



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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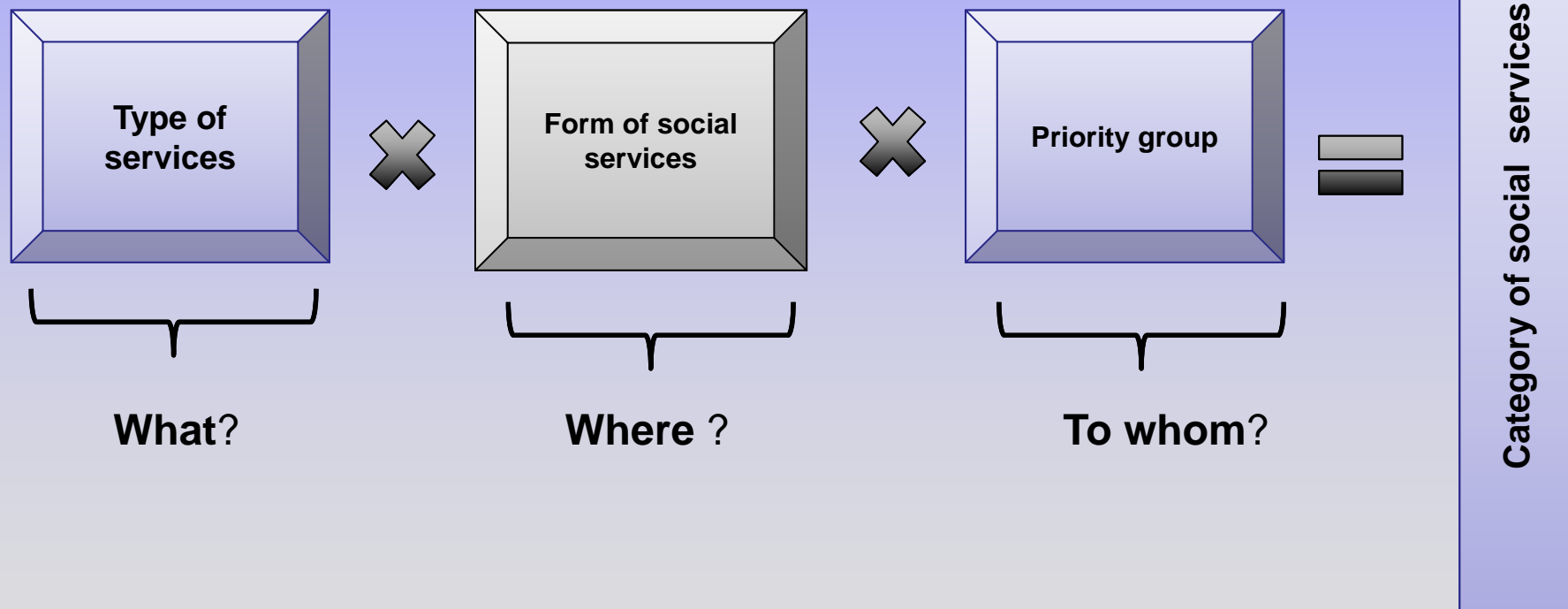


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Understanding of category of social services



Types of social services ('vidy')

What services do they offer?

- Defined by Draft by-law “On the further development of the system of social services for the population”
- Please visit www.mehnat.tj to download text of Draft by-law



Types of social services ('vidy')

What services do they offer?

The draft by-law observes five types of service:

- support for day-to-day living such as dressing, washing and eating;
- socio-medical care including improving access to health services, rehabilitation following chronic illness or disability, and support to undertake physical exercise;
- psychosocial support such as counselling, therapies, and the promotion of social activities;
- socio-pedagogical services relating to education and professional skills training; and
- socio-legal services relating to the protection of a person's rights and interests.



Forms of social services

Where are services offered?

