



# Technical assistance to sector policy support programme in the social protection sector – service delivery component, Tajikistan

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A project implemented by a consortium led by Oxford Policy Management

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Dushanbe, 734026, Tajikistan



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This project is funded by the European Union

Delegation of the European Union  
to the Republic of Tajikistan  
45 Sovietskaya, Dushanbe, Tajikistan



# PROJECT COMPONENTS

## BLOCK A

Support to the MLSPP in the development of its strategy and standards of service delivery

## BLOCK B

Support to the MLSPP in the training and development of its workforce and service delivery

# Re-balancing of the project

- To address the major gaps in national policy and strategy as it relates to social services
- A more intensive level of support to be provided to the MLSPP to develop and implement a clear strategy for social services

# Re-balancing of the project - Ministry Level

- The capacity of personnel within the central apparatus of the MLSPP to be developed to oversee the planned strategic development of social services
- Management of resources to ensure effectiveness and efficiency (i.e. standards, the role of MLSPP as commissioner and monitoring quality as well as value for money, etc)

# Re-balancing of the project – Local Service Level

- A more purposeful programme of training, capacity building and service expansion/development to be delivered within the lifetime of the project
- This will be developed in 3 pilot sites as models of good practice
- To make technical assistance the catalyst for change within the MLSPP

# Why?

## To develop the MLSPP's capacity to:

- Define, own and manage a national strategy and ensure local (area and service) planning is oriented to delivering against national strategic priorities.
- Set clear and consistent service standards
- Commission and procure services
- Monitor and inspect services
- Link service delivery to service planning and strategic development and review

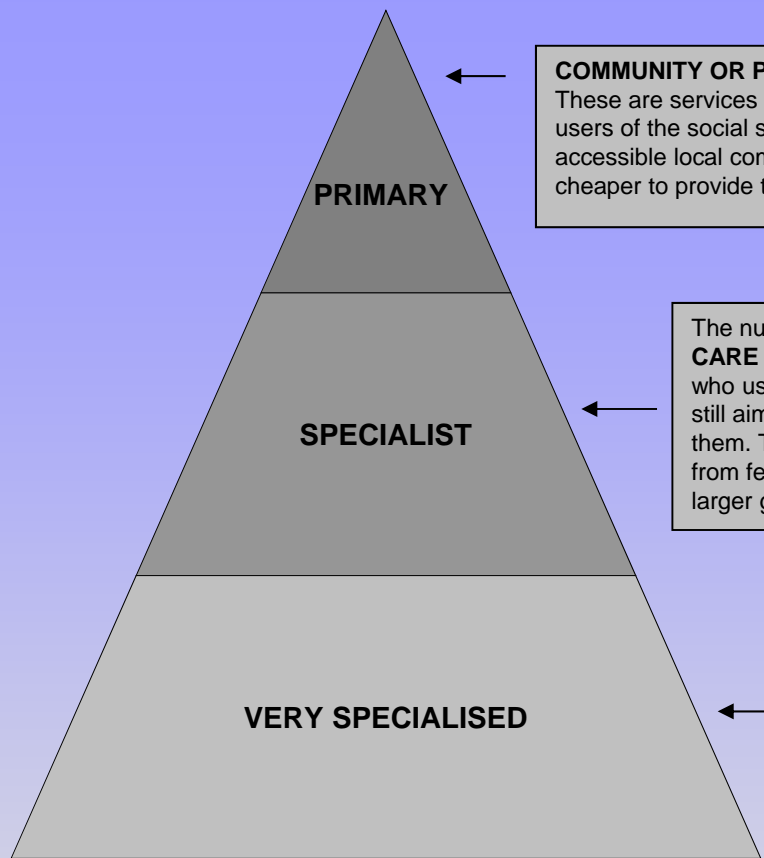
# How?

- Support the processes for development of strategy
- Establish mechanisms to ensure service quality
- Ensure training is developed and meets agreed standards
- Make the service model fit local needs

# More emphasis on:

- Planning and development
- Strategy, policy and legal reform
- Development of practice based general social work and social Care training and skills
- Understanding the short term and longer term costs for the provision of services needed
- Measuring quality and reviewing strategy





**COMMUNITY OR PRIMARY CARE SERVICES**  
 These are services which are a first port of call for users of the social service system, are provided in accessible local communities and are generally cheaper to provide than more specialized services.

The number of people who need **SPECIALIST CARE SERVICES** is much less than the number who use community services. However, the services still aim to be available for everyone who needs them. These types of services are usually provided from fewer locations, with each location covering a larger geographical area.

