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|------------------|---------------------------------------------------|-------------------|---------------|
| Type of Project: | <b>Shelter Housing<br/>Durable Solution</b>       | Country:          | <b>Serbia</b> |
| Approach:        | <b>Foster Family Accommodation</b>                | Realisation Year: | <b>2003</b>   |
| Project name:    | Foster Family Accommodation<br>and Social Housing | Version:          | 1             |
|                  |                                                   | Date:             | June 2003     |



### Initial Situation, Context

As a consequence of the war conflicts in Croatia and Bosnia 1991-95 and in Kosovo 1999, Serbia hosts some 452.000 refugees and 180.000 IDP's, out of which about 27'000 people are today still accommodated in 403 Collective Centres. In spite of sometimes extremely unpleasant living conditions in the CCs, a lot of residents have not managed to leave them due to lack of initiative, shortage of opportunities and/or dependence on external assistance. The majority of them (65%) expressed their wish to integrate in Serbia. Different programs for alternative solutions have been developed and implemented so far to facilitate the integration of refugees (housing). The National Strategy for refugees and IDP's, adopted by the Serbian Government in 2002, confirms the closure of CCs as a governmental priority. At the same time, the CCs closure is also a strategic choice of SDC/SHA activities in the region for the period 2003-2004. The demographic and socio-economic characteristics of the CCs residents show a rising trend towards special vulnerable groups. Proposed by SDC, the project concept "Foster Family Accommodation and Social Housing" has been adopted by the Government and is now included in the National Strategy.

### Goals, Beneficiaries

To provide a durable housing solution for one of the most vulnerable categories among the CCs residents (elderly refugees, without family support and single headed households) which are not in need of special health assistance. To facilitate the integration of the refugees, a number of similar cases from the local community also benefits from the program. This will be the starting point of the future Social Housing System in the community.

### Approach

Assist the Government in closing down CCs and the Ministry of Social Welfare in developing a new, de-institutionalised, de-centralized and cost effective approach to the elderly care. Support the local community in solving the housing problem in one of the most vulnerable sectors of the local population (introduction of Social Housing System)

Technical details:

The project includes the construction of 2 new double-story urban houses (type E) with a total usable area of about 200 m<sup>2</sup> each (see annex) including:

- 10 apartments (5 for each block): each to accommodate 2 persons
- 2 apartments for "foster families" (one for each block): each family of 4-6 persons
- 2 common living-rooms (one for each block)
- 1 common outdoor living area

Each residential unit for accommodation of two elderly persons is a single-room-flat of up to 25 m<sup>2</sup> area with bathroom and niche for a kitchenette (including the closed common living space).

**Partner(s)**

- SCR (Serbian Commissioner for Refugees): leading and coordination role in the CCs closing process
- UHNCR: legal protection and support to the refugee beneficiaries
- Ministry for Social Affairs: covers the running costs and includes the project into the national social welfare system
- Municipality: provides land and infrastructure and will be the owner of the buildings
- Municipal Centre for Social Welfare: operational body for managing and assisting the beneficiaries, and monitoring of “foster families” activities
- SDC Housing Office: develop concept, preparation, implementation and monitoring of the project

**Implementations/Results**

The implementation requires **8 months**:

- 2 months: Selection of municipality, agreements, preparatory works, project drawing and -authorization, bidding and contracting (local contractors)
- 5 months: Construction works
- 1 month: Furniture, equipment and hand-over

Local material is used and the construction is in line with the local building standards.

Selection of Municipalities is done in consultation with the relevant partners (UNHCR, Serbian Commissioner for Refugees and Ministry of Social Affairs).

Selection of Beneficiaries and “Foster families” is done by a commission (including the representatives of the contracting parties), according to previously defined criteria.

- up to February 2003 one Foster Family and Social Housing Project was realized in Apatin (Vojvodina).

**Cost, Financing**

Construction works and basic equipment are financed by SDC/FOR (Federal Office for Refugees) and Lichtenstein. The Municipality finances Land and infrastructure. Running costs are shared between the Municipality, the Ministry of Social Welfare and UNCHR. Cost for one block, equipped with basics furniture is 65.000 \_.

**Problems/Constraints**

Ownership of the building is not clearly defined yet in Serbian legislative. Although the Municipality should be the owner, the temporary one is the Ministry, until the relevant law is passed.

Project depends very much on the municipal motivation and on its capacity to finance infrastructure and provide the proper urban land for construction.

