
Biskoska	Dana	Ministry of Education	IPA
Ciconkova	Katarina	PAC WYG	Office Manager
Dimoska	Emilia	Kvinna Till Kvinna foundation	Project Manager
Dimovska	Biljana	CFCD, MoF	Programme Monitoring
Draskovic	Vaska	SOS Children's Villages	Policy Advisor
Dziumova	Zorica	State Labour Inspectorate	Expert
Erickson	Elspeth	UNICEF	Deputy Representative
Filiposui	Aleksandar	Youth Entrepreneurship Service Promotion	Project Coordinator

Frckovski	Mladen	MLSP	Labour Department
Georgievski	Aleksandar	MLSP	Head IPA Department
Georgiva	Simona Petresca	MLSP	Social Inclusion
Godovski	Mihail	National Roma Centrum	Project Coordinator
Grozdanovska	Olimpija	UNICEF	Chief Protection Officer
Haulica	Marius	Promoting Alternative Childcare Services (PAC) WYG	Team Leader
Havziu	Alajdin	State Labour Inspectorate	Director
Hristovski	Konstantin	Vocational Education Training	Project Manager
Huhmann	Daniela	EU Delegation	Programme Manager
Ivanovska	Ankica	MLSP	IPA Department
Jankovic	Marijana	Incluziya	Promoting Social Inclusion Services Key Expert 2
Joranoska Radnvikj	Elizabeta	Adult Education Centre	Project Manager
Kamberi	Mabena	MLSP	Social Inclusion, Roma
Kirkovski	Evgenija	Secretariat of European Affairs	National IPA Coordinator
Kocareva	Biljana	IOM	Project Coordinator
Kocoska	Elena	Polio Plus movement against disability	Director
Kortova	Aleksandra	CFCD, MoF	Programme Monitoring
Kostoska	Nadica	Ministry of Education	IPA Coordinator
Kostovska Bogdeska	Gabriela	Foundation for Management and Industrial Research	Project Manager
Krstanovski	Emil	ILO	National Coordinator
Lazarova	Aleksandra	IOM	Project Assistant
Lazarovski	Branko	MLSP	Department of Labour, Steering Committee for Alternative Childcare
Lazovski	Aleksandar	UNICEF	Social Protection Specialist
Lozanovska Brig	Aleksandra	MLSP	IPA Monitoring
Maxiutovic	Aziz	MLSP	Labour Department
Memeti	Zihra	Ministry of Labour and Social Protection (MLSP)	Head of Department of Social Protection
Milkovska	Vera Kondiki	UNICEF	Education Specialist
Mirkovski	Vanja	IOM	Project Coordinator
Mishkovska Stojkovska	Vera	IOM	Senior Resource Assistant
Mokrova	Maria	UNICEF	CRM Specialist
Mustafa	Sara	Macedonian Center for International Cooperation (MCIC)	Project Coordinator

Neshevski	Goran	MLSP	National Economic and Social Council Secretary
Neshovska	Elena	Sumnal Development Association of the Roma community in Macedonia	Program Coordinator
Onosimoski	Antonie	Employment Service Agency	Project Manager
Petkovski	Goran	Employment Service Agency	Associate IPA Funds and Projects
Petrovska	Biljana	Ministry of Finance Central Financing and Contracting Department (CFCD)	Head of Programme Monitoring Unit
Popovski	Vlatko	Employment Service Agency	Director
Prodanova	Donka	EU Delegation	Programme Manager, Cooperation Section
Rasic	Vesnica	PAC WYG	Expert in alternative childcare services
Saracini	Nafi	EU Delegation	Programme Manager
Savovska	Marija	Equity and Gender Mainstreaming Across Borders	Project Manager
Simeonova	Biljana	IOM	Project Manager
Slavkoska	Aleksandra	MLSP	IPA Department
Spasovska	Sofia	MLSP	Deputy Head of Department of Social Protection
Statovci	Shukriana	UNICEF	Program Assistant
Stoyanovski	Zlate	State Labour Inspectorate	Expert
Tomshic	Dushan	MLSP	Project Manager
Veleski	Goran	MLSP	Labour Department
Arsovska	Maria	CFCD, MoF	Programme Monitoring

1.4.5 Kyrgyzstan

<i>Surname</i>	<i>First name</i>	<i>Organisation/ Unit</i>	<i>Responsibility</i>
Abdullaeva	Gulhumar	National Statistics Committee	Senior specialist of the social statistics unit
Akmatalieva	Aida	DFID	Head of DFID Programmes in KR
Akjolov	Nurbek	Ministry of Finance	Head of the Office of Program Assistance and Coordination of International Aid
Asambaeva	Cholpon	GIZ	Senior Adviser
Bisembin	Damir	State Secretariat for	Senior Program Officer for

		Economic Affairs (SECO)	Economic Affairs
Borsanaeva	Dhamila	Save the Children	Save the Children former project Coordinator
Brudzinsky	Robert	EU Delegation	Attaché, Project Manager, Operations Section
Chynybaeva	Rimma	National Statistics Committee	Head of the Department of social-demographic statistics and employment market
Esengeldieva	Gulmira	NGO (Resource Centre for Elderlies)	Executive Director
Griadasova	Anastasia	Danish Church Aid	Country Representative
Gukasian	Galina (Gayane)	ECORYS – implementer of EU technical assistance	Coordinator of EU technical assistance
Ismailova	Djamila	MLSD	Department of state allowances and monetary compensations
Ismatova	Chinara	World Bank Project Implementation Unit (PIU) at MLSD	Head of the PIU
Itikeeva	Mira	NGO Protection of Children	Director of NGO Protection of Children
Jumabaeva	Janyl	MLSD	Department for Social Protection (Child Protection)
Kadyrova	Aidai	NGO Babushka Adoption	Director
Kalmirzaeva	Cholpon	MLSD	Head of analysis and coordination unit
Kasymov	Erdenet	Ministry of Finance	Representative of the Office of Program Assistance and Coordination of International Aid
Kuzminskyi	Volodymyr	Oxford Policy Management Ltd. - implementer of EU technical assistance	EU Project Team Leader
Mamataipova	Cholpon	MLSD	Head of Department of the development of social services for handicapped and elderly people
Mambetalieva	Mariam	Ministry of Finance	Head of the Department of Healthcare and Social Protection
Mambetova	Saltanat	Ministry of Education	Department for supplementary, school and extracurricular education
Mirzoeva	Faroghat	Save the Children	Central Asia Director
Okoeva	Gulmira	MLSD	Head of monetary compensation unit

Orozbaeva	Kanykei	National Statistics Committee	Head of department of statistics of sustainable development and environment
Samoghleb	Galina	National Statistics Committee	Head of household statistics unit
Sarandrea	Lucio	UNDP	Chief Technical Adviser on Rule of Law
Toichueva	Meerim	Danish Church Aid	Country Representative
Uturova	Dinara	Government of Kyrgyz Republic	Formerly the EU Coordinator within the Prime Minister's Office
Zaichenko	Elena	UNICEF	Child Protection Programme Officer

1.4.6 Malawi

<i>Surname</i>	<i>First name</i>	<i>Responsibility</i>	<i>Organisation/ Unit</i>
Rego	Carlota	Project Manager	EUD
Trabada	Fernando	Team Leader - Social Sectors and Infrastructure	EUD
Kachingwe	Gideon	SCTP secretariat	Ministry of Gender, Child and Social Welfare
Kansinjiro	Laurent	Social welfare officer	Ministry of Gender, Child and Social Welfare
Schommers	Amrei	Programme Manager	KfW
Masi	Patience	Project Coordinator	KfW
Radermacher	Ralf	Team Leader - Social Protection	GIZ
Felix	Celine	Social Protection specialist	UNICEF
Rocha-Rebello	Phina	Programme Manager	Irish Aid
Msowoya	Chipo	Programme Manager	World Bank
Juergens	Florian	Social Protection specialist	ILO
Mwamlima	Harry	Director	Ministry of Economic Planning and Development
Msusa	Bessie	Chief economist	Ministry of Economic Planning and Development
Campbell	Heather	Director	United Purpose
Elmont	Chantal	Resident consultant	Ayala Consulting
de Barra	Caoimhe	Director	Concern Worldwide
Banda	Emmanuel	M&E (MEAL) Senior Manager	Save the Children
Mungoni	Hyghten	Senior Program Manager	Save the Children
Tsoka	Maxton Grant	Professor / Director	University of Malawi - Centre for Social Research

1.4.7 Moldova

<i>Surname</i>	<i>First name</i>	<i>Organisation/ Unit</i>	<i>Responsibility</i>
Dnestrlyan	Tatiana	UNICEF	Child Protection Specialist

Ionascu	Alexei	World Bank	Program Manager
Jamar Nikuri	Barbara Basia	UNICEF	Chief Child Protection
Mamaliga	Daniela	Partnership for Every Child	Acting Director
Martins	Deolinda	UNICEF	Social Policy Specialist
McCabe	Genevieve	GOPA	Employment Services Expert
Parii	Anna	Partnership for Every Child	Child Protection Expert
Popescu	Djulietta	Ministry of Labour Social Protection and Family (MLSPF)	Head of Social Policies Department
Rotaru	Liliana	Children, Communities, Families Moldova(CCF)	Executive Director
Schaeffer	Fabien	EU Delegation	Programme Officer
Smolyar	Julia	World Bank	Project Manager
Sofianopoulos	Yannis	GOPA	Team Leader
Stratan	Iuliana	EU Delegation	Interim Project Manager
Tarus	Corneliu	MLSPF	Head of Child Protection Department

1.4.8 Montenegro

<i>Organisation/ Unit</i>	<i>Surname</i>	<i>First name</i>	<i>Responsibility</i>
BOITARD	Romain	EU Delegation	Programme Manager for Education, Employment and Social Inclusion
Anastasov	Natasa	NGO Nasa Inicijativa	Director
DAUTOVIC	Ana	UNICEF	UNICEF Programme Specialist
BOITARD	Romain	EU Delegation	Programme Manager for Education, Employment and Social Inclusion
Anastasov	Natasa	NGO Nasa Inicijativa	Director
DAUTOVIC	Ana	UNICEF	UNICEF Programme Specialist
Dragisic	Miodrag	UNDP	Team Leader for Social Inclusion
Durisic	Anka	NGO Staze	Director
Ferdinandi	Ida	UNICEF	Child Protection Officer
GYORI	Judit	EU Delegation	Junior Professional
Komatina	Katarina	Employment Agency	EU Projects Advisor
Koprivica	Radojka	Day care centre Niksic	Director
Krnic Brkovic	Nela	UNICEF	Child Protection Officer
Lakovic	Stanko	Employment Agency	Advisor
LYS	Andre	EU Delegation	Head of Cooperation
McCluney	Fiona	UNDP	UN Resident Coordinator, UNDP Resident Representative
Mesihovic	Denis	World Bank	Operations Officer
Mugosa	Aleksandra	Employment Agency	Advisor for EU Projects
Muleskovic	Mirza	Montenegrin Employers Federation	Head of Department for International Affairs and Projects
Percobic	David	Employment Agency	Deputy Director
Peric	Irena	Employment Agency	Head of project section
Radovic	Mirjana	NVO Akcija za ljudska	Radovic

		prava	
ROTOVNIK	Barbara	EU Delegation	Rule of Law and European Integration Advisor
Sovilj	Svetlana	Ministry of Labour and Social Affairs	Advisor in the Ministry of Labour and Social Welfare
Sukovic	Nevena	Employment Agency	Advisor
Topalovic	Igor	UNDP	Project Manager
Vojcic	Milenko	UMHCG Montenegrin Association of Youth with Disabilities	Board Member
Vujovic	Bojan	NIPAC Office	Vujovic
Vujovic	Ivana	NGO JUVENTAS	Director
VUKOVIC - DJUROVIC	Marija	EU Delegation	Economic and European Integration Advisor
Ziga	Sanela	NVO Zracak nade	Director

1.4.9 Morocco

<i>Surname</i>	<i>First name</i>	<i>Position</i>	<i>Organisation/ Unit</i>
ABDELMALKI	Hassane	Directeur du Pôle Prestations	CNSS
ALAOUI BELGHITI	Abdelali	Secrétaire général	Ministère de la Santé
BENJELLOUN	Meryam	Experte en communication	Consultante
BOUSSIF	Hassan	Chef de Division UE	Ministère des Finances
CHERIFI	Moulay-Driss	Conseiller resident du jumelage	Projet Jumelage
CHERKAOUI	Sanae	DPRF, Cheffe de division coopération	Ministère de la Santé
DEHAYE	Jean-Charles	Chef de mission de l'AT CMB III	Consultant
EL FARJANI	Hikmat	Chargée de Programmes CMB & Protection Sociale	EU Delegation
EL HAIEK	Samira	Chef de division actuariat	CNOPS
EL KADIRI EL YAMANI	Fatima	Spécialiste Santé	Banque Mondiale
EL KESRI	Fatima	Point focal evaluation	EU Delegation
ELMARNISSI	Abdelilah	Chef de service des études et de l'information sanitaire	Ministère de la Santé
FERTAT	Mohammed	Charge de programme Protection sociale	Ministère des Finances
HACHIMI IDRISI	Hausny	Directeur financier et comptable	CNSS
HADRYA	Karima	Chef de la division Actuariat et Etudes générales	CNSS
HALMI	Mahdi	Social Policy Specialist	UNICEF

ISBAYEN	Kerim	Directeur de la Coopération	Ministère de l'emploi
KADDOURI	Amar	Charge de suivi UE	Ministère des Finances
KAISSY GONZÁLEZ	Sylvia	Chargée de programmes Santé	AECID (SP)
KHORSI	Aziz	Directeur de la Communication	CNOPS
KILANI JAAFOR	Leila	Spécialiste supérieur en développement social	Banque Africaine de Développement
MIKOS	Philip	Chef de coopération	EU Delegation
RIHANI	Anas	Chef de service de coordination interne et intersectorielle	Ministère de la Santé
SAHNOUN	Abdelmajid	Conseiller	ANAM
SEMLALI	Hassan	Chef de la Division Suivi du RAMED	Ministère de la Santé
TESLIUC	Emil Daniel	Senior Economist	Banque Mondiale

