

CITY OF BANJA LUKA

**SOCIAL PROTECTION DEVELOPMENT PLAN IN
BANJA LUKA CITY**

(2005-2008)

Banja Luka, March 2005.

BANJA LUKA CITY SOCIAL PROTECTION DEVELOPMENT PLAN

Vision Statement

Support development and further affirmation of the mixed and sustainable system of social protection in the City hence the equal treatment of socially endangered groups and people with anti-social behavior. CSW role should be based on the survey of needs, program initiation, and coordination of activities that are in the best interest of beneficiary.

List of partners

NGOs, public institutions and associations acting in the social protection expressed their readiness to participate in the realization of MSPDP for 2005-2008 aiming at improvement of position and conditions of life of socially endangered population.

Center for social work
Court of first Instance
Judiciary
Center for Public Security
Pedagogical Institute
Center for Mental Health
Banja Luka Chamber of Commerce
NGO group

MSPDP Purpose

Hereby with this document we would like to additionally initiate affirmation and development of the mixed and sustainable system of service provisions in social sector using our own resources. Through transparent expenditure of financial funds we should concentrate on developing capacities within CSW and NGOs active in the City. We plan to further develop strategy for implementation of priorities from MSPDP 2003-2005 adopted by the City Assembly. Amongst those priorities we would emphasize the following:

- To activate the work of the Social Policy Council
- To support organizational, staff, space and technical development of CSW
- To innovate management board and supervising board by nominating representatives of beneficiaries
- To make strategy operational by development of activities orientated towards priority groups such as:
 - Children and youth (children – victims of violence, children with physical and psychological deficiencies, children without adequate parent care, children in institutions and young people with anti-social behavior)
 - Adults (women victims of violence, disabled persons, victims of war traumas, alcohol and drugs addicted persons, homeless people)
 - Elderly (persons who live on their own without help of next of kin)

- Excluded groups (Roma children, refugees, returnees)

PRINCIPLES

- Partnership

Concept of partnership is one of the priority approaches within the reform of social sector and it implies client based approach and service provisions in cooperation with governmental (CSW) and non governmental sector. Partnership requires concept of services directed towards problem solving through cooperation of several organizations. Experiences from CAP projects are additional incentive for introduction of the new service provisions. Through CAPs activities it is necessary to continue the following:

- Promotion of partnership relations on the local community level
- Additional education for CSW staff and partners from NGO sector for new models of work
- Planning of service provisions through establishment of specialized working networks that would be focused on the service development for certain groups of beneficiaries
- In order to prevent misunderstandings and possible difficulties in work, it is necessary to develop protocols and procedures on cooperation amongst partners

- Client based approach

Postmodern approach to social work presumes that beneficiary knows his needs the best. The role of service provider / social worker is to investigate the needs and find the best solutions together with a beneficiary. Such approach requires certain implications that can be defined as:

- Accepting client for what he is
- Appreciation of clients' needs as he/she sees them, including priorities and the way of resolving them
- Activation of beneficiaries through management structures and creation of services
- Clear definition of problems and needs
- Resolutions through dialogue and individual plan of care – step by step

- Participation

Participation – participation of beneficiaries is one of the primary concepts in service provisions and can be realized in several ways. One of the main principles is activation of beneficiary through joint survey of needs.

After expression of needs voiced by beneficiary it is necessary to find the best model in service provisions relaying on the participation of beneficiary. This can be accomplished by additional development of civil society through incentives to beneficiaries in order to organize themselves in the associations or NGOs. Activation of the beneficiary is also possible through direct participation in the management of institutions – organizations (governmental and NGOs) as members of management and supervising boards. This practice could contribute to more transparent work of organizations that provide services.

Beneficiaries could on the other hand be able to create services and to have direct impact on the quality of services and would take responsibility for development or insufficient development of certain services. This kind of approach would decrease antagonism and misunderstandings between providers and beneficiaries of services.