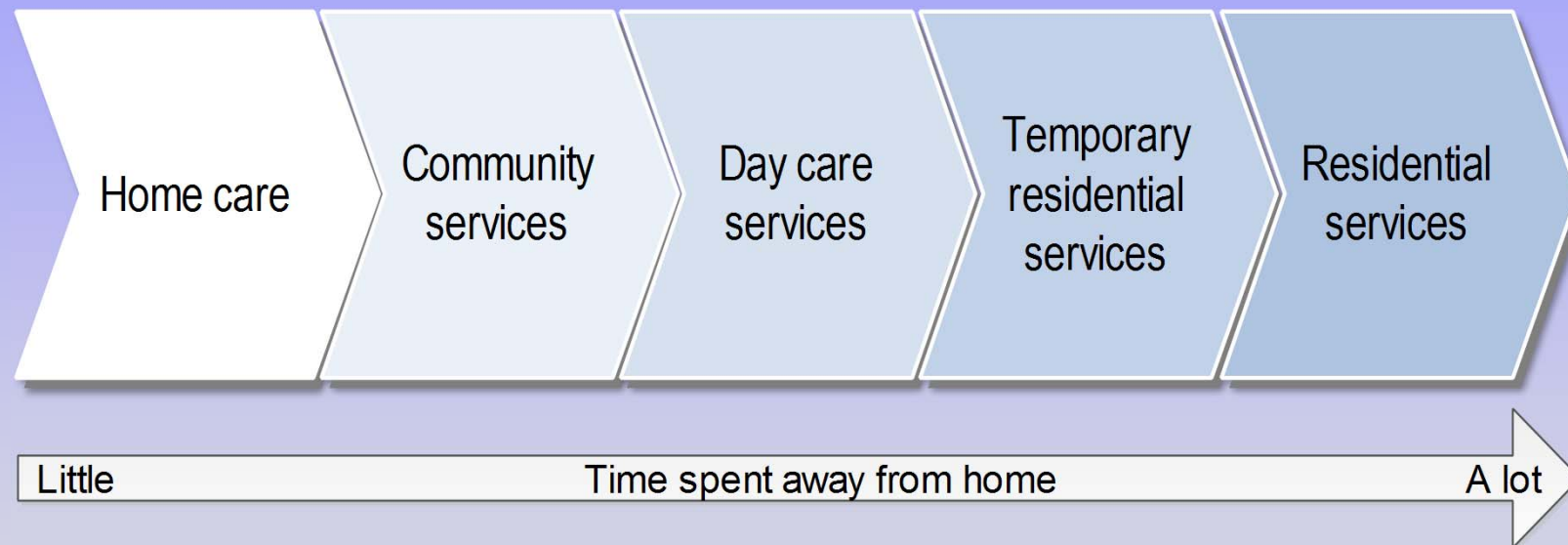
The Law on Social Services, 2008 identifies three forms of service:

- Social welfare services in the home (Home care)
- Social welfare services in **residential institutions** (temporary and permanent residential-care services)
- Social welfare services in the day care centres (Day care services)



Forms of social services (2)

Where are services offered?