**Lessons learned      What was useful in the approach?**

Besides the refugees, beneficiaries of the project are the socially vulnerable local citizens (10-20%). It was the most important motivation factor for the Municipality to participate.

Direct relation with municipality, without mediators, facilitated the whole process.

Establishing a new approach in assisting a very specific category of vulnerable people.

Leading role of SDC in the project harmonization was essential for the success of the project.

**Lessons learned      What should be done different next time?**

Too many partners were one of the difficulties in this process.

Possibility of implementing the project directly with municipality and the local Centre for Social Welfare, without involving the Ministry as an implementing partner, should be considered.

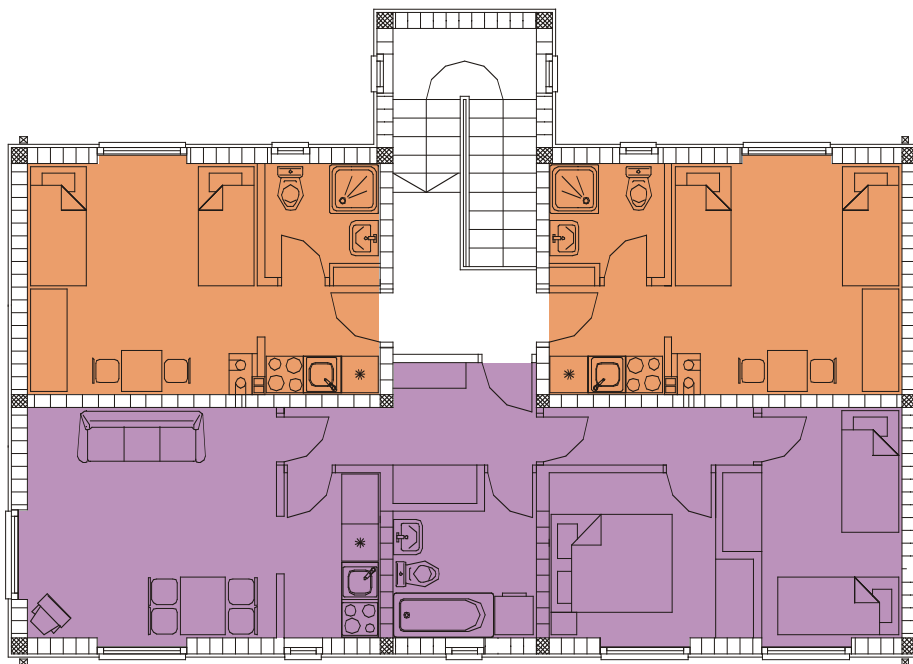
**Preconditions and Limitations for this approach**

- Political acceptance of this proposal by national and local authorities
- Close cooperation with other partners for identification of municipalities and beneficiaries

**Evaluations** none**For further information**

|                                         |                                                                 |
|-----------------------------------------|-----------------------------------------------------------------|
| <b>Recommended Contacts:</b>            | E. Morosin, SDC Housing Office Belgrade e-mail: sdc.ho@eunet.yu |
| <b>Recommended Institutions:</b>        | SDC/HA, desk Europe +CIS                                        |
| <b>Recommended books/reports:</b>       | SDC/HA Fact Sheet June 2002: “The Swiss Contribution”           |
| <b>Relevant other projects (links):</b> |                                                                 |

**Annex:** (technical drawings, schemata) see page: 3-5

**First floor**

- 2 flats for elderly (20 m2 each)
- 1 foster family flat (52 m2)

Flat for elderly  
Foster family flat

**Ground floor**

- 3 flats for elderly (20 m2 each)
- 1 common living-room (20 m2)

Flat for elderly  
Common room

|                  |                                                |                   |                    |
|------------------|------------------------------------------------|-------------------|--------------------|
| Type of Project: | <b>Shelter Housing</b>                         | Country:          | <b>Serbia</b>      |
| Approach:        | <b>Social Housing, Foster Family</b>           | Realisation Year: | <b>2002 - 2003</b> |
| Project name:    | Foster Family Accommodation and Social Housing | Version:          | 2                  |
|                  |                                                | Date:             | February 2004      |

## Procedures Checklist

### General Information

The project duration, as committed by the agreement, should be at least ten years. Refugees can't be moved out of the apartment, except to other institutions in case of special need. The communal CFSW (Centre for Social Work) from Ministry of Social Affairs is responsible for monitoring the "Host-Foster Family" and replacing it if needed. The running cost is according to the Serbian law covered by the Social Welfare System. The concept of this project is in accordance with the Regional Programme of Foster Family.