- Transparency in decision making

Transparency can be achieved if beneficiaries, civil society representatives and service providers participate in the social protection planning process on the local community level. Besides creation of plans that are in the best interest for beneficiaries it is also necessary to organize service provisions in the way that will enable beneficiaries and community to have continuous insight in the type and quality of services. In order to achieve this it is necessary for service providers to create social protection plans within which they will be able to present all budget lines with the type and quality of service.

- Sustainability

Sustainability is one of the major concepts envisaged in the project of Social policy reform. In order to accomplish sustainability it is necessary to test through CAPs all projects that can make changes, to show to the local community through monitoring and evaluation that these are permanent values for specific groups of citizens. Work through partnership additionally develops inventiveness such as creation of new models of service provisions. If previously mentioned principles are to be adopted and if City Administration organizes implementation of the MSPDP, there are realistic chances that CAP models become permanent value and new philosophy of work within social sector.

- Democracy and equality

Democracy is possible to achieve if the practice of public tenders continues. Besides public tenders it is also necessary to establish mixed committees that will decide about the best offer and then to follow realization of approved projects. Equality is possible to achieve to involve mixed committees and enable equal opportunity to governmental and non-governmental sector. Equality can be established if all categories have same approach towards services. Approach to services should be the same for all citizens (local population, returnees, refugees, etc.)

- Tolerance

Tolerance can be achieved through development of activities which take into consideration beneficiaries' needs. This principle is being realized through promotion of human approach and by paying respect to beneficiary.

CONTEXT

Analyses of social situation in Banja Luka City

The analysis of social situation is based on the figures related to population number, employment, position of pensioners, health situation and social benefits.

1. Population

1. Population number

According to the unofficial data there are 225,000 people currently living in the town. The exact number and structure of the population is difficult to determine due to the constant migrations. According to the estimate there are 65,000 of refugees and displaced persons living in town. The additional difficulty is that the last census was twenty years ago. Social protection favors the process of help to persons in particular social circumstances and help to sustainable return after the property is returned. The biggest problem represents poverty and the increase of number of people with anti-social behavior, especially amongst younger population.

2. Employment and employing

1. Number and structure of the unemployed

Total number of registered employed persons is 60,413. On the Employment Bureau record there are 21,761 people registered as unemployed. Out of that number there are 11,216 unemployed men and 10,545 women. The employment rate is 27.2% and unemployment rate is 25.4%. The number of people employed in the state sector is 31,920 and private sector employs 28,493 people.

Negative trend in employment is continuing. Big number of people lives on income coming from grey economy which is why it is not possible to determine the exact data. It is estimated that 10,300 people work in the grey economy

Adverse employment situation is the consequence on the minimum work and slow restructuring of economic capacities, financial insolvency, and privatization process followed by laying off workers. Social situation is going to be even more adverse due to the bankruptcy proceedings.

2. Pensioners

1. Number of pensioners

There are 24,667 registered pensioners in Banja Luka City in 2004. Minimum pension amounted to 97 KM and average was 160 KM. Social status of pensioners deteriorated as the Pension Insurance fund was unable to pay the full amount of pensions or to increase them. Reform of the pensions system is in the plan based on the Law on pension insurance and consequences of the same are not yet known.

2. Health system

Health system in Banja Luka City is in the most unfavorable financial situation. Reasons for that are low incomes of contribution funds, irrational network of health system units; health services clients do not fulfill their obligation towards health units which additionally

compromises the issue of clients' rights which are regulated by the law. The health reform is forthcoming as well as reform of health insurance and it will be based on the new legislation. Consequences on the population and their health status are yet to be seen.

3. Social protection beneficiaries

Social situation in Banja Luka is less unfavorable than in the RS. According to the /research (IBHI Study – Support to social sector in BiH , 11/2001.), the most vulnerable groups are disabled people households, older people, displaced and returnees, unemployed, pensioners, self supported parents and people with very low salaries.

3. Conditions for plan designing are unfavorable especially when it comes to identification of social situation and planning indicators. The trend of decreasing of social protection is continuing due to the decreased support to social sector by international organizations. The issue remains how to establish sustainable system and provide further functioning of the system of equality of beneficiaries and how to stop social marginalization of numerous categories of population and protect persons who live on social benefits only. Budget financing is prevailing and other sources of financing are only in the initial phase and due to this financial parts of the plan can only be approximately expressed.