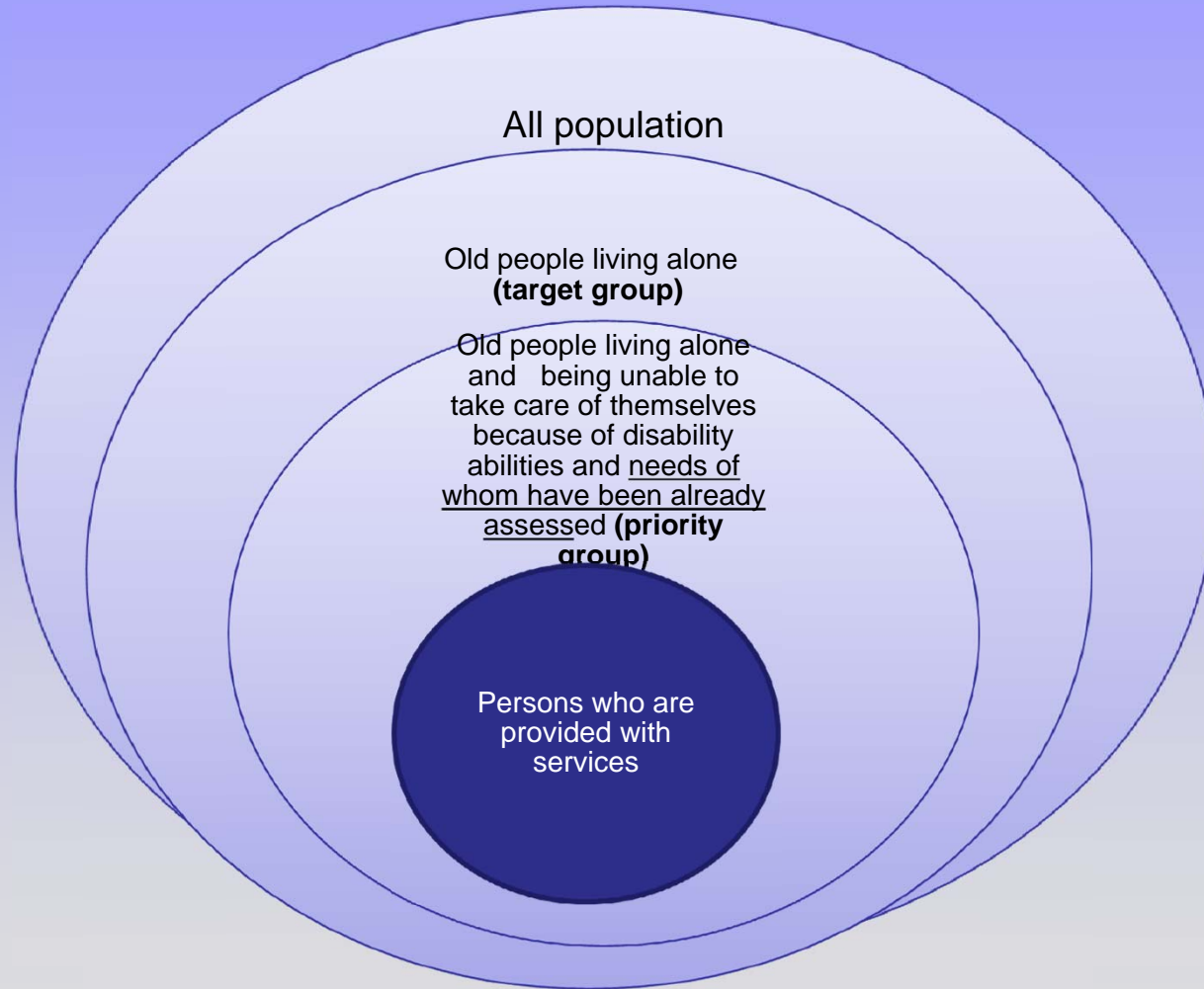


Source: OPM, derived and adapted from Law on Social Services 2008.



Target and priority groups

To whom are the services offered?



Service specification

- A Service Specification a detailed description of service requirements for each service category. The Service Specification ensures consistency for all services of the same category



Service specification (2)

A complete service specification includes:

- a clear statement of the purpose of the service (Mission Statement);
- a definition of the priority groups of intended users/beneficiaries of the service;
- a statement of the principles of care underpinning the service ;
- a description of the main service activities;
- the minimum structural standards of the service including performance indicators for measuring them;
- the minimum functional standards of the service including performance indicators for measuring them.