These are services provided to people who need **VERY SPECIALISED SOCIAL SERVICE SUPPORT**, particularly 24-hour continuous care and often in residential institutions. Only a very small proportion of people need services of this sort. Often there may be only one of each type of service available in a country. These services tend to be very expensive because of their highly specialist nature.

*Less specialised services (lower cost, low coverage)*



*More Specialised services (High cost, high coverage)*

0 ----- *The vulnerable population* ----- 100%

*(receiving services)*



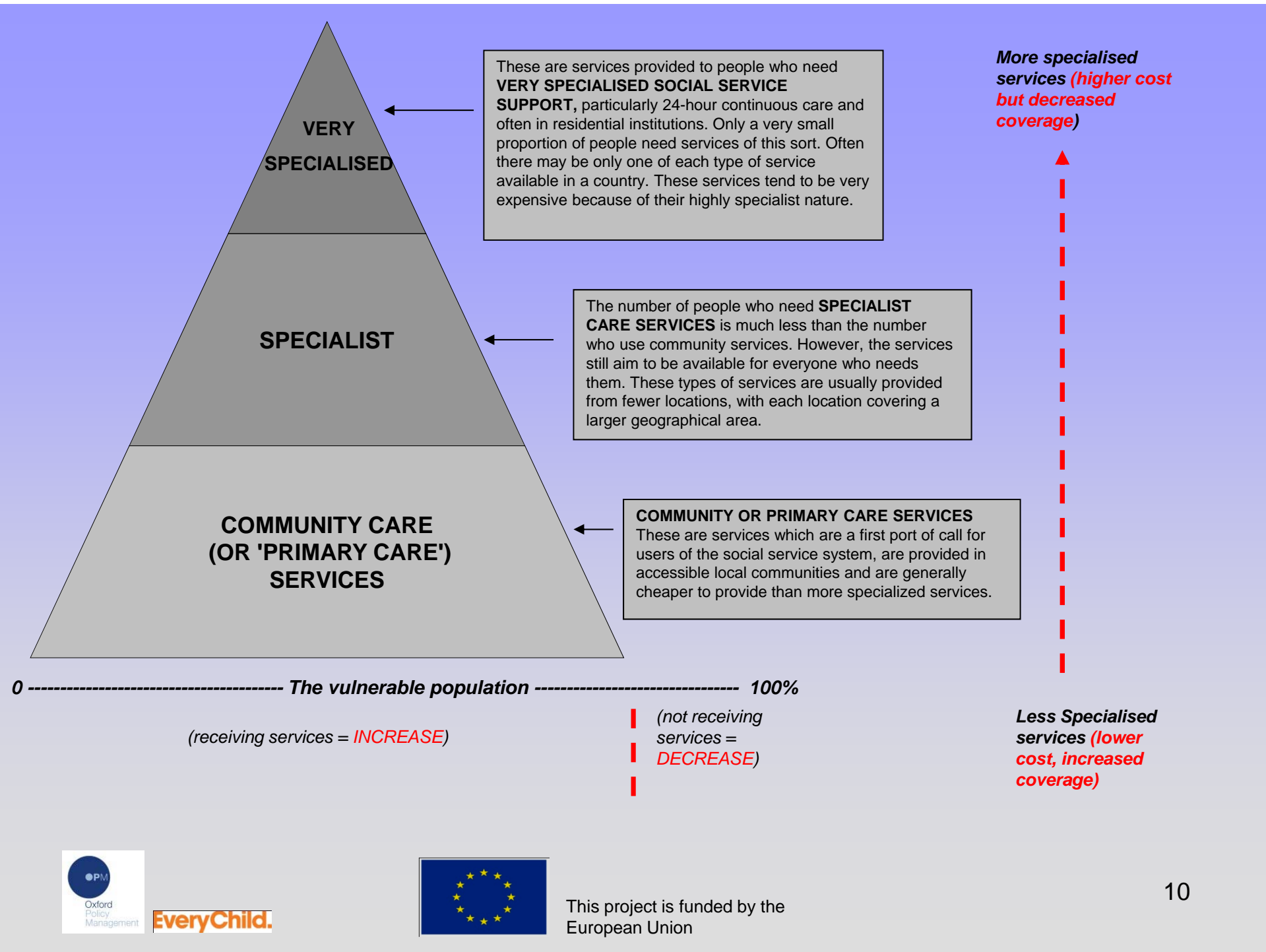
*(not receiving services)*



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# In conclusion

- Re balancing the project at ministry and local level
- Support Strategic Development
- Make the service model fit local needs
- Develop Service Standards
- Commission and procure services
- Monitor and inspect services



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