1.4.10 Palestine

<i>First name</i>	<i>Surname</i>	<i>Organisation/ Unit</i>	<i>Responsibility</i>
ABU SWAY	Rajiah	WHO	
Abufarha	Rawan	PCBS Palestinian Central Bureau of Statistics	Living standards Department
Accorsi	Sandro	Italian Agency for Development Cooperation	Health Coordinator
Al Deek	Daoud	MOSD	Assistant Deputy Minister
Al-Atrash	Saeda	MOSD	Gender Director
Albargouthi	Khaled	MOSD	Anti-poverty Department
Amman	Anwar	MOSD	Assistant Deputy Minister for the Regional Directorates
Aqudsi	Asma	MOSD	Anti-poverty Department
Awad	Samar	PCBS Palestinian Central Bureau of Statistics	Acting Director General of International Relations
El Shurafa	Rasha	ILO	Social Protection Focal Point, ILO Jerusalem Office
Gericke	Michael	GOPA PROJECT	Team Leader GOPA project
Hamam	Anwer	MOSD	Responsible for Regional Offices
Holtsberg	Peter	WFP	
Ibrahim	Dyala	PCBS Palestinian Central Bureau of Statistics	Ibrahim
Imai	Kumiko	UNICEF	Chief Social Policy M&E
Keibo	Mounir	ILO	ILO Representative Jerusalem
Khamis	Asem	MOSD	Capacity Building Project
LAHHAM	Salah	WFP	
Mansour	Michael	EU Delegation	Programme manager UNRWA
Rawan	Abu-	Ministry of Finance	Rawan

	Mayyaleh		
Rousseau	Stephanie	EU Delegation	Programme Manager
Sa'ed	Shaher	PGFTU, alestinian General Federation of Trade Unions	General Secretary
Thawq	Abdelhalim	Ministry of Finance	Thawq
Twan	Fida	PCBS Palestinian Central Bureau of Statistics	Twan
Vladu	Vladimir	GOPA PROJECT	Social Protection Expert
Voegelé	Michael	EU Delegation	Head of Section
	Carine	DWRC Democracy and Workers' Rights Centre in Palestine	

1.4.11 Turkey

<i>Surname</i>	<i>First name</i>	<i>Organisation Unit</i>	<i>Responsibility</i>
Demir	Mehmet Caner	EU Delegation	Sector Manager Social Policy and HR Development
Agtaş	Özge Berber	International Labour Organization, ILO Office for Turkey	Programme and Administrative Officer
Akçay	Esra	Ministry of Health	Project Manager Health Care Expert
Akin	Gamze	Ministry of Labour, HR Development Operations	EU Expert, Programme Management, Monitoring and Evaluation
Aktaşoğlu	Esat	Ministry of Labour, HR Development Operations	Chief of Project Management Unit
Altay	Furda Cinal	Centre for Labour and Social Security Training and Research ÇASGEM	Head of Research
Altun	Bulut	Ministry of Youth and Sports	Project Manager
Arslantos	Handon	Ministry of Family and Social Policy	Social Service Expert
Biçkıcı	Mehmet	Ministry of Youth and Sports	Director General for Projects and Coordination
Çağlayan	Pinar	Ministry of Family and Social Policy	Social Assistance Expert
Cihanoglu	Gülniker	Ministry of Labour, HR Development Operations	EU Expert, Programme Management, Monitoring and Evaluation
Demir	Ceren	Ministry for EU Affairs	Evaluation
Ercan	Ali	Ministry of Labour, HR Development Operations	HRPT
Erdogan	Onur	Centre for Labour and Social Security Training and Research ÇASGEM	Researcher
Ergani	Cağrı	Ministry of Labour, HR Development Operations	EU Affairs
Filcheva	Marina	UNICEF	

<i>Surname</i>	<i>First name</i>	<i>Organisation Unit</i>	<i>Responsibility</i>
Gelikten	Ayşe	Ministry of Family and Social Policy	Social Assistance Expert
Gencal	Bariş	Social Security Institution SGK	Project Manager
Göv	Ertan	Ministry of National Education	Department Head General Directorate for Special Education and Guidance Services
Gülcügil	Iraz Övkü Soyalp	UNICEF	Chief of Social Protection
Hatirnaz	Nuray	Ministry of Family and Social Policy	Head of the Department of EU and Foreign Relations
İnaltekin	Önal	Ministry of Family and Social Policy	General Manager, Social Service Department
Karacan	Con	Ministry of Labour, HR Development Operations	EU Affairs
Karan	Ahmet	EU Delegation	Social Policy and Social Insurance Sector Manager
Karatekeloğlu	Petek	Ministry for EU Affairs	EU Affairs Expert/Coordinator
Kaskati	Tolga	BSY Grup	Managing Partner
Kaya	Ersin	Ministry of Family and Social Policy	Social Assistance Expert
Köseoglu	Nagehoi	Ministry of Labour, HR Development Operations	Project Management Unit
Koyuncu	Zeynep Aydemir	EU Delegation	Social Policy and Employment Sector Manager
Lewis	Jane	European Commission ECHO Ankara Turkey	Head of Office
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Okur	Mehmet Alif	Ministry of Youth and Sports	Sports/Training Expert
Ozcan	Ramzan Olan	Ministry of Youth and Sports	Sports/Training Expert
Özkaya	Avni	Ministry of Family and Social Policy	Deputy General Manager, Social Service Department
Pirgon	Mehmet	Ministry of Family and Social Policy	Social Service Expert
Re	Elaine	Ministry of Family and Social Policy	Social Service Project Manager
Sangeli	Deniz	Ministry of Family and Social Policy	Social Service Expert
Sener	Arzu	EU Delegation	Monitoring and Evaluation
Sezer	Ahmet Helmi	Social Security Institution, or Sosyal Güvenlik Kurumu (SGK)	Social Security Expert, General Directorate of Strategic Development
Tunçkanat	Figen	EU Delegation	Social Policy and Health Sector Manager
Ursu	Dr. Pavel	World Health Organization	WHO Representative

<i>Surname</i>	<i>First name</i>	<i>Organisation Unit</i>	<i>Responsibility</i>
van de Wiel	Lieke	UNICEF	Head of Country Office
Vazansever	Selim	Ministry of Labour, HR Development Operations	Coordinator, Programme Management, Monitoring and Evaluation
Yağmur	Ahmet Serdar	Social Security Institution SGK	Social Security Expert, Strategy Development Presidency
Yazar	Irem	Ministry of Labour, HR Development Operations	Proejct Management Unit

1.5 EU SP workshops

Through the courtesy of DEVCO, the team leader was able to participate as an observer in two EU SP workshops.

<i>Date</i>	<i>Title</i>
14.2.	Providing social protection across the humanitarian-development nexus (DEVCO-NEAR-ECHO workshop)
22.03.	Make data revolution a reality for social protection (DEVCO workshop)

Annex 4 – Overview of EU-funded key interventions

1.6 Albania

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
IPA	Volunteering values and practice in service of people with disabilities in Albania	2011-2012	80,587.00 (planned)
IPA	Protection and Integration of Street Children in Tirana	2011-2013	194,753.05 (total paid and contracted)
IPA	Bridging the gap: inclusive Education for Albania's blind children	2011-2012	187,187.33 (total paid and contracted)
IPA	Social integration of the vulnerable groups through joint cross border initiatives in Former Yugoslav Republic of Macedonia and Republic of Albania	2011-2011	39,957.91 (total paid, original contracted amount is 41,880.72)
IPA	Assistance Provision for Children with Speech and Language Difficulties	2011-2011	36,133.06 (total paid and contracted)
IPA	Supporting Social Inclusion of Roma and Egyptian Communities	2012-2014	1,500,000.00 (total paid is 499,873.31)
IPA	Enable new forms of services for children with autism spectrum disorders	2012-2013	42,890.84 (total paid and contracted)
IPA	Social inclusion of persons who served prison sentence	2012-2013	34,211.00 (total paid and contracted)
IPA	Count Us In': Ensuring Social Inclusion for Roma and Egyptian	2014-2015	178,271.09 (total paid is 69,529.03)
IPA	Foster social inclusion of Roma communities in Albania through targeted interventions for vulnerable children	2014-2015	191,132.81 (total paid is 99,728,15)
IPA	National programme for Albania under the IPA transition assistance and institution building component for 2013	2013-Ongoing	64,232.000

1.7 Algeria

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENPI	Mission d'identification et formulation du programme Jeunesse-emploi en Algérie	2011-2012	175,839.00	Non-EU Development Agency

1.8 Angola

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
FED	Support implementation of the National Social Assistance Policy of Angola	2014-2018	22,710,000.00 (planned)	Non-EU development agency and other international

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
				organisations
FED	Support implementation of the National Social Assistance Policy of Angola	2014-2018	22,710,000.00 (planned)	Non-EU development agency and other international organisations
FED	Project to support the Government of Angola to define and implement an effective policy for Social Protection and Social Solidarity	2014-2018	9,060,400.00 (planned)	Private Sector

1.9 Armenia

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
ENPI	Harmonisation with EU standards and institution building of the State Inspectorate of Protection of Markets and Consumer Rights	2012-2015	966,912.90
ENPI	Analysis of Social Services Delivery in Armenia	2014-2015	102,360.00

1.10 Azerbaijan

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
ENI	Twinning: Enhancing effectiveness and efficiency of SP through improvement of the analytical and forecasting capacities of the Ministry of Labour and Social Protection of Population	2010-2013	676,762
ENI	Twinning: Support to the State Labour Inspectorate Service (SLIS) in Occupational Health and Safety (OHS) enhancement in the Republic of Azerbaijan	2011-2013	906,810
ENI	Twinning: Strengthening the capacity of the State Committee for Family, Women and Children Affairs of the Republic of Azerbaijan to Promote and Protect the Rights of Vulnerable Families, Women and Children	2011-2014	810,000
ENI	Special Economic Action for the Blind	2012-2014	193,496
DCI-Thematic	Strengthening civil society action - meeting the needs of disabled children and their families	2008-2012	284,247
DCI-Thematic	Developing a model for cooperation between LA and NSA in introducing foster care and family support services	2009-2014	480,600
DCI-Thematic	Early Intervention and Social Inclusion in society of children with special needs	2009-2012	107,126
DCI-	Empowering mental health service user in 5 regions	2011-2014	163,154

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
Thematic	of Azerbaijan		
2014-2017			
ENI	Twinning: Support to the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan (MLSP) for the Development of a System for Medico-Social Rehabilitation of People with Disabilities	2014-2016	1,100,000
ENI	Twinning: Support to the State Social Protection Fund on the introduction of funded element within the insurance-pension system, establishment of non-state pension funds and development of legal framework for regulating their activity	2014-2017	749,994
ENI	Reinforcing the Protection of Rights and Improving the Living Conditions of the Disabled People in Azerbaijan through Civil Society – Media – Government - and Private Sector Collaboration	2014-2017	264,605
ENI	Strengthening enabling social and legal environment for protection of PWD and CWD	2014-2018	269,960
ENI	Twinning: Development of social service provision	2015-2018	1,300,000
ENI	Enabling civil society to play a greater role in advancing socio-economic rights of vulnerable populations	2016-2019	1,994,981

1.11 Belarus

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENPI	Inclusion of people with disabilities	2013-2017	129,845.00 (planned)	Civil Society
ENPI	Evaluation of social inclusion sector in the Republic of Belarus and identification of potential areas of cooperation and assistance of the European Union to Belarus in this sector	2014- /2014	46,710.00 (planned)	Private Sector

1.12 Bosnia and Herzegovina

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
IPA Comp I	Improving the development and capacity of Social Dialogue and Social Partners (SP) Project	2010-2011	500,000	Information not available (n/a)
IPA Comp I	Enhancing the Social Protection and Inclusion System (SPIS) for vulnerable groups/children - Phase III	2010-2012	1,246,212	UNICEF
IPA Comp I	Strengthening social protection system at all levels of	2011-2014	7,500,000	UNICEF

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
	governance			
IPA Comp I	Enhancing the Social Protection and Inclusion System (SPIS) for vulnerable groups/children - extension	2013-2014	1,319,629	UNICEF
IPA Comp I	Support to social service providers and enhancement of monitoring capacities (SOCEM Project)	2015-2017	1,758,000	EPRD
2014-2017				
IPA Comp I	Support to implementation of Roma Action Plans	2014-2015	2,500,000	Hilfswerk Austria

1.13 China

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI	EU-China Social Protection Reform Project	2014-2018 (Ongoing)	6.700,000,00 (planned nothing paid)	Government and government institutions
DCI	EU-China Social Protection Reform Project	2014-2018	6.700,000,00 (planned nothing paid)	Government and government institutions

1.14 Croatia

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
EIDHR	The overall response (creating of a new model of inter sectoral cooperation in protection of national minorities and other socially vulnerable population)	2013-2014	61,148.35

1.15 Egypt

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENPI	Support to Rural Development	2010-2016	10,000,000	Government & other
ENPI	Health Sector Policy Support Programme II	2010-ongoing	110,000,000	Government & other
ENPI	Enhancing Access of Children to Education and Fighting Child Labour	2013-ongoing	60,000,000	UN agencies & other

1.16 El Salvador

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
DCI-Geo	Programa de apoyo a comunidades solidarias en El Salvador (PACSES)	2011-2015	47,400,000	Government
DCI-Geo	Promoción de los derechos de las mujeres a través del fomento de la autonomía económica y la atención a la salud integral	2014-2015	2,250,000	Government

1.17 Ethiopia

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
EDF	Provision of Basic Services Programme I (PBS I)	2007-2009	150,000,000	n/a
EDF	Productive Safety Nets Programme (PSNP)	2006-2014	58,000,000	n/a
EDF	Provision of Basic Services Programme II (PBS II)	2009-2012	53,000,000	n/a
2014-2017				
DCI-Thematic	EU-SPS global programme	Since 2015	(no specific country allocation)	n/a
EDF	PBS III - Basic Services Programme	2014-2018	73,000,000	n/a