Legal and institutional context of social protection is not defined in accordance with the reform requests and adjusted to the social conditions whilst social policy defining is leveled at the social programs only. As opposed to the increase of social needs there is still discrepancy between regulations and material base (budget funds) for the realization of the same. Social security system is offering social rights that can not be realistically realized.

The reform which is going to be based on the Law on social protection (currently in the designing phase) is forthcoming and we can presume that it will only bring bigger limitations when it comes to the number of beneficiaries and amount of cash benefits. In the guidelines for social reform issued by the Ministry of Health and Social Protection RS it is stated that law provides on the city level the following:

- concessions for the mixed welfare system
- open choice amongst alternative service provisions
- role of the private sector as partner
- free service contracting form service providers
- change of work organization in the CSW so social workers can create services and type of services
- CSWs from several municipalities should directly cooperate on joint projects

4. Plan objectives

- Development of social protection in the city through implementation of contemporary types of social services

- Reform of policy and system of social protection through development of social protection network, which is adjusted to circumstances and able to respond to needs with participation of NGO and private sectors
- Creation of conditions for development of sustainable system of social protection in the city with suitable financing from the city budget and use of other resources
- Adjusting social regulations and policy in the city with social legislation and the Law on Local Administration
- Rational, economic and more efficient protection system of socially endangered groups applying client based approach

We plan social protection for the most endangered groups, which is being implemented through CAPs:

- Support to elderly persons without family care
- Support to children with learning difficulties
- Preventative work combating addiction
- Support to disabled persons
- Prevention of social and pathological phenomena

Plan will be implemented from 2005 to 2008 and each phase will last for twelve months.

Context of surrounding areas

1. Potential positive developments are:

- Readiness of City and CSW to support social protection reform in the city
- Continuation of international organizations support in the city
- Changes in the social protection system based on the new social legislation
- Social policy change so it can be implemented through different social programs with realistic financial base
- Implementation of the World Bank project through loan support to the RS budget for adjustment to social sector in BiH (SOSAC) aiming at stabilization of the social protection system

Potential resistance and risks in the plan implementation are:

- Economic and social insecurity as well as pessimism of socially endangered citizens
- Unfavorable dynamics of city budget charge according to the new taxation system. City budget is the major financing source of CSW and social protection in the City.
- Resistance towards social inventions, modern ways of management in social institutions and change in social work organization

ACTION PLAN

Priorities	Specific objective	Actions	Responsible Institutions and Organizations	Time framework	Performance Indicators	Evaluation	Impact evaluation
Client based approach							
Service planning based on the needs survey							
Transparency							
Support to development of CSW, City institution that initiates and coordinates activities							
Monitoring and evaluation							
Protection of children and families							
Protection of adults and elderly persons							

