Standard Summary Project Fiche for the Transition Facility

01. Basic Information

01.1. CRIS Number: 2004/16762.04.02.

Twinning light: MT04-IB-SO-02

01.2. Title

Capacity strengthening of the Department of Social Security to co-ordinate social security schemes.

01.3. Sector

Social Policy and Employment

01.4. Location

Malta.

02. Objectives

02.1. Overall Objectives

The capacity of the relevant Maltese institutions to effectively administer social security benefits according to EU social security co-ordination rules in the framework of free movement of persons.

02.2. Project Purpose

Quality in client service is guaranteed by the Maltese Administration when implementing social security co-ordination schemes according to regulations 1408/71 and 574/72.

02.3. Justification

Regulation (EEC) No 1408/71 of the Council of 14 June 1971 on the application of social security schemes to employed persons and their families moving within the Community.


Comprehensive Monitoring Report published by the European Commission in November 2003 - ‘With regard to co-ordination of social security systems…appropriate administrative capacity still needs to be set up. A substantial reinforcement of staff and consequent training are needed’.
03. Description

03.1. Background

Maltese legislation covers all branches of Social Security Schemes, which are subject to the Council Regulation (EEC) No 1408/71. The administrative structures needed for the implementation of relevant Council Regulations are designated in the Accession Treaty, signed on April 16, 2003 in Athens.

An International Relations Unit (IRU) has been set-up within DSS in 2002. The IRU falls under the Assistant Director for International Relations. The IRU was set-up specifically with the aim of co-ordinating duties in connection with EU Reg. 1408/71 and 574/72. A Principal Officer to manage the unit has already been recruited, and the recruitment of 2 further officers (who have experience of co-ordinating social security bilateral agreements) is planned for March 2004. Training in specific areas of co-ordination of social security schemes has been delivered and will continue to be delivered in the coming months. Training is presently being delivered by experts from the Department for Work and Pensions of the UK in the field of Old-Age, Survivors, Invalidity, Sickness, Maternity, Industrial Injury, and Unemployment Benefits. Training on Family Benefits and posting of workers is to be delivered at the end of March 2004. In total, 78 staff members will have been trained in these different areas.

Although this training is very important to prepare staff members for the correct implementation of EU Reg. 1408/71 and 574/72, nevertheless staff members would need further training after EU accession as they will by then be dealing with live claims and hence potential problems. These include client complaints, complaints by Foreign Authorities, errors in completion of E forms, delays in payments to clients and wrong entitlements.

Co-ordination of EU Reg. 1408/71 and 574/72 (Cash Benefits) is entrusted to the respective line units within the DSS. The process of Old-Age, Survivors and Invalidity Pension claims will be dealt with by the Contributory Pensions Section, the Sickness, Maternity and Unemployment Benefit claims will be dealt with by the Contributory Short Term Benefits Section, the Industrial Injury Benefit claims will be dealt with by the Injury Benefits Section, Family Benefit Claims will be dealt with by the Children’s Allowance Section, while Posting of Workers will be dealt with by the Fraud and Investigations Section. All these Units have experience in the co-ordination of social security bilateral agreements Malta has with 4 countries, and they liaise regularly with their respective social security institutions.

The main function of the IRU is to facilitate the co-ordination of EU social security regulations. In this context the IRU will be:

- Providing support and advice in all matters relating to co-ordination of social security regulations in the European Union (EU);
- Maintain effective co-ordination with line units dealing with assessment of claims under EU regulations and bilateral agreements;
- Organising training programs aimed at DSS staff directly responsible for the assessment of claims under EU regulations;
- Supervising the implementation and maintenance of the required EU administrative arrangements,
- Participating in EU meetings, conferences, fora and commissions on social security, as may be necessary, thus also keeping abreast with current and future developments in the area of social security;
- Monitoring EU proposals, recommendations and decisions in the areas of social security;
• Participating in the policy making process, communicating decisions and new legislation to the responsible channels within the DSS, and ensuring their correct implementation; and

• Acting as a reference point within the DSS for the management and administration of EU social security regulations and related matters.

The current main system used by the DSS, SABS, administers all types of social benefit claims and payments. SABS provides an automated assessment for most benefits and consists of an Informix online relational database accessed by employees via terminal emulation software.

Programs are written primarily in Informix-4GL with some specialised code in C and Unix script, all of which run on a single server. A number of initiatives are currently being developed so as to enable external applications to connect directly to SABS as well as other databases. These initiatives focus on better services for citizens and businesses and consist of web based e-government services aimed at providing citizens with access to personalised information for services offered by the Ministry and related entities.

A number of enhancements to SABS would be required in order that the capture and processing of E form related information may be automated. Mainly, this would enable DSS employees to process such claims through a single system as well as enable citizens to access their information via the internet. Furthermore, it is envisaged that such enhancements should also enable the automated exchange of information with other Member States so as to maximise data consistency as well as the level of service offered to citizens.

Given the expertise which DSS officers have gained in the past years, in the co-ordination of social security bilateral agreements with two of current EU Member States, namely the UK and the Netherlands and other non-European countries, namely Australia and Canada, and given the training provided to staff in the co-ordination of EU Reg. 1408/71 and 574/72, DSS is geared for full integration in the EU social security co-ordination systems.