1.18 Former Yugoslav Republic of Macedonia

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
IPA Comp IV	Support to Employment of Young people, Long-term unemployed Women (I)	2010-2012	1,300,000	Information not available (n/a)
IPA Comp IV	Fostering Social Inclusion and Inclusive Labour Market	2011-2013	1,462,950	n/a
IPA Comp IV	Supporting Roma Women accessing the labour market in the Beneficiary Country	2012-2014	183,597	n/a
IPA Comp IV	Further modernization of Employment Service Agency	2012-2013	1,169,175	n/a
IPA Comp IV	EU support on the preparation of the country to manage the European Social Fund through implementation of the Human Resources Development Component of IPA instrument	2010-2012	595,000	n/a

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
IPA Comp IV	Assisting conflict-affected minority women	2012-2014	248,072	n/a
IPA Comp IV	Strengthening the Capacities for Integration of Disadvantaged Women in the Labour Market, with focus on Ethnic Minority Women	2012-2013	477,850	n/a
IPA Comp IV	Enhancing Employability of Women in Minority Communities through profiling/ assessment, training programmes and job counselling	2012 -2014	272,515	n/a
IPA Comp IV	Career Pathway - Improvement of employability of ethnic minority women in the eastern region	2012 -2014	223,071	n/a
IPA Comp IV	Empowering relevant actors for social inclusion at local level	2011-2012	149,759	n/a
IPA Comp IV	Empowering relevant actors for social inclusion at local level (phase 2)	2012 -2015	179,500	n/a
IPA Comp IV	Supporting Integration of Ethnic Communities in the Educational System	2012-2014	1,085,296	n/a
2014-2017				
IPA Comp IV	Modernisation and adaptation of Centres for Social Work	2015-2016	2,080,000	n/a
IPA Comp IV	Support to Employment of Young people, Long-term unemployed Women (II)	2015-2016	2,016,205	n/a
IPA Comp IV	Promoting social inclusion services	2015-2017	1,366,250	n/a
IPA Comp IV	Support to the fight against undeclared work	2014 -2016	1,336,770	n/a
IPA Comp IV	Support to the National Employment Policy	2014-2018	1,535,351	n/a
IPA Comp IV	Support to Employment Service Agency for implementation of active labour market measures and services	2014-2016	1,200,000	n/a
IPA Comp IV	Support to Employment Service Agency for implementation of active labour market measures and	2014-2016	1,275,355	n/a

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
	services			
IPA Comp IV	Strengthening the financial management and internal control in Employment Service Agency	2015-2017	137,050	n/a
IPA Comp IV	Promoting Social Dialogue – ILO	2014-2017	1,149,690	n/a
IPA Comp IV	Support to the monitoring and control of the OP HRD funded operations - Priority Axis 4	2014-2014	212,500	n/a
IPA Comp IV	Promoting alternative childcare services	2015 - 2017	1,192,638	n/a
IPA Comp IV	Pathway to Employment through Skill Development and Sustainable Labour Market Integration of the Roma, in particular Roma Women	2015 -2017	182,294	n/a
IPA Comp IV	Kitchen on Wheels	2015-2017	103,515.34	n/a
IPA Comp IV	Take action for better competitiveness on the labour market	2015-2017	171,315.42	n/a
IPA Comp IV	Local Partnerships for Social Inclusion	2015 -2017	151,547	n/a
IPA Comp IV	Employment of Persons with Disabilities: Sustainable Model	2015 -2017	88,677	n/a
IPA Comp IV	“Get trained. Get support. Get a job.”	2015-2017	79,456	n/a

1.19 Georgia

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI-NSAPVD	Day Centre - Significant support to community mobilization and building of civil society	2010-2011	174,960.00	Civil Society
EIDHR	Implementing children's rights in Georgia: protecting children from abuse and neglect	2011-2014	97,324.29	Civil Society
EIDHR	New opportunities for educationally deprived children	2011-2013	87,993.00	Civil Society
DCI-NSAPVD	Collaboration towards Combating Child Sexual Abuse	2012-2014	91,816.00	Civil Society

1.20 Israel

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI-NSAPVD	Social Welfare Capacity Building in Iksal: A New Model for Small Arab Local Authorities in Israel	2014-2015	50,000	Local authorities
DCI-NSAPVD	Towards Participation: Promoting Public Participation in Nazareth	2014-2015	79,480	Local authorities
ENPI	Euro Med Youth IV Programme: 3rd programme estimate	2012-2013	193,600	NGO

1.21 Jordan

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENI	Identification mission for supporting Social Protection Policy Development and Operations in Jordan Jordan	2015 On going	279,265.00	Social/ welfare services
ENPI	Analysis of potential for EU intervention in social protection reform in Jordan	2011-2011	48,434.21	Social/ welfare services
ENPI	Strengthening the Capacity of the Ministry of Social Development of Jordan to promote and protect the rights of vulnerable families, women and children	2013-2013	984,889.72	Social/ welfare services

1.22 Kyrgyzstan

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
DCI-ASIE	SPSP Social Protection and PFM 2007 (-2009)	2007-2009	9,000,000	Partner Gvt
DCI-ASIE	SPSP Social Protection and PFM 2009 (2010)	2010-2012	13,000,000	Partner Gvt
DCI-ASIE	SPSP Social Protection and PFM 2011	2012-2015	13,000,000 ³	Partner Gvt
2014-2017				
DCI-ASIE	SPSP Social Protection and PFM 2014	2015-2017 ⁴	30,000,000 ⁵	Partner Gvt
EIDHR	Promoting, protecting and enforcing the rights of persons with disabilities	2014-2016	355,970	NGO ⁶
DCI-HUM	Stop Silence about Violence	2014-2016	854,597	NGO ⁷

³ BS and complementary support (TA)

⁴ 2015-2017 were planned as a three-year phase out; now the phase out might continue to 2018.

⁵ 26mil EUR BS and 4mil complementary support (TA)

⁶ *Save the Children Nederland*

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
	against Children			
DCI-Thematic	EU-SPS global programme	Since 2015	(no specific country allocation)	Other ⁸

1.23 Lebanon

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
ENPI	Labor Force and Households. Living Conditions Surveys in Lebanon	2014- 2016	3,524,397.00
ENPI	Technical Assistance to the Central Administration of Statistics in Lebanon	Ongoing. 2016.	1,051,025.00
ENPI	Reinforcing social cohesion in Lebanon).	2012-2018	10,000,00

1.24 Lesotho

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
EDF	Support to Orphans and Vulnerable Children / Child Grant Programme (OVC/CGP) - Phase 1	2007-2011	12,000,000
EDF	Poverty Reduction Budget Support I (PRBS-I)	2009-2010	43,699,950
EDF	Poverty Reduction Budget Support II (PRBS-II)	2011-2015	46,150,000
EDF	Support to Orphans and Vulnerable Children / Child Grant Programme (OVC/CGP) - Phase 2	2012-2014	10,000,000

1.25 Malawi

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
FOOD	Innovative approaches to cash delivery for the Malawi Social Cash Transfer Programme	2011-2016	2,719,408
EDF	Social Cash Transfer Programme	2012-2017	34,150,000
EDF	Improving effectiveness of Malawi Social Cash Transfer Programme	2014-2017	650,000
EDF	Rural Integrated Development Programme (RIDP)	2011-2015	37,992,976 ⁹
2014-2017			

⁷ Regional Office of Danish Church Aid in Central Asia

⁸ OECD + Finland + EU (but other donors involved as well)

⁹ The component that supported a SP intervention through PWP ("Road rehabilitation and maintenance") received a final budget of 21,584,658 EUR (after amendment).

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
	No new intervention launched in the last years. But one programme ("SoSuRe") in the pipeline with a tentative start date for early 2018.		

1.26 Moldova

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENI	Addressing needs of vulnerable layers of population in the Republic of Moldova	2008-2010	1,152,144	Various NGOs
ENI	EC Trust Fund in Moldova for Regional Development and Social Protection	2008-2012	12,500,000	Government of Moldova and World Bank
ENI	Assistance to reform in the Moldovan social assistance sector (Social Sector Budget Support)	2008-2013	20,000,000	Government of Moldova
ENI	Addressing the Negative Effects of Migration on Minors and Families Left Behind	210-2012	1,500,000 and 500,000 co-financed by the Italian Gov.	Government of Moldova
ENI	Developing short break foster care service for children with disabilities in the Republic of Moldova	2011-2012	197,220	Partnership for Every Child
ENI	Technical Assistance for Social Sector Budget Support – Implemented by GOPA EUD indicated dissatisfaction with this assistance to the Ministry of Finance; unable to interview relevant beneficiaries during site visit due to passage of time	2007-2010		
ENI	Public Private Partnership for the Sustainable Development of Locally Governed Disability Services: Supporting Decentralization Reform Mobile units, implemented by Keystone	2012-2014		

1.27 Montenegro

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
IPA 2007	Standardisation of the system of social protection of the elderly in Montenegro	2010-2011	1,002,687.83

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
IPA 2007	Support to social policy development and creation of service delivery partnership between CSO networks and public authorities in Montenegro	2010-2011	1,002,687.83
IPA 2007	/ Strengthening of Civil Society through a Model Project of Home Care for Elderly in Montenegro	2010-2011	1,002,687.83
IPA 2009	Development of home care structures in Montenegro	2012-2013	2,923,000.00
IPA 2009	Training needs assesment and identification of capacity setting programme for the mental health sector in Montenegro	2012-2012	1,402,028.44
IPA 2009	Study on Social Inclusion and Preparation for 2010 IPA	2009-2015	35.312,61
IPA 2010	Child Care System Reform	2010-2015	1.243.046,22
IPA 2010	Enhancing Social Inclusion	2011- 2015	1.169.367,00
IPA 2010	Capacity Building within the Field of Mental Health	2013-2014	485,612.00
IPA 2011	Technical assistance on durable solutions for displaced and internally displaced persons and residents of Konik camp in Montenegro	2011-2012	91.280,78
IPA 2012	Support to inclusive education of children with disabilities in Montenegro	2012-2016	121.504,30
IPA 2013	Rehabilitation and re-socialisation of drugs addicted in Montenegro	2013-2015	384.379,28
2014-2017*			
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1.28 Morocco

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
ENI	Programme d'appui à la réforme de la couverture médicale de base – Phase II	2011-2015	50,000,000 (incl. 47.4 million in BS)	Government, Private company (TA)
ENI	<i>The programme « Réussir le Statut avancé » included two relevant projects in the area of SP:</i> <ul style="list-style-type: none"> Etude de l'écart entre l'Acquis de l'UE ainsi que les bonnes pratiques des Etats Membres 	2012-2017	83,000,000 ¹⁰	Private company (TA), EU member states ¹¹

¹⁰ This is the overall allocation to the programme « Réussir le Statut avancé » (CRIS decision ENPI/2011/022-778). This programme consisted in a large budget support intervention (over 70,000,000 EUR) and several complementary contracts, including one TA contract (2,227,640 EUR) under which the study “Etude de l'écart” in the area of SP was financed. The component for twining covered several projects including the one listed above which had an initial budget of 1.050.000 EUR.

¹¹ France – DAEI & Expertise France; Belgium – SPFSS.

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
	et le cadre juridique et institutionnel marocain dans le secteur de la protection sociale <ul style="list-style-type: none"> Jumelage « Accompagner la mise en place de l'observation et le suivi des indicateurs de protection sociale » 			
ENI	Programme d'appui sectoriel à la réforme du système de santé – Santé I	2009-2015	86,000,000 (incl. 82 million in BS)	Government, Private company (TA)
2014-2017				
ENI	Programme d'appui à la réforme de la couverture médicale de base – Phase III	2014-2017	52,000,000 (incl. 48 million in BS)	Government, Private company (TA)
ENI	Programme d'appui sectoriel à la réforme du système de santé – Santé II	2015-2018	100,000,000 (incl. 96 million in BS)	Government, Private company (TA)

1.29 Palestine

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
ENI (ENPI)	TA to the Ministry of social affairs for the reform of the social safety net	2008-2009	176,583	TA provided by private company
ENI (ENPI)	PEGASE ("Mécanisme Palestino-Européen de Gestion et d'Aide Socio-économique")	2008-2016	--	Partner GvT
ENI (ENPI)	Various support to delivery of Community Services in East Jerusalem: e.g. Disabled People in East Jerusalem Enjoy Improved Living Conditions	2010-2014	858,295	--
DCI-FOOD	Support to the UNRWA Social Safety Net Programme (SSNP)	2011-2014	15,000,000	UN Agency UNRWA
ENI	Impact evaluation of the EU contribution to the CTP - PEGASE programme support to VPF	2012-2014	193,879	n/a
ENI	Support to Governance / Rule of Law / Social Sector Institutions - incl. TA on SP (partnership planning and institutional capacity building)	2013-2017	20,500,000	n/a

1.30 Paraguay

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
DCI-Geo	Programa de Apoyo a la Política Pública de Desarrollo Social en Paraguay	2011-2013	37,000,000

1.31 Philippines

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI-Asie	Addressing Maternal, Neonatal and Child Health and Nutrition Needs of Indigenous Cultural Communities/Indigenous People (ICC/IP) and other Disadvantaged Communities in Mindanao	2012-2015	7,000,000	Government
DCI-Asie	Health Sector Policy Support Programme - Phase II	2010-2014	35,000,000	Government
DCI-NSAPVD	Enhancing maternal health services to selected underserved sectors in Eastern Visayas through the Cooperative Enterprise System	2010-2014	580.860	NGO

1.32 Rwanda

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partners</i>
EDF	Sector budget support for social protection	2011-/2016	20,000,000.00	Government and government institutions
EDF	Sector budget support for social protection	2011-2016	20,000,000.00	Government and government institutions

1.33 Swaziland

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
FED	Technical Assistance for the Development of a Social Protection System in Swaziland	2015-2018	4,163,200.00 (planned)	Private Sector
FED	Development of a Social Protection System in Swaziland	2015-Ongoing	5,800,000.00	Government and government institutions