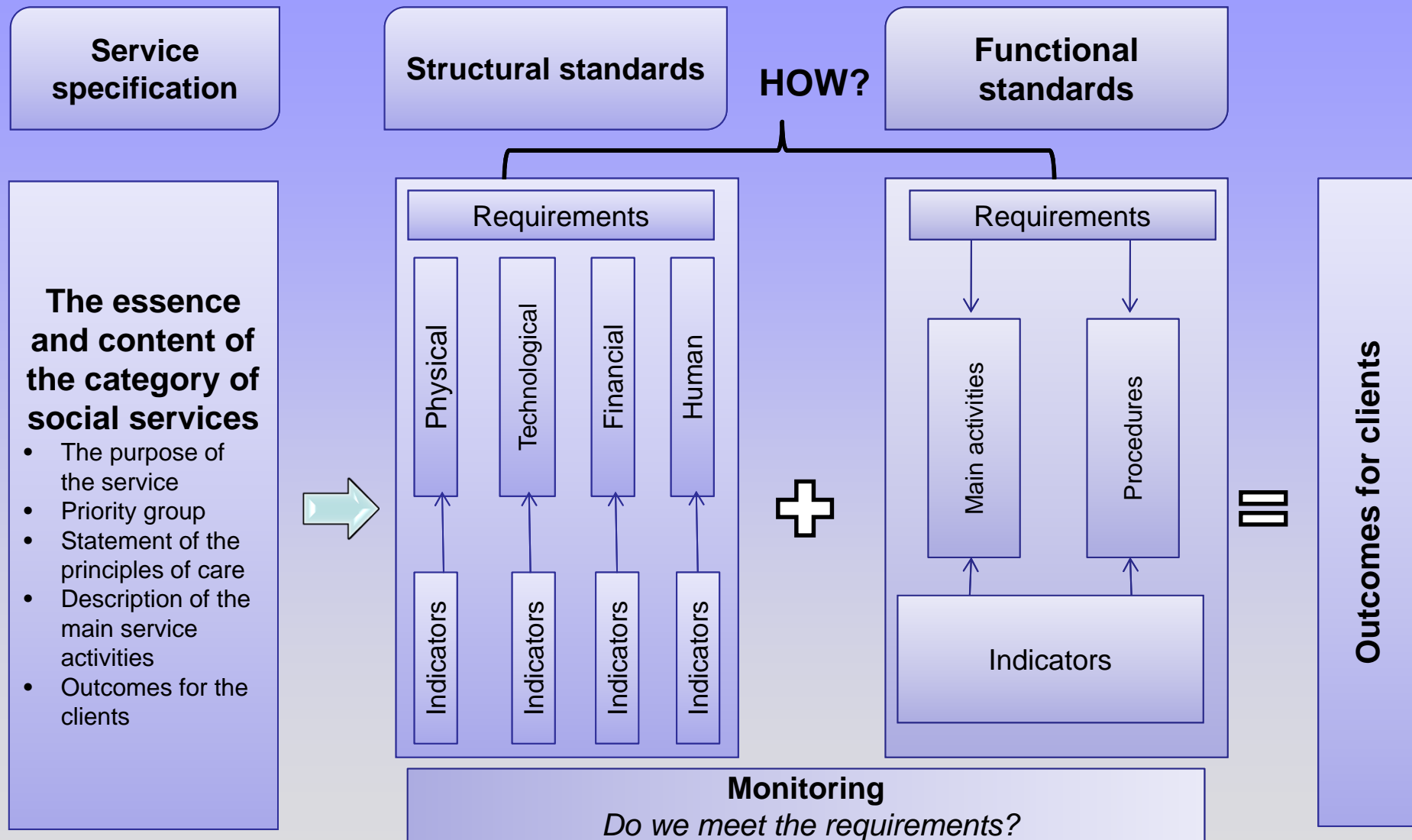
Service specification (3)

- Examples of service specification can be downloaded from

<http://www.mehnat.tj/index.php/ru/gosudarstvennyj-sotsialnyj-zakaz>



Service specification and standards



Why do we need specification and of standards

- To plan further development of social services in Tajikistan
- To insure access to social services of equal quality
- To improve the efficiency and effectiveness of social services for priority groups
- The service specification and service standards provide the basic information for costing of social services
- To monitor the delivery of social services