Nevertheless continuous efforts are needed to:

• strengthen the administrative and operational structures, including further training of staff who will be engaged in the management and administration of the EU Regulations 1408/71 and 574/72 systems as explained above, and to

• develop an automated co-ordination system in this area by enhancing the current custom-built information system of DSS to process and assess benefit entitlements, effect payments due and enables the automated filling-in of all relevant E Forms.

The proposed project has four main aims, in other words, to:

1) analyse the initial impact of EU accession on the managerial, administrative and operational capabilities of MSP and DSS;

2) strengthen the managerial, administrative and operational structures of DSS in this area following a Gaps Assessment which will be carried out;

3) provide further training, especially in those areas identified by the Gap assessment as requiring improvements;

4) enhance the current information system of DSS as explained above.

03.2. Linked Activities

MSP and DSS have not benefited from Pre-Accession Funds (PAF) activities and projects in this area.
However an International Relations Unit (IRU) was established in 2002 within DSS to deal with the co-ordination of social security schemes in the EU. Staff members of this unit have attended seminars and courses in a number of current and new Member States (MS). The past 2 brief study visits in Ireland dealt with the general mechanism of the co-ordination instruments of EU social security regulations. In total 4 senior management officers benefited from these visits, but neither of them will be directly involved in this area.

Through these visits, strong working relationships have been established with the United Kingdom and, to a lesser extent, Ireland since early 2001. Through these links, study visits were carried out in Ireland, and British experts came over to Malta to train DSS staff in the main areas of social security: old age pensions, sickness cash benefits, disability benefits and pensions, survivors’ pensions, unemployment benefits, family benefits and special non-contributory benefits. In total 5 UK experts came to Malta to deliver training.

Since June 2003, Malta has been participating actively in the CASSTM, through which very important information is being obtained about various issues related to the co-ordination of social security schemes in the EU. A reviewing exercise is currently underway (in conjunction with DG EMPL) to identify changes required to the relevant E Forms used in the co-ordination of social security schemes in the EU.

An information campaign, including leaflets (in Maltese language) is being prepared to make the Maltese public aware of his social security rights and obligations in the EU, immediately prior to accession, but given financial constraints we are not able to target the whole of the Maltese population. Therefore additional promotional campaigns will be needed to target the whole sectors of the population.

### 03.3. Results

1. Report on the evaluation of the degree of preparedness of the existing structures (MINISTRY and relevant Maltese Social Security bodies mentioned in 03.1 Background, for implementing the EU social security co-ordination acquis – produced and disseminated to all responsible parties of beneficiary institutions
2. Procedure manuals reviewed and updated.
3. Staff from the Sections mentioned in 03.1 trained and capable for applying EU social security co-ordination legislation to its full extent.
4. A comprehensive information strategy for migrant workers developed (as a follow-up to the pre-accession information campaign) with preparation of information materials.
5. A Public Information Strategy on information dissemination and communication with public prepared.
6. Governance and other related Seminars delivered.
7. Software development and enhancements fully implemented and operational.

### 03.4. Activities

This project will be implemented through a Twinning Light for the Institution Building Component and a service contract for the Investment Component.

**The Twinning Light will include the following:**

**No. 1 – Review of Organisational Structures**

*Review of Organisational structures, and Management and Administrative procedures (Gaps Assessment)*
A Gaps Assessment of the administrative capabilities will be carried out to cover the following schemes and issues: old age pensions, sickness cash benefits, disability benefits and pensions, survivors’ pensions, unemployment benefits, family benefits and special non-contributory benefits; applicable legislation.

- Organisational structures and administration procedures as approved by Ministry;
- Existing management system of the Department of Social Security as the competent institution responsible for the social security schemes to be analysed following initial experience gained after accession;
- Necessary proposals for making changes in the structure to be made;
- A series of recommendations on the above mentioned proposals to be prepared.

For this activity we estimate that 2 MS experts would be needed to work with Maltese partners from MSP/DSS during a minimum of 15 w/days each (to be carried out in December 2004). It is expected that one of these experts would be the Project Leader. See profiles under Annex IV.

**Estimated Cost:**

**Expert fee**

2 experts @ €200 x 15 w/days = €6,000

**Flat rate compensation**

2 experts @ €200 x 150% x 15 w/days = €9,000

**Per Diem Allowance**

2 experts @ €196 x 21 nights = €8,232

**Flights**

2 experts @ €500 x 1 return flight = €1,000

**Total**

€24,232

On the basis of this assessment, further design and development would be carried out, of the administrative tools and procedures required for the enhancement of proper and efficient functioning of the DSS co-ordination unit/s (January 2005).

Work, in this field, will cover the following topics:

- procedural and technical preparation for meetings and for representation in DG EMPL Committees;
- co-operation between the competent authorities and competent institutions on national and international level, (EU, EEA member states and Switzerland);
- implementation of permanent communication links to EC and other bodies concerned;
- effectiveness of organisation of co-ordination of social security schemes;
- interpretation of the proposal of the new Regulation on social security co-ordination, mainly with regard to the third countries nationals;
• conclusions of bilateral social security agreements with third countries. As mentioned above, currently Malta has bilateral agreements with Australia and Canada and is negotiating an agreement with New Zealand.