1.34 Togo

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI	EU SPS programme	2015- ongoing	n/a	Private / other
DCI	Support to Health insurance (SOCIEUX)	2016-2016	n/a	Private/ other
EDF	Contrat de consolidation de l'Etat du Togo - CCET 2 (State-Building Contract)	2016-2018	56,000,000.00	Government and government institutions

1.35 Tajikistan

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
DCI	Sector Policy Support Programme – Social Protection	.2008-2013	9,000,000,00 (planned)- 4,775,000,00	Government and government institutions
DCI	Technical Assistance to Sector Policy Support Programme in the Social Protection Sector - Labour Policy component - Central Asia - Tajikistan	2009- 2011	634.973,16	Private Sector
DCI	Technical Assistance to Sector Policy Support Programme in the Social Protection Sector - Service Delivery component -	2009 – 2013	2.552.996,00	Private Sector
DCI	Technical Assistance to Sector Policy Support Programme in the Social Protection Sector - Social Targeting Component -	2009 – 2011	890.440,00	Private Sector
DCI	Support to the MoLSP - State Agency for Social Insurance and Pension - Pension Administration Project	2009 – 2010	91.377,60	Private Sector
DCI	Support to the Department for Monitoring Financial-Economic Activities of SOEs Central Office MoF	2009 – 2010	181.598,07	Private Sector
DCI	Technical Assistance to MoF - SPSP	2010 – 2012	496.017,00	Private Sector

1.36 Tunisia

<i>Financing instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
ENPI	Euro-Med Youth IV	2011-2014	11,000,000	Government

ENPI	Programme d'appui à l'adéquation Education-Emploi en Tunisie	2011-2014	65,000,000	Government
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1.37 Serbia

<i>Financing Instrument</i>	<i>Intervention title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
IPA	Establishment and further development of social protection services in the municipalities of Dimitrovgrad, Bela Palanka, Babušnica and Vlasotince for disabled children	2011-2015	290,906.03
IPA	Development of services for children with disabilities in Eastern Serbia	2011 – N/A	285,885.99
IPA	Development of Community Based Services for Children with Disabilities	2010-2013	2,000,000
IPA	Support to Local Integration of Refugees and IDPs in Sombor Municipality	2014-2016	92,445.31
IPA	“Developing and Enhancing Community-Based Services for Children with Disabilities and their families in Stara Pazova, Irig, Pecinci and Ruma”	2011-2013	345,575

1.38 Turkey

<i>Financing instrument</i>	<i>Title</i>	<i>Implementat ion period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
2007-2013				
IPA I Comp IV	Capacity Building of Social Security Institution Sosyal Güvenlik Kurumu (SGK)	2010-2011	1,095,000	Social Security Institution (SGK)
IPA I Comp I	Promoting of community based services for vulnerable people with mental and physical disabilities	2010-2014	3,800,000	Ministry of Family and Social Policy, Ministry of Health, WHO
IPA I Comp I	Supporting social inclusion through sports education (especially vulnerable youth in Southeast Turkey)	2012-2014	2,300,000	Ministry of Youth and Sports
IPA I Comp I	Supporting social inclusion through sports education – phase II	2013-2014	1,800,000	Ministry of Youth and Sports
IPA I Comp I	Protection of children from all forms of violence (emotional, physical, verbal, psychological) in school to promote well-being and achievement	2013-2015	2,700,000	Ministry of National Education
IPA I Comp I	Strengthening Institutional Capacity of Centre for Labour and Social Security Training and Research (ÇASGEM)	2014-2016	2,250,000	ÇASGEM
2014-2017				

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>	<i>Implementing partner(s)</i>
IPA I Comp IV	Capacity building for the Ministry of Family and Social Policy to promote services to the disabled, inclusive employment	2015-2017	4,645,214	Ministry of Family And Social Policy
IPA I Comp IV	Promoting an increase in registered employment and increased social security coverage	2015-2017	10,320,289	SGK
IPA I Comp IV	Increasing women's formal employment through support of home-based child care services	2015-2017	3,962,500	SGK
IPA I Comp IV	Improve implementation of Human Resources Development Operational Programme (HRD OP) through increasing capacity and support for programming, project management and evaluation, quality control	2015-2017	3,364,294	Ministry of Labour and Social Policy, HRD OP
IPA I Comp IV	Strengthening the Impact of the Conditional Cash Transfer Programme in Turkey for Increasing High School Attendance	n/a	n/a	n/a
IPA I Comp IV	Increasing Adaptability of Employees and Employers with a Social Dialogue Approach	n/a	n/a	n/a
IPA I Comp IV	Facilitating Access of Disadvantaged Higher Education Students to Labour Market Including Scholarship Support	n/a	n/a	n/a
IPA I Comp IV	Improving Social Integration and Employability of Disadvantaged Persons	n/a	n/a	n/a

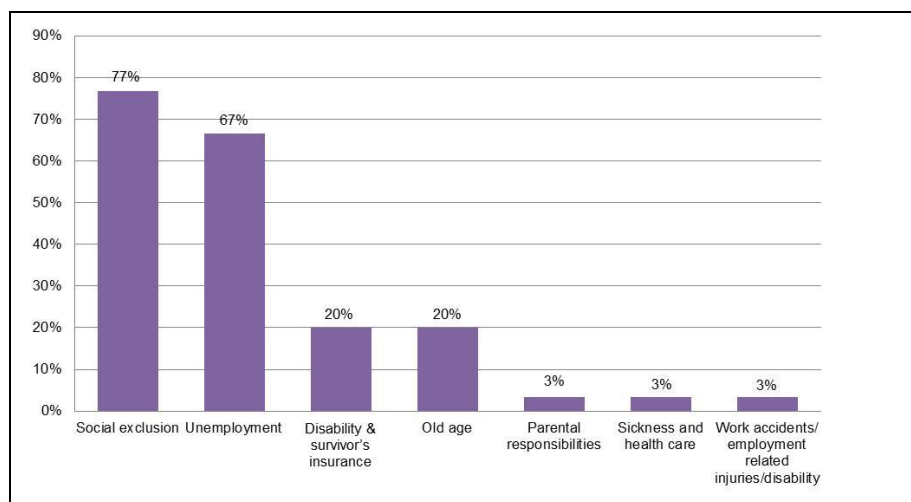
1.39 Ukraine

<i>Financing instrument</i>	<i>Title</i>	<i>Implementation period</i>	<i>EU contribution (EUR)</i>
2007-2013			
DCI Thematic (Migration)	Legal and Social Protection of Asylum Seeking and Refugee Children in Ukraine	2011-2012	960,000
ENI	(twinning) Support for the development of the state social services system	2012-2014	1,431,403
ENI	Promotion of policy dialogue between Ukrainian CSOs and Executive authorities on administrative services to persons with intellectual disabilities	2013-2017	255,539
2014-2017			
ENI	Strengthen capacity of CSOs in Georgia and Ukraine to contribute to the policy dialogue on Social Service Delivery	2015-2019	1,000,000

Annex 5 – Survey results

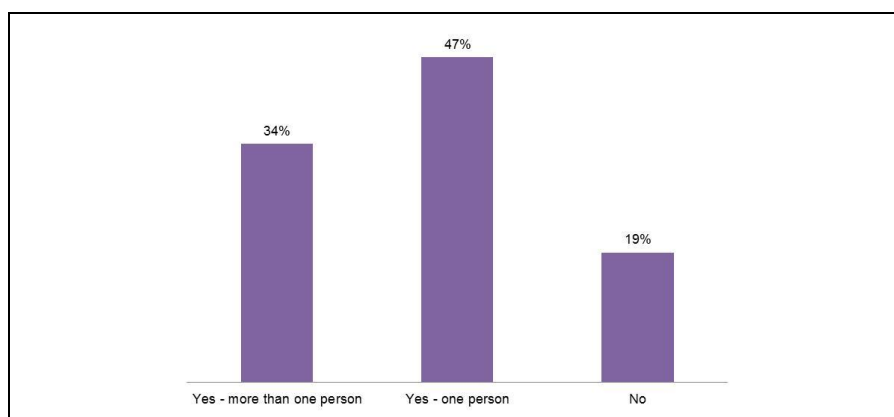
1.1 EUD capacities for social protection

Figure 1 *Between 2007 and 2013, what have been the three most important thematic areas of EU support to social protection in your country?*



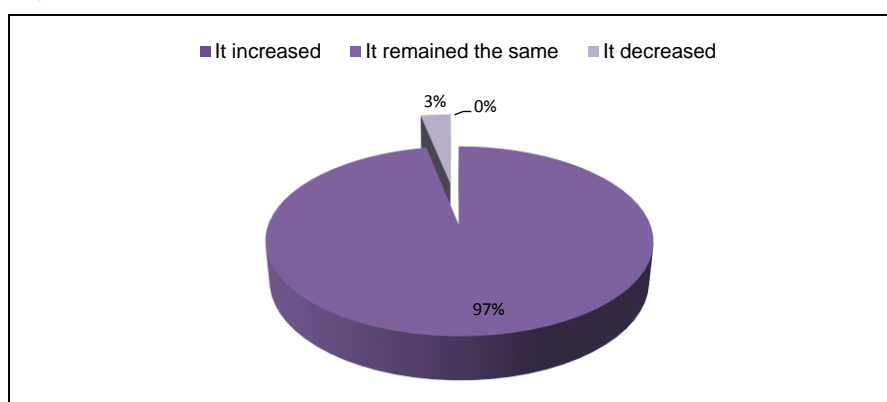
Base: EUDs (n=30). Source: Survey analysis, Particip (2017).

Figure 2 *Within your Delegation, has there been at least one person specifically responsible for issues related to social protection (between 2007 and 2013)?*



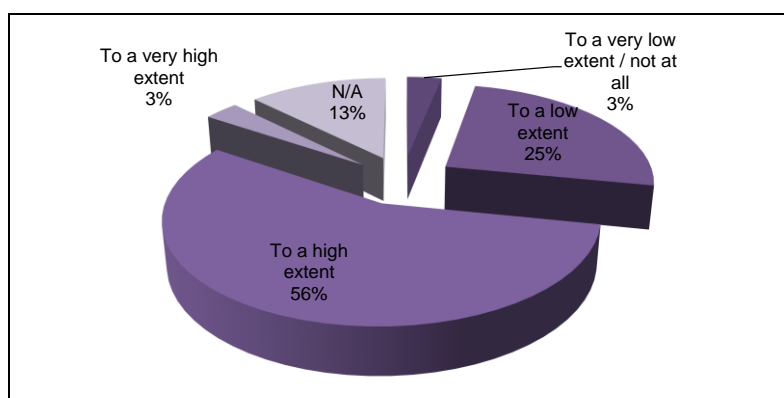
Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

Figure 3 *Between 2007 and 2013, how did the number personnel covering social protection issues evolve?*



Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

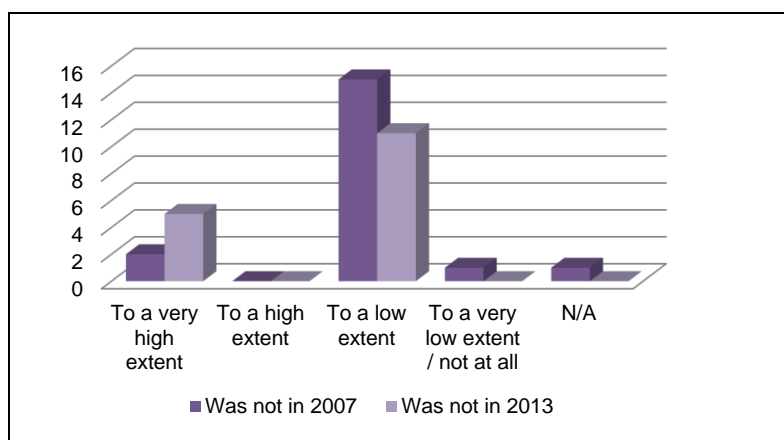
Figure 4 *Between 2007 and 2013, to what extent did the EUD capacities to support social protection in the country correspond to the priority ranking of social protection in EU assistance?*



Base: EUDs (n=28). Source: Survey analysis, Particip (2017).

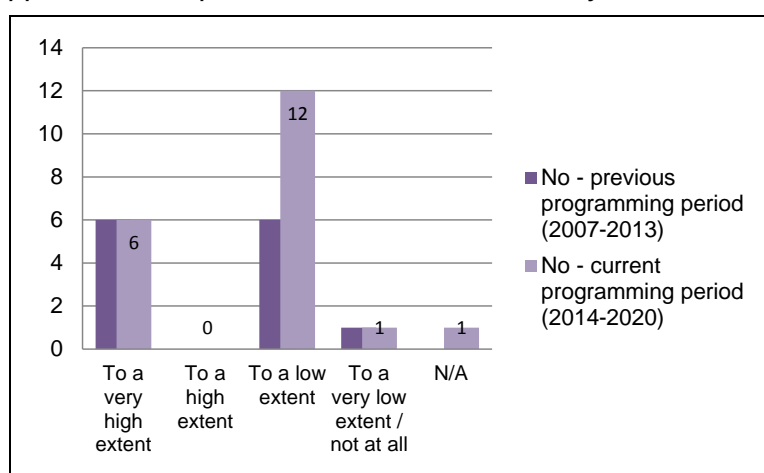
1.2 Responsiveness of EU strategy to country needs and alignment

Figure 5 *In 2007 and 2013 respectively, to what extent was social protection an area of important concern for the government in your country?*



Source: Survey analysis, Particip (2017).