B	NAZIV	REALIZED 2003	REALIZED 2004	PLANNED 2005	PLANNED 2006	PLANNED 2007	PLANNED 2008	4:3	5:4	6:5	7:6	8:7
1	2	3	4	5	6	7	8	9	10	11	12	13
1	Financing of CSW from the city budget	3,372,500	3,724,000	3,920,000	3,920,000	3,920,000	3,920,000	1.10	1.05	1.00	1.00	1.00
1.1	CSW beneficiaries in institutional accommodation	834,574	1,087,917	1,222,481	1,222,481	1,222,481	1,222,481	1.30	1.12	1.00	1.00	1.00
1.2	CSW beneficiaries accommodated with other families	120,865	164,610	228,650	228,650	228,650	228,650	1.36	1.39	1.00	1.00	1.00
1.3	Health protection for beneficiaries	121,180	128,757	140,000	140,000	140,000	140,000	1.06	1.09	1.00	1.00	1.00
1.4	Funeral costs for beneficiaries	10,854	19,331	27,000	27,000	27,000	27,000	1.78	1.40	1.00	1.00	1.00
1.5	Short-term assistance and other types of social protection	1,121,208	1,035,921	995,150	995,150	995,150	995,150	0.92	0.96	1.00	1.00	1.00
1.6	CSW workers' salaries	842,142	838,278	748,627	748,627	748,627	748,627	0.99	0.89	1.00	1.00	1.00
1.7	Cash benefits	321,677	449,186	558,092	558,092	558,092	558,092	1.40	1.24	1.00	1.00	1.00
2	Financing of different types of social protection from the city budget	3,760,772	4,570,153	3,753,000	3,753,000	3,753,000	3,753,000	1.21	0.82	1.00	1.00	1.00
2.1	Funeral costs for unprovided –for	10,518	7,052	8,00	8,00	8,00	8,00	0.67	1.13	1.00	1.00	1.00
2.2	Short-term cash benefits	840,525	1,540,021	1,440,000	1,440,000	1,440,000	1,440,000	1.83	0.93	1.00	1.00	1.00
2.3	Scholarship for children of killed soldiers	499,790	621,370	350,000	350,000	350,000	350,000	1.24	0.56	1.00	1.00	1.00
2.4	Financing of humanitarian organizations and NGOs	583,337	591,839	610,000	610,000	610,000	610,000	1.01	1.03	1.00	1.00	1.00
2.5	Support to CAPs	100,124	149,996	145,000	145,000	145,000	145,000	1.50	0.97	1.00	1.00	1.00
2.6	Other funds for social protection	1,726,478	1,659,875	1,200,000	1,200,000	1,200,000	1,200,000	0.96	0.72	1.00	1.00	1.00
3	Financing from the Public Fund for Child Protection in RS	2,809,490	3,250,916	3,771,063	4,374,433	5,074,342	5,886,237	1.16	1.16	1.16	1.16	1.16
4	Clients self-financing (testaments)											
5	Other sources (volunteer contributions lottery)											
5	TOTAL	9,942,762	11,545,069	11,444,063	12,047,433	12,747,342	13,559,237	1.16	0.99	1.05	1.06	1.06

Financial plan exposition

1. Banja Luka City planned the budget for 2005 with 100,250,000 KM which means that CSW as a key municipal institution for social protection participates in the municipal budget with 3,920,000 KM or 3.9 %. Taking in consideration financing of other types of social protection from the municipal budget that amounts to 3,753,000 KM. Social protection area is financed with 11,195,000 KM or 11,16% of the total budget for 2005. CSW finances for accommodation are added to this sum as well as the Disabled Persons Home, and accommodation for war veterans and victims of war. Budget plans for the coming years are not optimistic and will maintain the same level.
2. From the Public Fund for Child Protection it was allocated 3,250,916 KM. The increase of 16% was planned for 2005 , which is 3,771,063 KM. The amount is to be allocated in accordance with the regulations of the Law on Child Protection (beneficiaries stated in the table). It should be noted that this financial projection is in accordance with the trend of previous years and it is orientated to categories and not to cities and municipalities.
3. Donor funds are planned for project support in community (CAPs) and in 2005, it amounts to 1,200,000 KM which represent decrease of 24% when compared to the previous year. This represent expected trend in the function of sustainable system of social protection.
4. Self-financing through participation of beneficiary in the institutional accommodation costs, property trusts and other types will not function in the symbolic form and they represent the challenge in the future period of development.
5. Other sources of financing (volunteer donations, games of chance, etc) represent only initial financing of social sector. Besides this, regulations should stimulate private sector for support.

Monitoring, analyses, and revision of the plan

It was planned that permanent monitoring and analyses of the plan should be done by city administration and through plan's revision. Depending on the social legislation changes and realistic income of the city budget, it is possible to revise the plan during the budget year. On that occasion all activities will be presented as well income sources in accordance with the general objective to develop rational, economic, efficient and sustainable system of social protection in the city.

Further application of results

Based on the achieved results of this plan and project Support to social sector in BiH, we expect initiative and change of regulations on the city level, as well as further initiatives for change of the legal and other regulations in the area of social protection. During the process of establishing of the new local system of social protection/ sustainable, mixed model/ we expect active contribution of all social protection stakeholders (institutional, NGO and private sector) and based on the participation in this plan.