SOCIAL SERVICES IN TAJIKISTAN

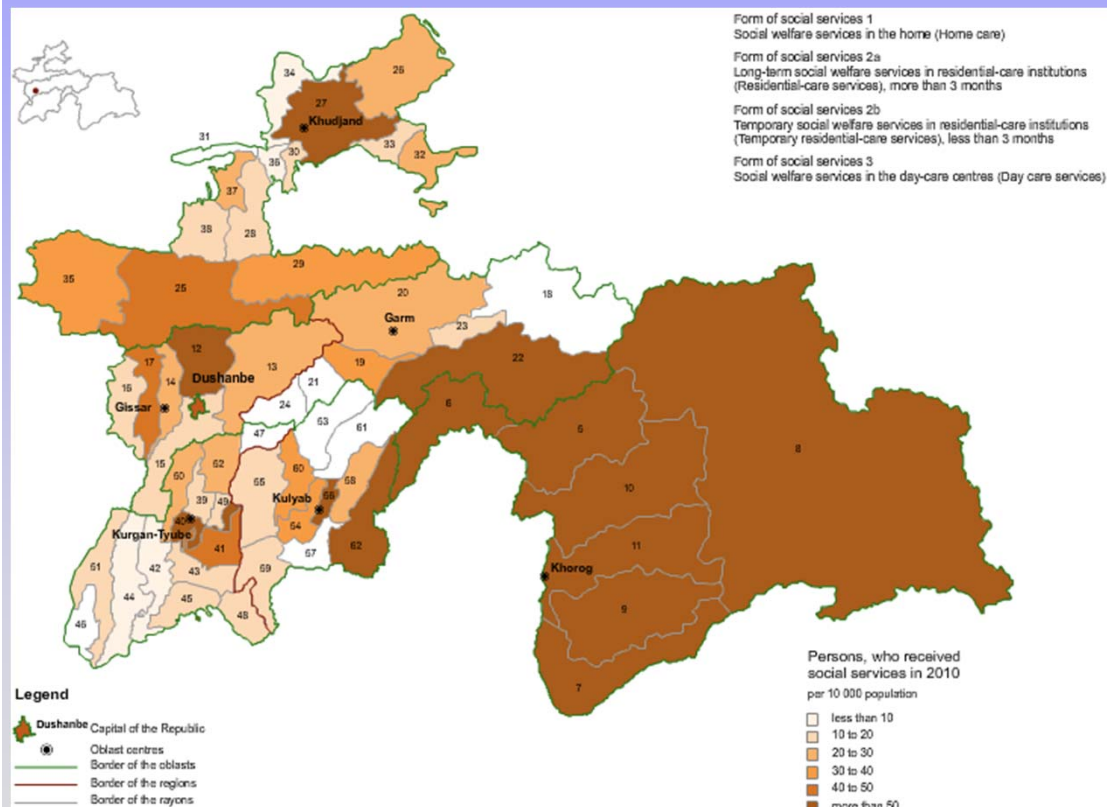


*Interactive maps
and data*

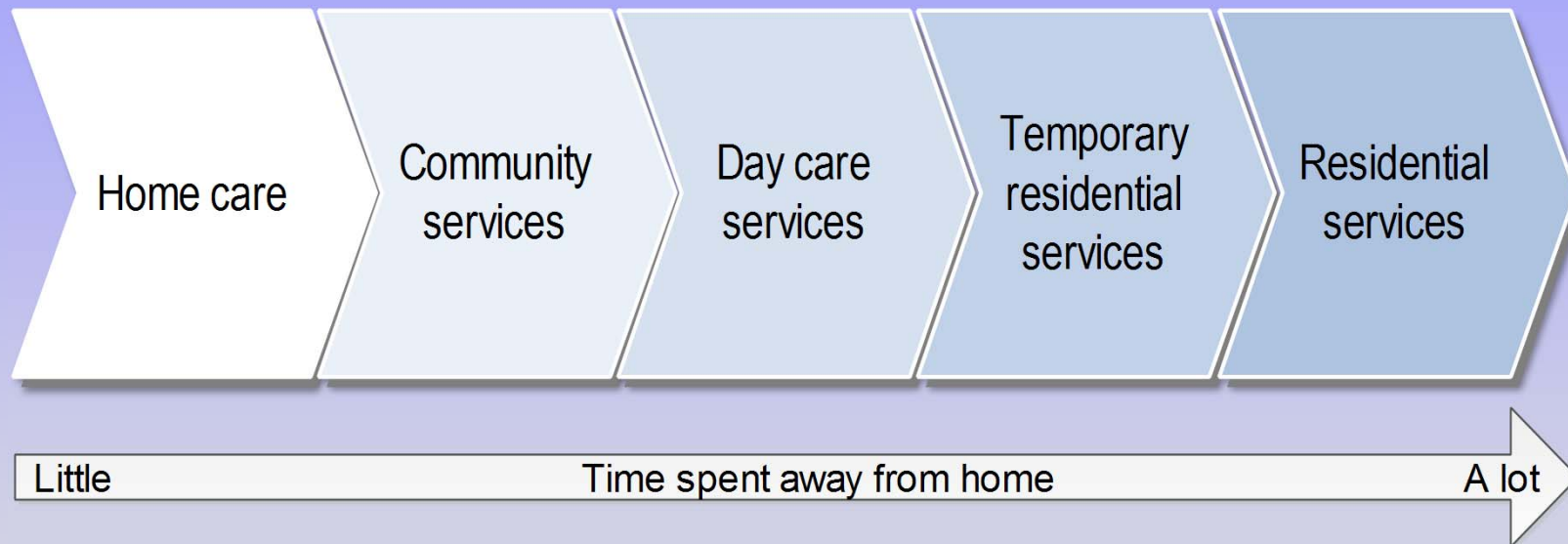
Mapping of social services

	Dushanbe	Sughd	RRP ⁷	Khatlon	GBAO	Total
Macro data						
Population (million, 2010)	0.73	2.25	1.74	2.69	0.21	7.62
Population (%)	10	30	23	35	3	100
Number of districts	-	14	13	24	7	58
Services for children with disabilities						
Home care	-	1	1	-	1	3
Community services ¹	1	3	-	-	-	4
Day care ²	5	-	1	3	1	10
Residential (short-term)	-	1	2	-	-	3
Residential (long-term) ³	5	2	2	1	-	10
Services for children in other difficult situations						
Home care	-	-	-	-	-	0
Community services ⁴	2	1	-	1	1	5
Day care	6	4	2	4	2	18
Residential (short-term)	2	-	-	-	-	2
Residential (long-term) ⁵	9	9	9	15	17	59
Services for adults with disabilities / unable to live independently						
Home care	5	11	2	19	8	45
Community services	-	-	-	-	-	0
Day care	-	2	-	2	-	4
Residential (short-term)	1	2	-	-	-	3
Residential (long-term)	1	2	3	3	-	9
Services for adults in other difficult situations						
Home care	-	-	-	-	-	0
Community services ⁶	7	7	1	11	8	34
Day care ⁷	5	-	-	-	2	7
Residential (short-term)	1	1	-	-	-	2
Residential (long-term)	-	-	-	-	-	0
TOTAL	50	46	23	59	40	218
<i>Of which:</i>						
Residential long-term (internat)	15	13	14	19	17	78
Other forms of service	35	33	8	40	23	139
Share of other services (%)	26	24	6	30	17	100

Source: OPM, from mapping of social services. Population data are from State Statistical Committee of the Republic of Tajikistan (2011), 'Number of permanent population, 1998-2010'. **Notes:** (1) Parents' association and PMPCs. (2) Includes two regular schools with separate classes for children with disabilities in Dushanbe. (3) Includes some residential centres for adults that also accept children. (4) Includes social clubs, advice centres. (5) Includes many boarding facilities run by the Ministry of Education. (6) Includes advice centres for people living with HIV/AIDS, drug users, victims of domestic violence, vulnerable women, migrants; social bureaux. (6) Includes GBAO centres, crisis centre, adult education centre. (7) Here RRP excludes Dushanbe.