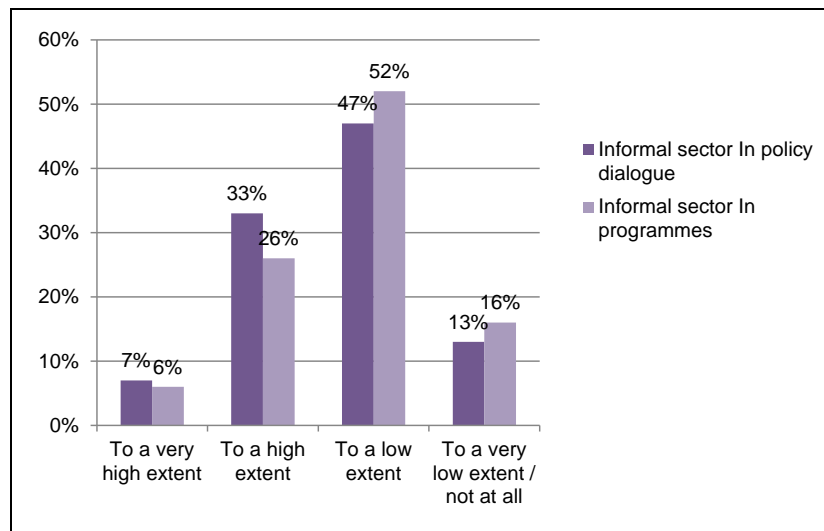
Figure 6 *In the previous and current programming periods, to what extent has EU support to social protection reflected the country's needs?*



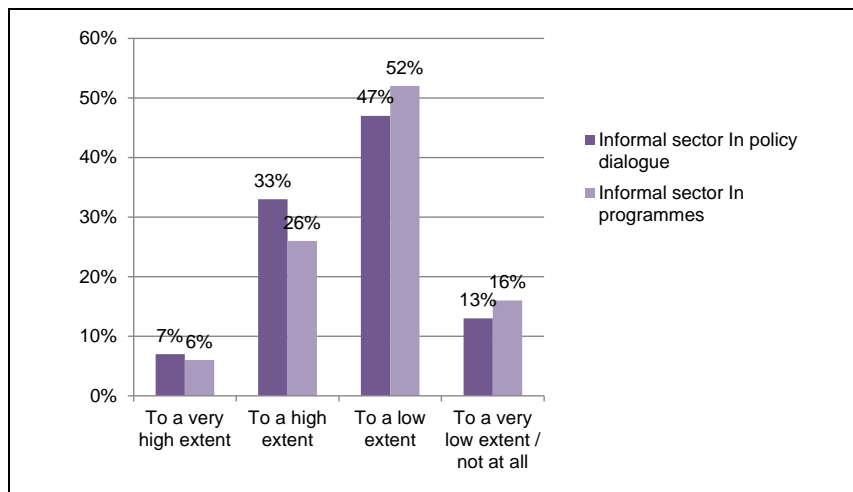
Source: Survey analysis, Particip (2017).

Figure 7 *Between 2007 and 2013, to what extent have special needs of the informal sector, of agricultural workers and of children been addressed in the EU support?*

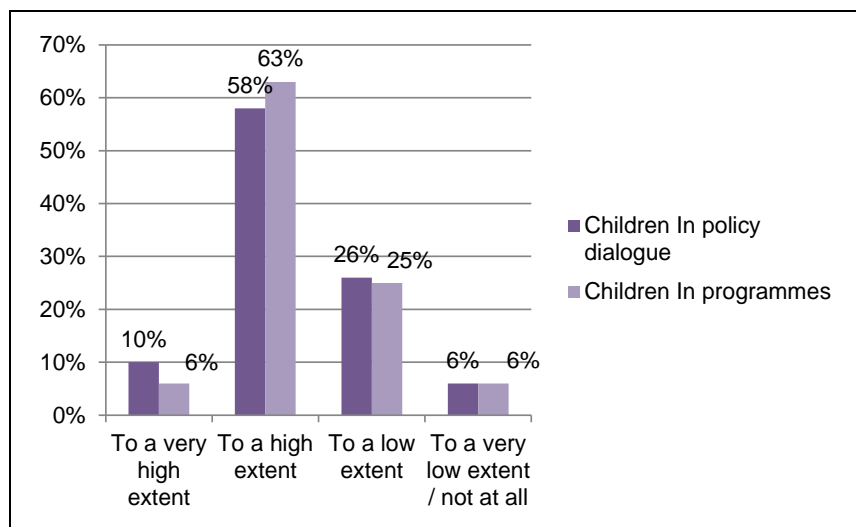
Informal sector



Agricultural workers

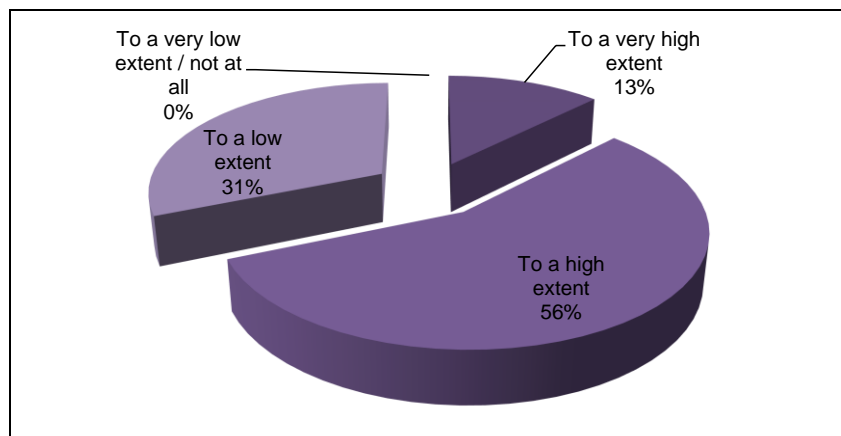


Children



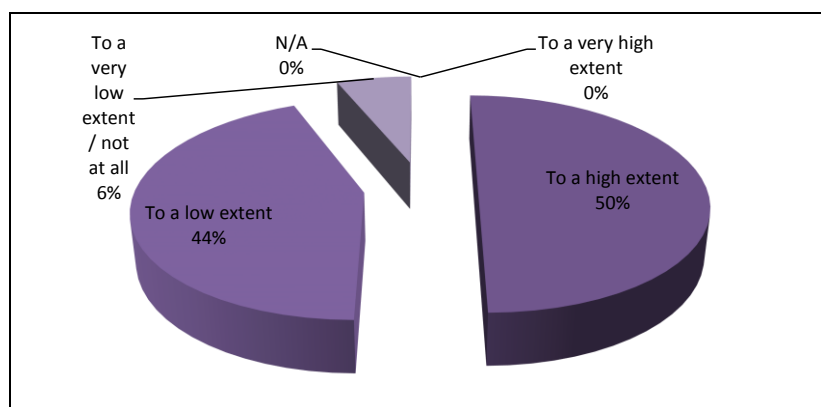
Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

Figure 8 *Between 2007 and 2013, to what extent was the government involved in defining priorities for EU support to social protection in your country?*



Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

Figure 9 *Between 2007 and 2013, to what extent were social partners (trade unions and employers' organisations) and civil society involved in defining priorities for EU support to social protection in your country?*

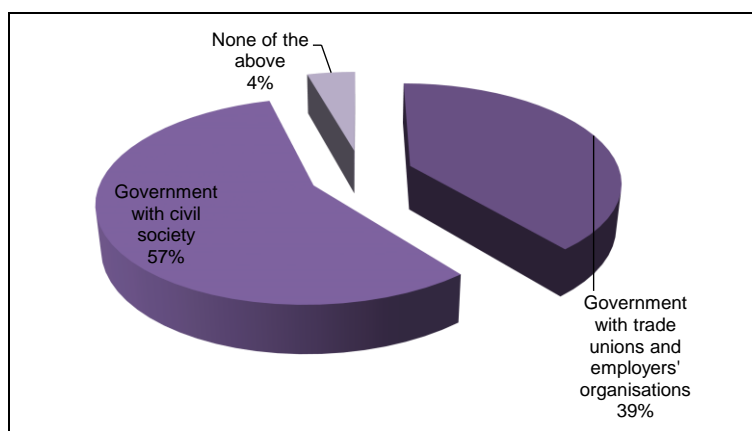


Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

1.3 Policy dialogue and social partners

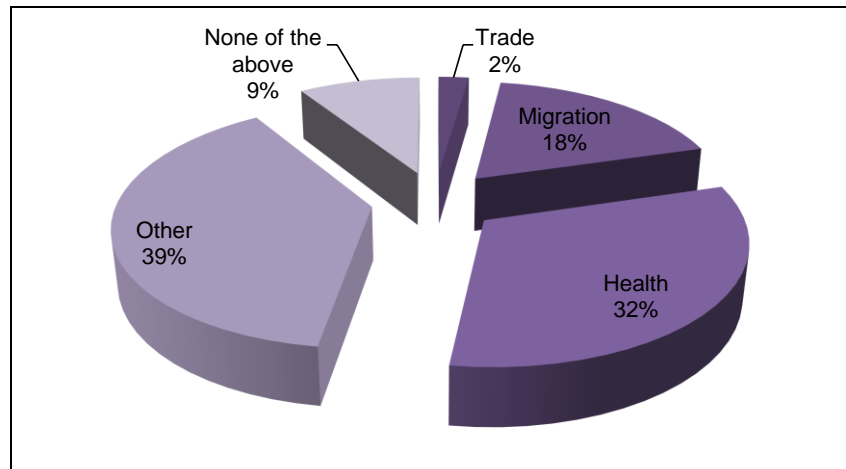
Between 2007 and 2013, what were the main topics of EU policy dialogue with the government related to social protection? What were the major outcomes of the dialogue on that topic? Open responses.

Figure 10 *Between 2007 and 2013, what types of national social dialogue did EU support promote?*



Base: EUDs (n=31). Source: Survey analysis, Particip (2017).

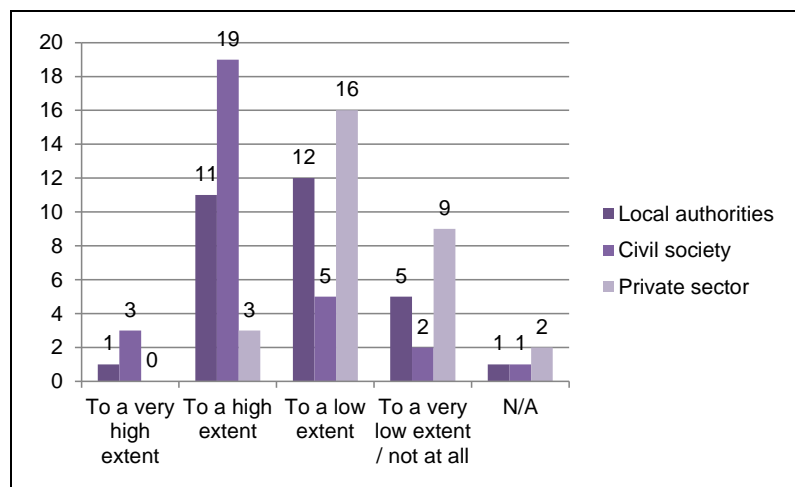
Figure 11 *Between 2007 and 2013, in which sector policy dialogues has social protection been mainstreamed?*



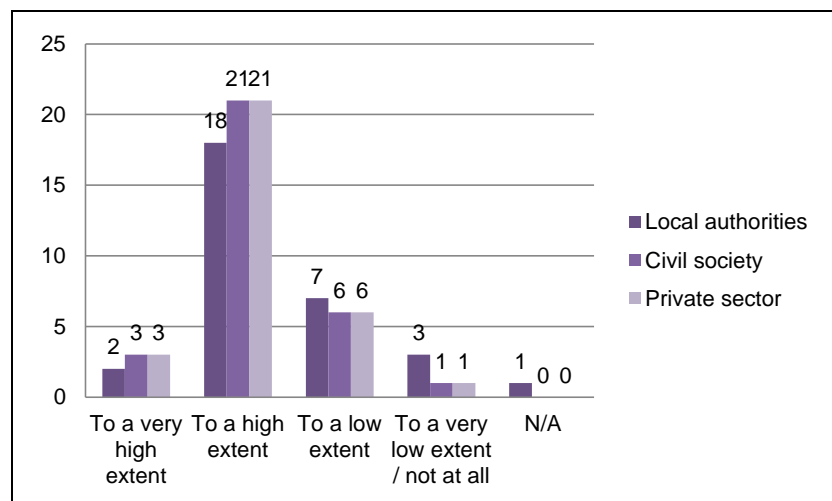
Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

Figure 12 *Between 2007 and 2013, to what extent has the EU advocated for the involvement of social partners (trade unions and employers' organisations) and other stakeholders in reforms in social protection?*

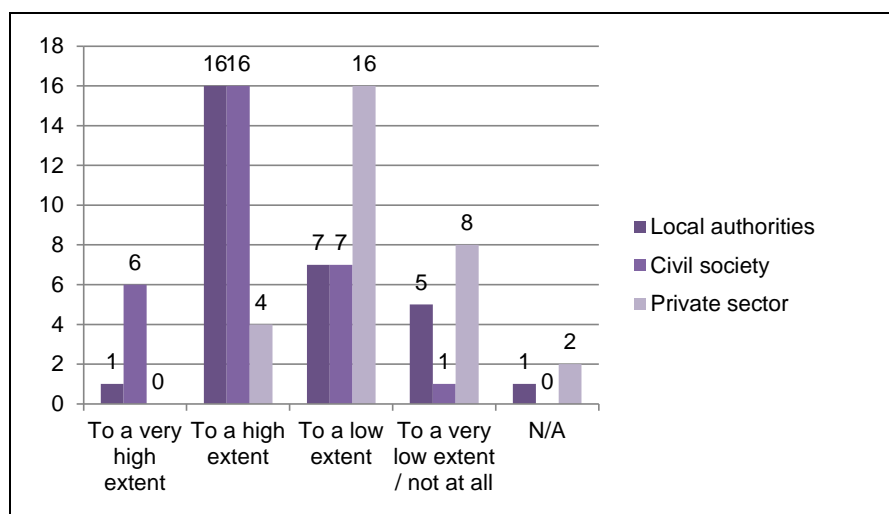
Advocacy for involvement in design of SP services



Advocacy for involvement in delivery of SP services



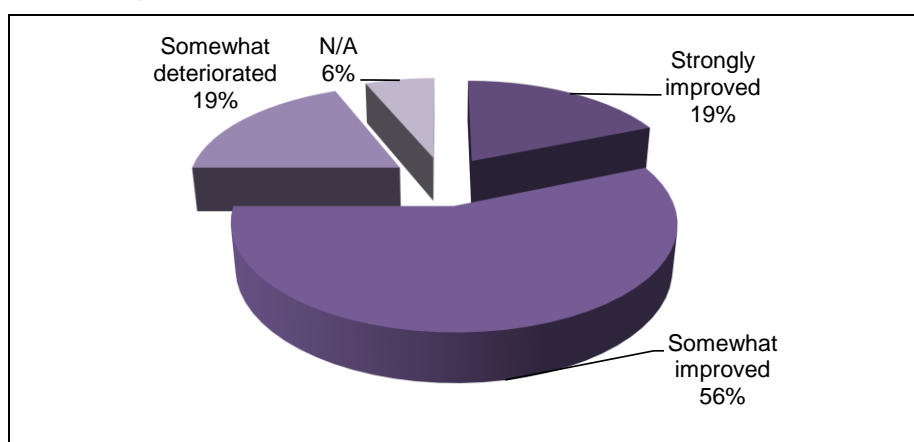
Advocacy for involvement in monitoring of SP services



Source: EUD Survey, Particip (2017).