### Goals, Beneficiaries

Self-relying elderly, single or couple, single parents and social cases among refugees and local population which are not in need of special health care

## PROJECT IDENTIFICATION

### 1. Problem Detecting: SDC Initiative

- a Is there an awareness of the high number of potential beneficiaries?
- b Is the need of solving the housing problem for those people based on a national/regional strategy?
- c Is the closing of Collective Centres a priority of the Government?
- d How are the specific situations in the involved Municipalities?

### 2. Concept: SDC Initiative

- a Analyse the needs of the beneficiaries
- b Analyse the needs of the Municipality and the local population
- c Propose the role of Foster Family to the Municipality
- d Propose the layout plan and a preliminary architectural design
- e Prepare a presentation/documentation of already implemented projects (if existing)

### 3. Assessment of CC's Situation: SDC Initiative + SCR + Municipality + UNHCR

- a Update the CCs situation report in the relevant Municipality
- b Update the structure report of beneficiaries in the selected CCs
- c Find the appropriate durable solutions for other CC- beneficiaries
- d Include beneficiaries from other municipalities

### 4. Motivation: SDC Initiative + Municipality + UNHCR

- a Check the willingness of the Municipality to close CCs
- b Analyse the municipal potential to participate in the project
- c Motivate, if needed, the Municipality to find potentials and resources
- d Improve the motivation by finding benefits for local population (in this case: Social Housing)

## PROJECT STRUCTURE

### 5. Partnership: SDC Initiative + SRC + Municipality + UNHCR + MSA + CFSW

- a Approach other partners
- b Start preliminary discussion about the project concept
- c Prepare first draft of Agreement based on preliminary discussion
- d Organise a round table discussion
- e Develop a second draft of the Agreement
- f Collect and include comments and remarks from your partners
- g Define and sign the final Agreement and the Criteria for selection of beneficiaries and Foster Family

**6. Responsibility (Agreement): All Partners**

- a **SDC**: Initiates, funds construction, technical documents, implementation
- b **SCR**: Ensures the closure of CC's
- c **MSA**: Engages "Foster Family", organizes the necessary training of this family, assists in tax-exemptions, includes the Foster Family concept into the national network of Social Welfare Institution
- d **CFSW**: Provides professional services, monitors the Foster Family, and manages the Centre
- e **UNHCR**: Ensures assistance to refugees
- f **Municipality**: Provides land and infrastructure, provides all permits and authorizations, and performs day-to-day supervision of the construction

**PROJECT IMPLEMENTATION****7.1. Building works: SDC + Municipality**

- a Find urban planning conditions for the project design
- b Organise urban planning permit
- c Elaborate the main and executing design and documents
- d Provide technical check-up of all project documents
- e Provide approval from the relevant organizations
- f Organise the necessary "Building Permit"
- g Organise Tendering
- h Organise Contracting
- i Open the construction site
- j Run the project monitoring
- k Find and organise the project acceptance
- l Organise the final account
- m Organise the documents for "Permit for use" and handover

**7.2. Selection of Beneficiaries: SDR + SCR + UNHCR + MSA + CFSW (Municipality)**

- a Set-up the Joint-Commission with the relevant partners: SDR + SCR + UNHCR + MSA + CFSW
- b SCR - CFSW have to present the list of eligible beneficiaries according to agreed criteria
- c Preliminary selection of beneficiaries made by the Joint Commission
- d Interview of the candidates by the Joint Commission
- e Final selection, CFSW informs the selected beneficiaries

**7.3. Selection of Foster Family: SDR + SCR + UNHCR + MSA + CFSW (Municipality)**

- a SCR-CFSW present the list of eligible candidates according to agreed criteria
- b Preliminary selection of the candidates by the Joint Commission
- c Interview of the candidates by the Commission
- d Final Selection, CFSW informs the selected "Foster Family" and signs the contract
- e Training of the "Foster Family" by the CFSW
- f Continuous monitoring of the duty-performance of the "Foster Family" by CFSW

**Legend**

MUN: Municipality

CFSW: Centre for Social Work ( in each municipality, representing the Ministry of Social Affairs)

MSA: Serbian Ministry of Social Affairs

SCR: Serbian Commissioner for Refugees

**For further information**

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| <b>Recommended books/reports:</b>       | SDC/HA Fact Sheet June 2002: "The Swiss Contribution"           |
| <b>Relevant other projects (links):</b> | similar Projects are planned in 2003/4 in Serbia and Kosovo     |