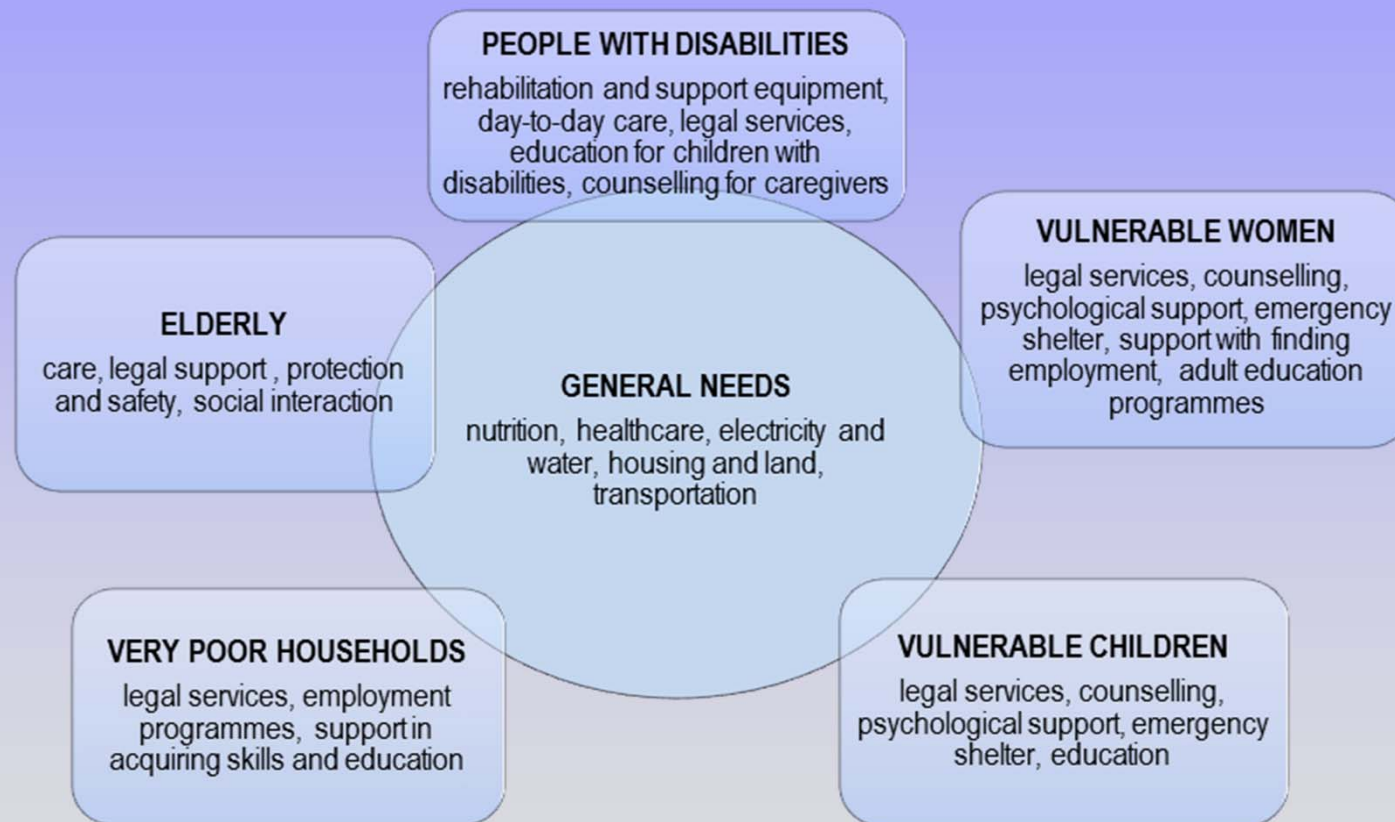
Mapping of social services (2)



Source: OPM, derived and adapted from Law on Social Services 2008.



General needs of the population and specific needs of some priority groups



Source: OPM.





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

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