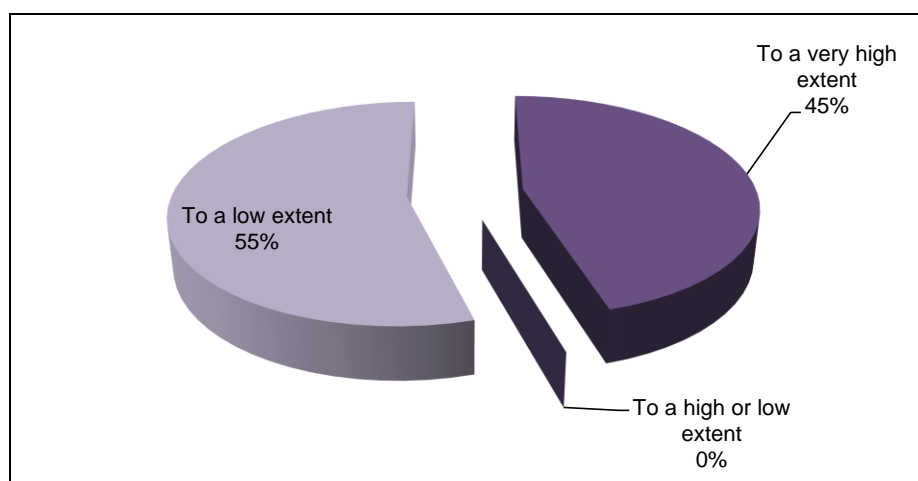
1.4 Outcomes and EU contribution

Figure 13 Between 2007 and 2013, how have the country's social protection systems developed overall?



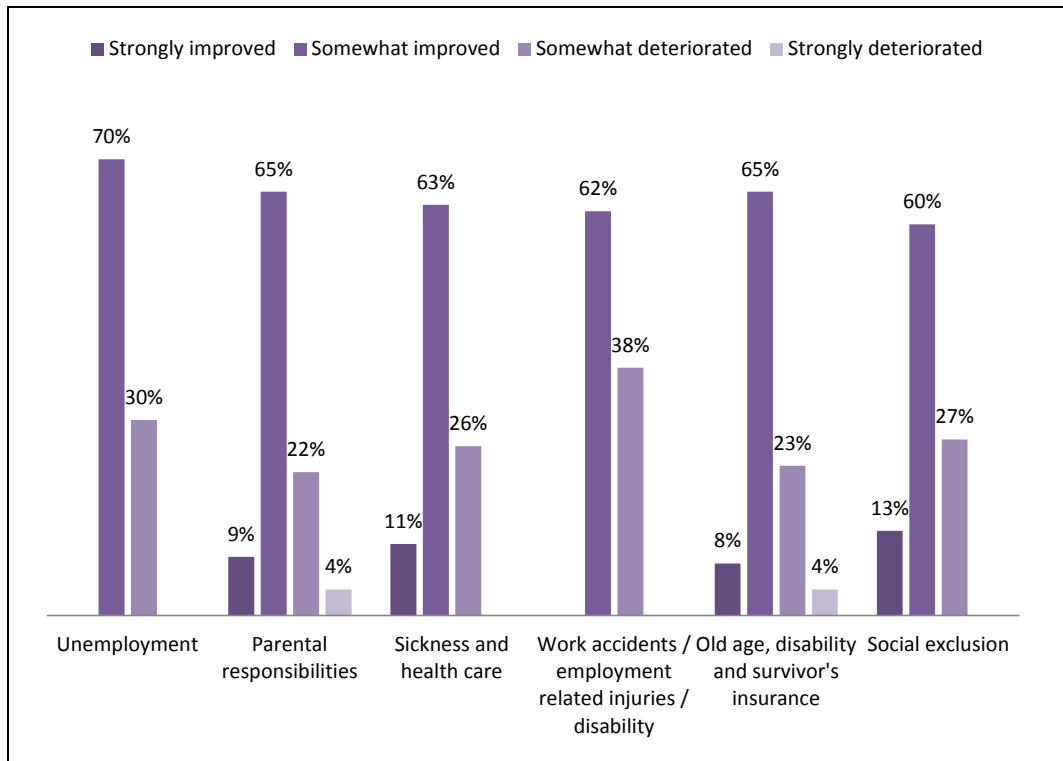
Base: EUDs (n=32). Source: Survey analysis, Particip (2017).

Figure 14 Between 2007 and 2013, to what extent did EU support contribute to sustainable improvements in the overall country's social protection systems?



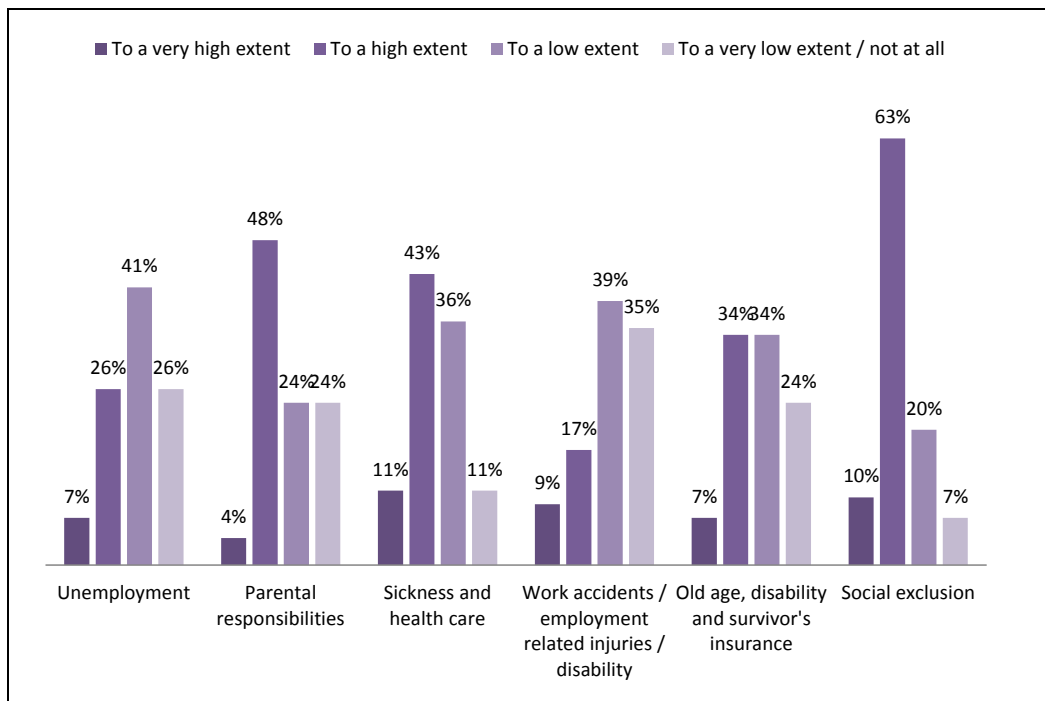
Base: EUDs (n=11). Source: Survey analysis, Particip (2017).

Figure 15 *Between 2007 and 2013, how have the country's social protection systems developed in the following areas?*



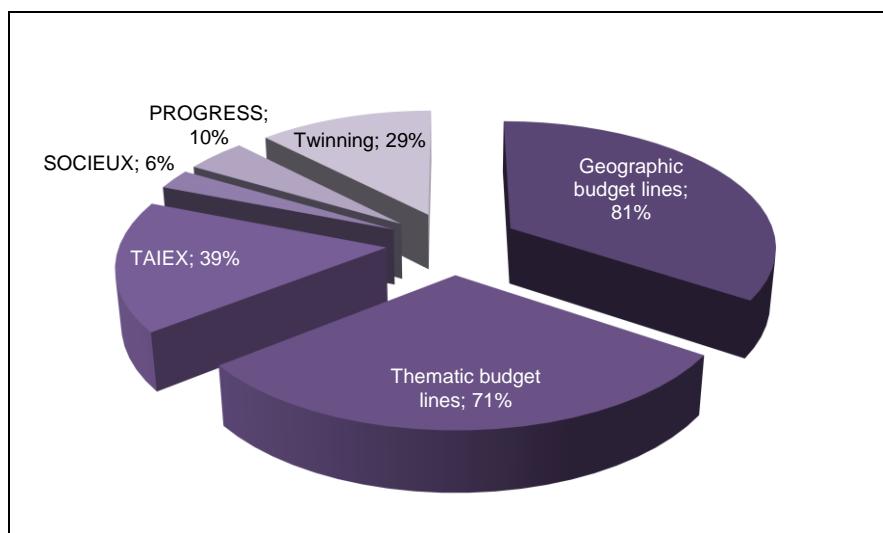
Base: EUDs (n=30). Source: Survey analysis, Particip (2017).

Figure 16 *Between 2007 and 2013, to what extent has EU support contributed to improvements in the following areas of social protection?*



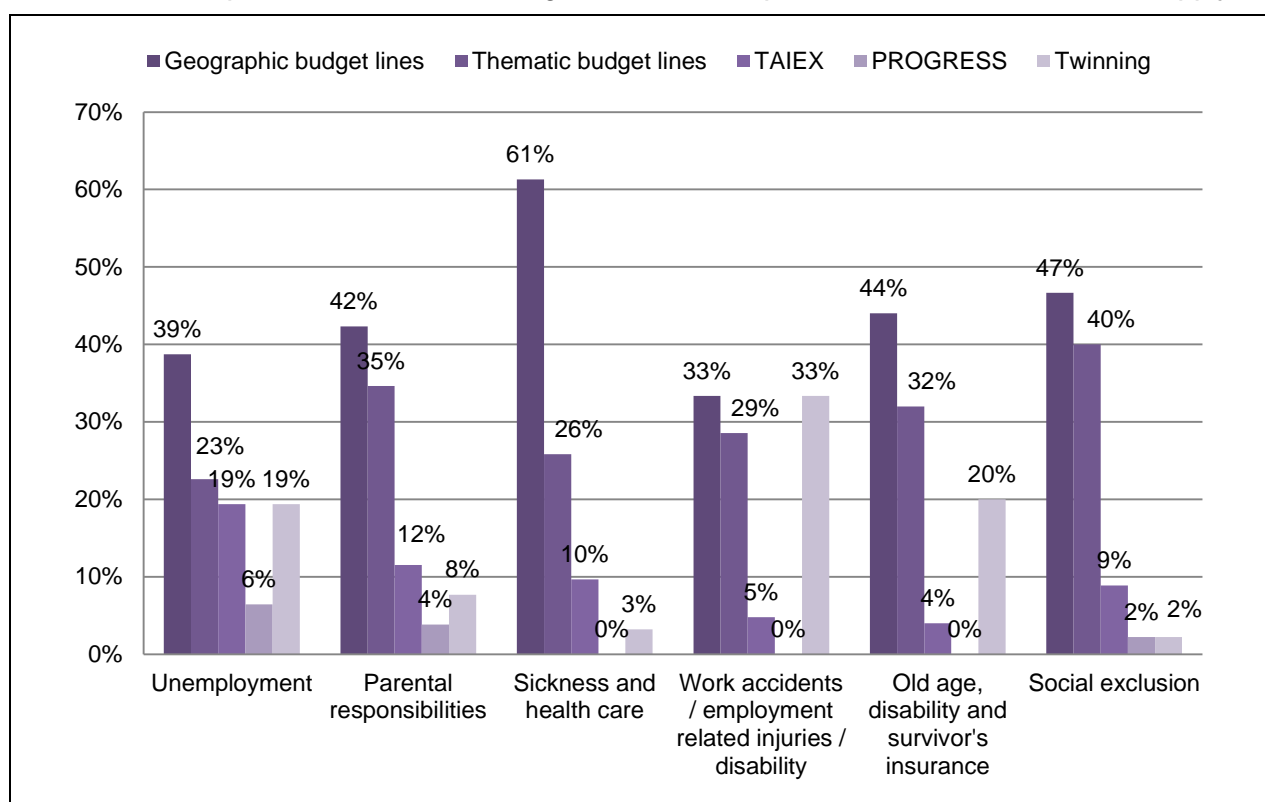
Base: EUDs (n=30). Source: Survey analysis, Particip (2017).

Figure 17 Between 2007 and 2013, which of the following instruments, programmes and facilities were used in social protection in your country?



Base: EUDs (n=31). Source: Survey analysis, Particip (2017).

Figure 18 Between 2007 and 2013, which types of EU support helped strengthen social protection in the following areas of social protection? Please tick all that apply?

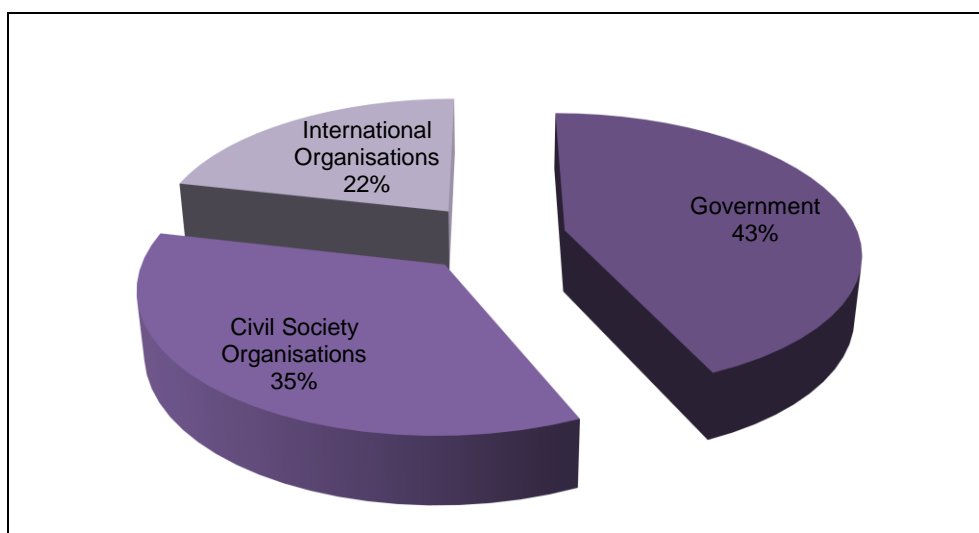


Base: EUDs (n=33); Note: Sociaux: 0%.

Source: Survey analysis, Particip (2017).

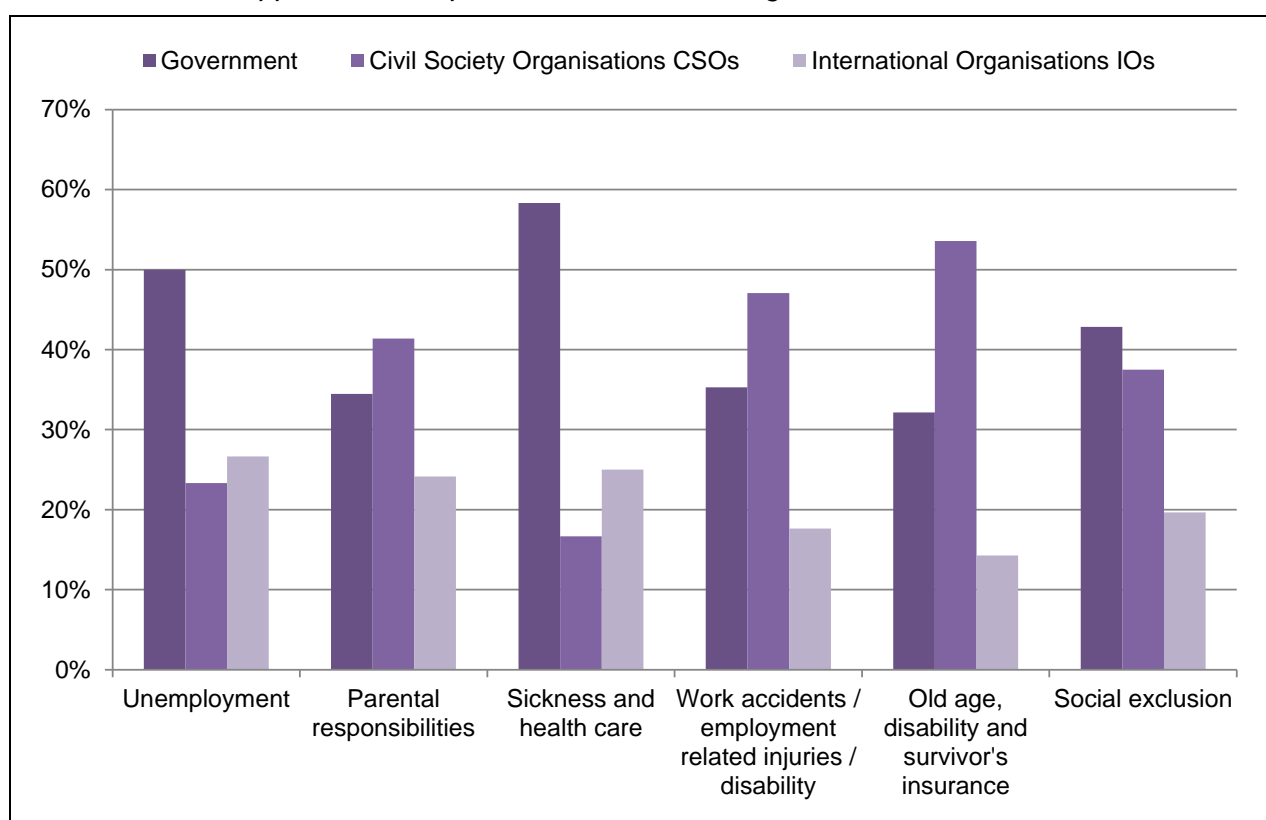
1.5 Channels of delivery

Figure 19 Between 2007 and 2013, which were the main channels of delivery for EU support to social protection?



Base: EUDs (n=29). Source: Survey analysis, Particip (2017).

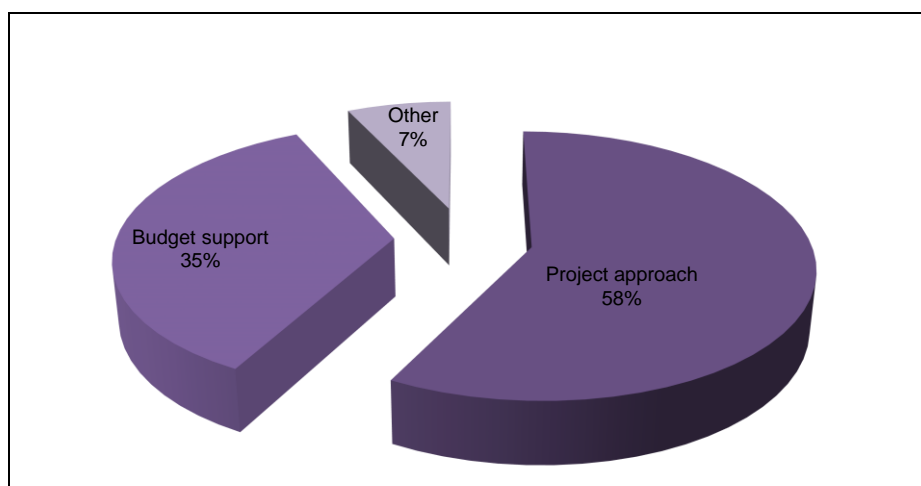
Figure 20 Between 2007 and 2013, which were the main channels of delivery for EU support to social protection in the following areas?



Base: EUDs (n=29). Source: Survey analysis, Particip (2017).

1.6 Aid modalities

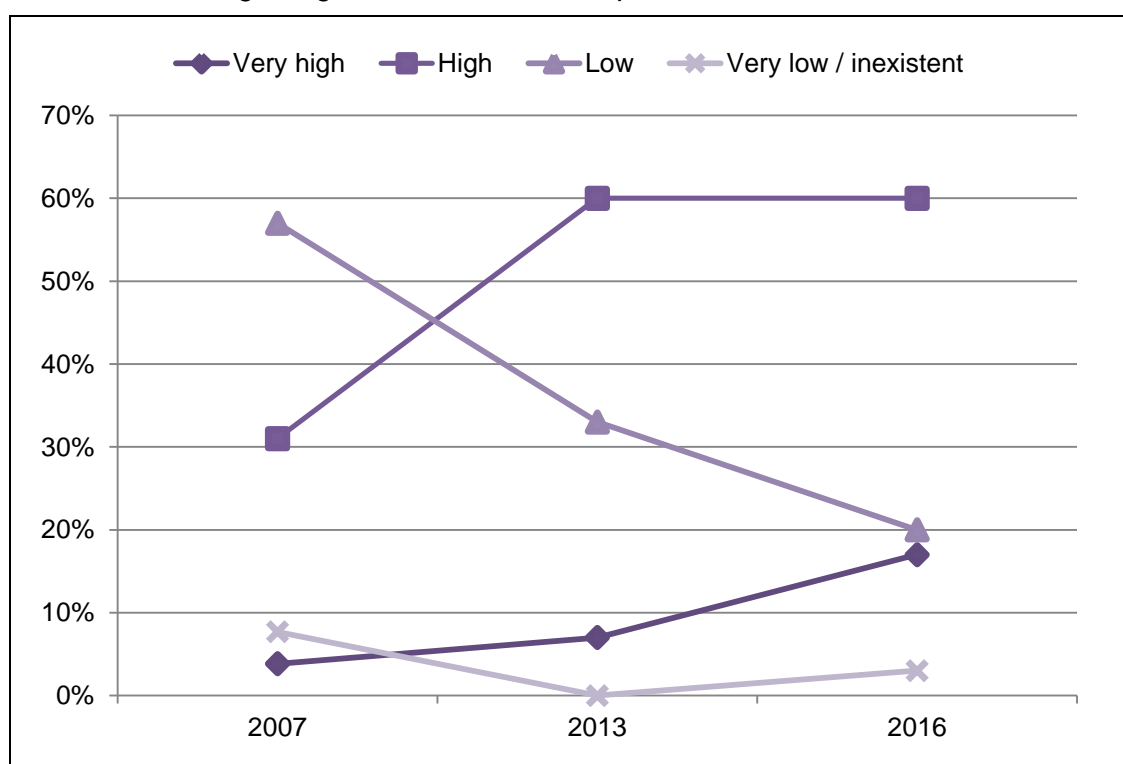
Figure 21 Between 2007 and 2013 and in your country, what have been the main aid delivery methods for EU support to social protection?



Base: EUDs (n=31). Source: Survey analysis, Particip (2017).

1.7 Ownership

Figure 22 How would you rate ownership of national stakeholders of social protection at the beginning and at the end of the period under evaluation, and in 2016?



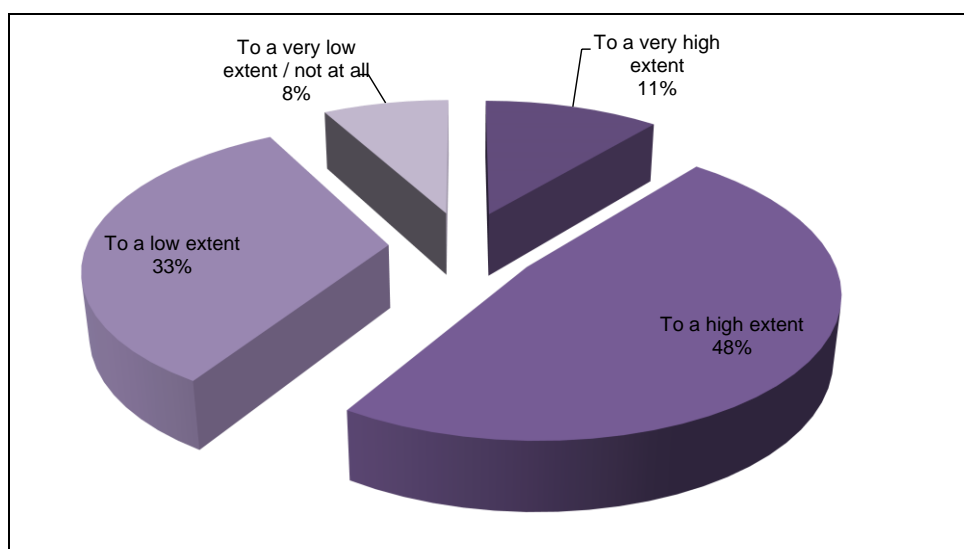
Base: EUDs (n=30). Source: Survey analysis, Particip (2017).

In your opinion, what have been the specific features of EU support to social protection to enhance national ownership? Kindly elaborate. Open responses.

What role have other development partners played with a view to enhancing national ownership? Open responses.

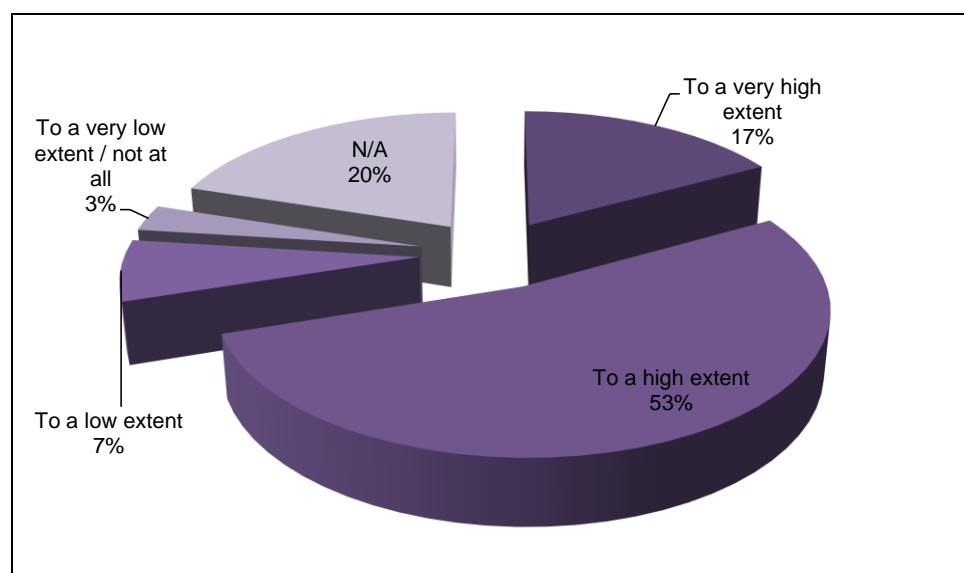
1.8 Coherence, Coordination, Complementarity and EU added value

Figure 23 *Between 2007 and 2013, to what extent have social protection issues been discussed in donor working groups in your country? Which were the most active participating donors and why?*



Base: EUDs (n=27). Source: Survey analysis, Particip (2017).

Figure 24 *Between 2007 to 2013, to what extent did your EUD participate in these donor working groups?*



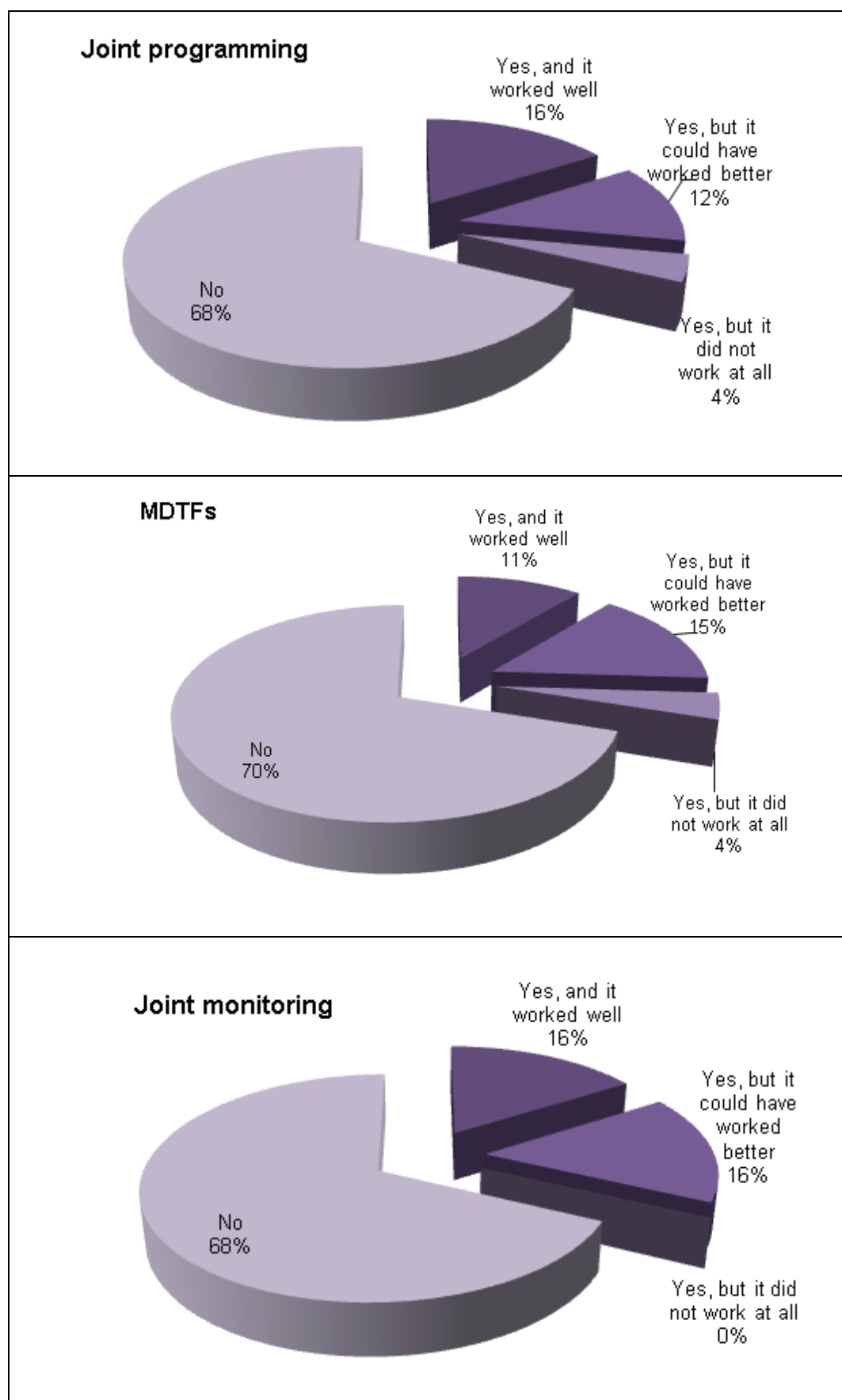
Base: EUDs (n=30). Source: Survey analysis, Particip (2017).

Between 2007 and 2013, what efforts did the EU and the EU Member States undertake to coordinate their social protection activities? How useful were these efforts? Open responses.

Overall, what could have been done better by the EU in terms of coordination? Open responses.

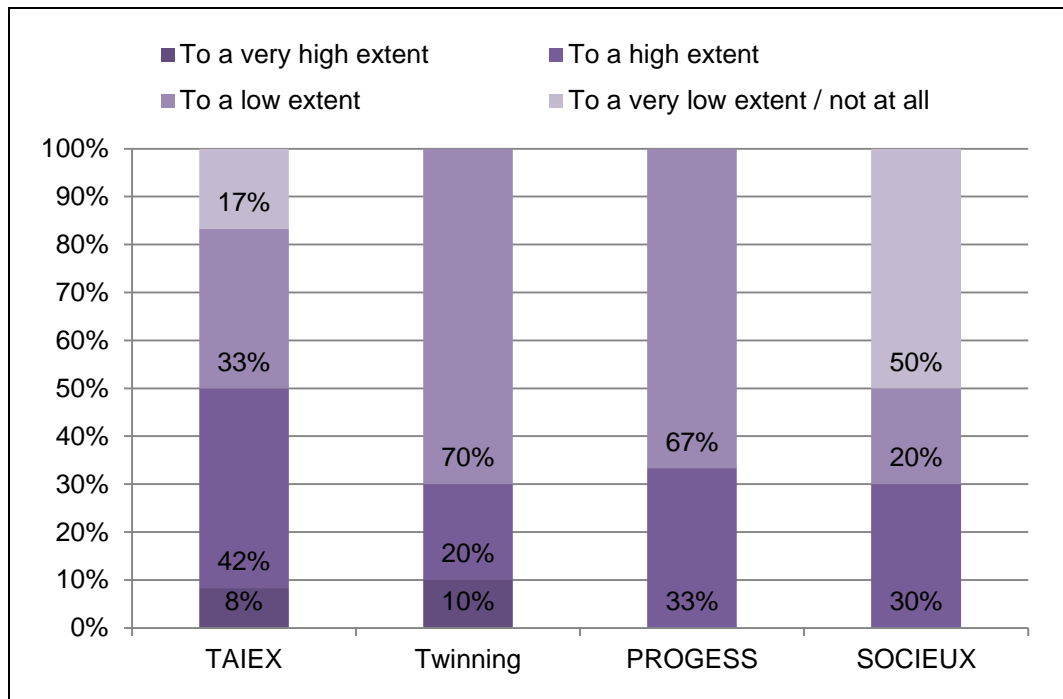
For the subsequent programming period, what type of changes occurred in coordination efforts, and what would you see as major reasons? Open responses.

Figure 25 Between 2007 and 2013, did the EU participate in or manage joined-up approaches?



Source: EUD Survey analysis, Particip (2017).

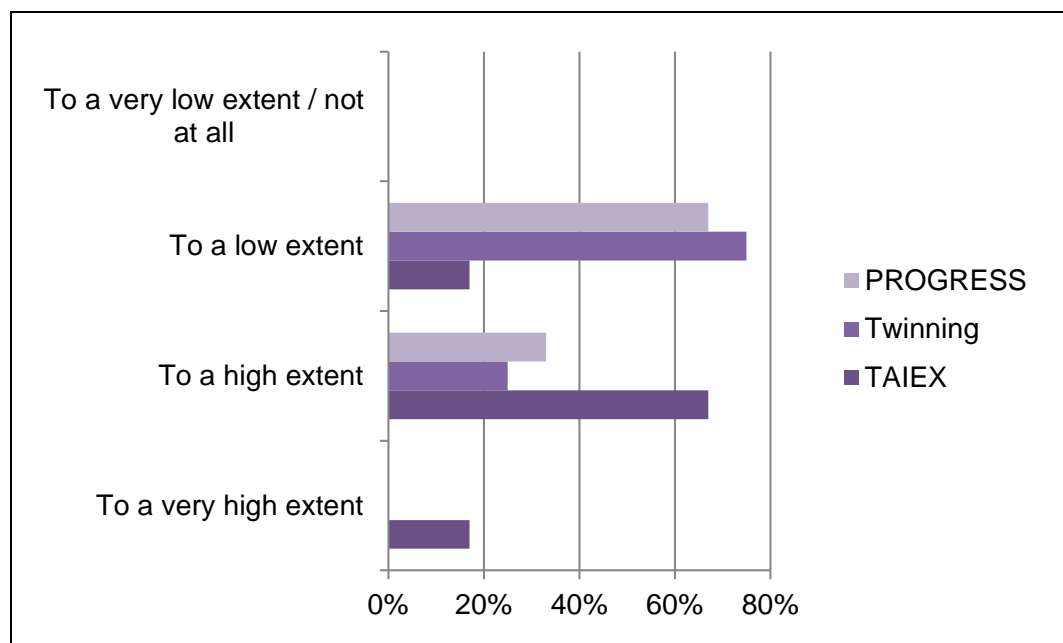
Figure 26 *Between 2007 and 2013, to which extent has the EU support in the area of social protection under [INSTRUMENT] in your country on the one hand and technical assistance facilities and programmes (TAIEX, Twinning, PROGRESS) on the other been mutually reinforcing?*



Source: EUD Survey analysis, Particip (2017).

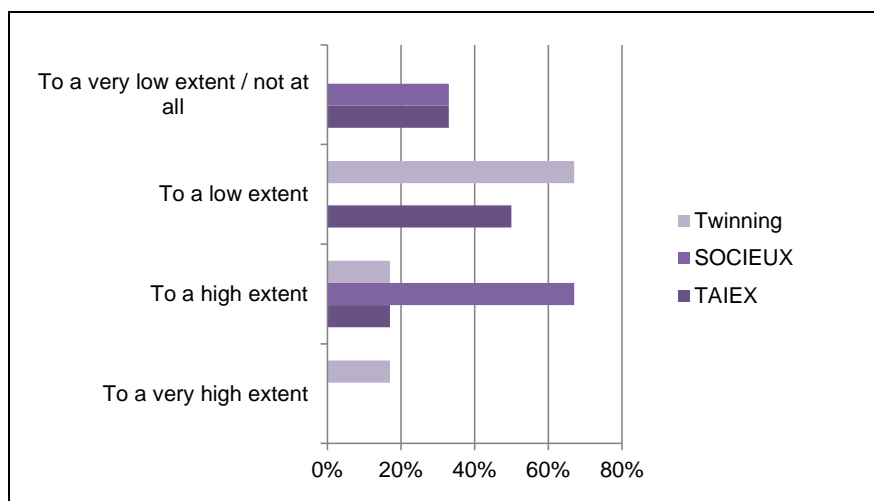
Details per instrument

Figure 27 *Between 2007 and 2013, to which extent has the EU support in the area of social protection under IPA in your country on the one hand and technical assistance facilities and programmes (TAIEX, Twinning, PROGRESS) on the other been mutually reinforcing?*



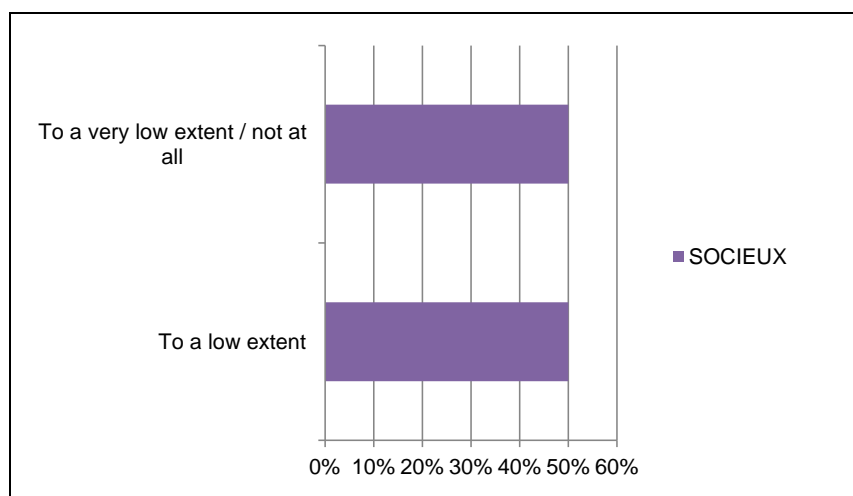
Source: EUD Survey analysis, Particip (2017).

Figure 28 *Between 2007 and 2013, to which extent has the EU support in the area of social protection under ENI (...)?*



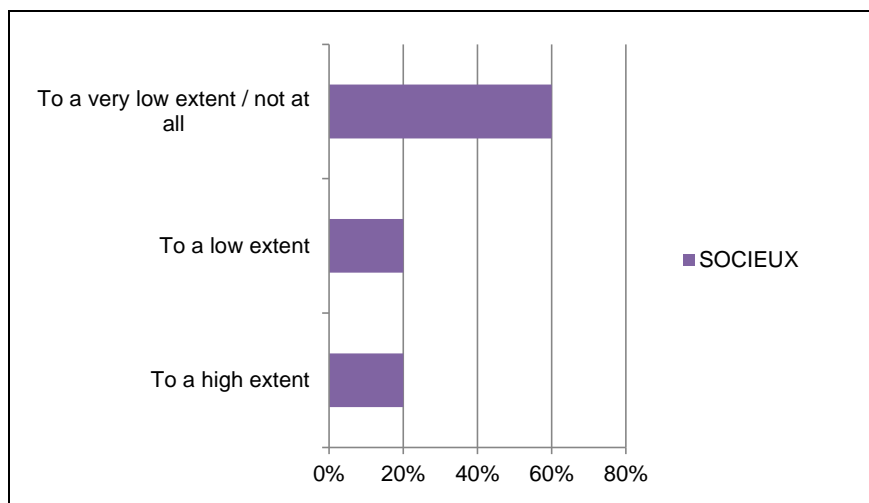
Source: EUD Survey analysis, Particip (2017).

Figure 29 *Between 2007 and 2013, to which extent has the EU support in the area of social protection under EDF (...)?*



Source: EUD Survey analysis, Particip (2017).

Figure 30 *Between 2007 and 2013, to which extent has the EU support in the area of social protection under DCI (...)?*



Source: EUD Survey analysis, Particip (2017).