For these activities we estimate that 2 MS experts would be needed to work with Maltese partners from MSP/DSS during a minimum of 15 w/days each (to be carried out in January 2005).

Estimated Cost:

**Expert fee**

2 experts @ €200 x 15 w/days = €6,000

**Flat rate compensation**

2 experts @ € 200 x 150% x 15 w/days = €9,000

**Per Diem Allowance**

2 experts @ € 196 x 21 nights = €8,232

**Flights**

2 experts @ €500 x 1 return flight = €1,000

**Total**

€24,232

No. 2 – Training of Staff and Development of Training Manuals

A. **Provide Training to officials on Administrative Procedures and methodologies for the transfer of information between EU Member States (in the areas indicated by the Gaps Assessment)**

- Administrative procedures for use in Ministry and other Institutions to be agreed;
- The rules for exchanging information with clients to be updated and approved;
- Information material for clients (claimants' rights to benefits, how to claim and what documents are needed and to which institutions) will be updated;
- 78 Staff members of the DSS are trained from the Sections mentioned in 03.1. As the result of this training, staff will be able to serve clients according to approved standards, give relevant information to clients from EU countries regarding their rights about social security co-ordination rules in the framework of free movement of persons and also help them to claim benefits.

B. **Provide a revised set of training manuals for use by staff when dealing with the administrative procedures of EU Regulations 1408/71 and 574/72**

- Revise and provide high quality and comprehensive training manuals for staff;
- Training manuals, covering each of the Maltese Social Security Benefits covered by EU Regulations 1408/71 and 574/72, to be revised and provided;
- Training manuals to include details on the use and exchange of all relevant E Forms;
- Training manuals to include details of links to other EU Member States.

Further training of staff of beneficiary institutions (40 persons from other units concerned, such as the Health Division [which deals with benefits in kind]; the Employment and Training Corporation [which deals with the submission of local claims for Unemployment Benefit]; the Inland Revenue Department
[which deals with the collection of social security contributions] and the EU Directorate within the MFSS), where an additional need has been identified by the assessment mentioned under point 3.4.1, will be carried out. This to help the enhancement of the organisational structure and procedures (February, March and April 2005):

The following sub-activities are envisaged in this field:

I. revision/design/development of training programmes and materials (February 2005)
II. delivery of training sessions (March and April 2005)

For activities (i) and (ii) we estimate that 2 MS experts would be required to do work in Malta for a minimum of 35 man/days.

**Estimated Cost:**

| **Expert fee** | 2 experts @ €200 x 35 w/days = €14,000 |
| **Flat rate compensation** | 2 experts @ € 200 x 150% x 35 w/days = €21,000 |
| **Per Diem Allowance** | 2 experts @ € 196 x 49 nights = €19,208 |
| **Flights** | 2 experts @ €500 x 2 return flights = €2,000 |
| **Total** | €56,208 |

**No. 3 – Development of Public Information Strategy**

*Design of an information strategy for migrant workers - in close co-operation with all main beneficiary Institutions (as a follow-up to the information campaign being planned for pre-accession).*

Implementation of this activity will entail the following steps:

- Development of Public Information Strategy and strategic working plan for dissemination of information, including implementation plan;
- Proposals for new information and instruction materials;
- Preparation of new/revised information and communication material/brochures;
- Identification of the exact needs for information strategy; and
- Strengthening and creation of information network between all involved authorities (MFSS, DSS, MHEC [Health]) on national level.

For these activities the assistance requested will require 2 MS experts to do work in Malta for a minimum of 25 man/days (2 missions each).
Estimated Cost:

**Expert fee**
2 experts @ €200 x 25 w/days = €10,000

**Flat rate compensation**
2 experts @ € 200 x 150% x 25 w/days = €15,000

**Per Diem Allowance**
2 experts @ € 196 x 35 nights = €13,720

**Flights**
2 experts @ €500 x 1 return flight = €1,000

**Total**
€39,720

No. 4 – Organisation of Specialist Seminars and Study Visits

Organise a series of Specialist Seminars in Malta for 160 (80 from the Sections mentioned in 03.1 and 80 from other beneficiary institutions mentioned in 03.4 No.2) participants and a Study Visit to an EU Member State

- Seminar for Senior Management to discuss issues related to the impact on Competent Authority and Competent Institutions following accession, and managing EU Regulations 1408/71 and 574/72
- Seminar for Judges and Legal Profession on implications of EU Regulations 1408/71 and 574/72
- Seminar on the Electronic Exchange of Information between Member States
- Study visit for 8 DSS staff members to Competent Authority / Competent Institutions of an EU Member State.

*Note: English will be the working language for all above mentioned activities and reporting*

The following sub-activities are envisaged in this field:

I. technical seminar on the latest developments in social protection and co-ordination of Social Security schemes within the EU (April 2005);

II. study visit to MS Competent Authority, Competent Institutions and Liaison Bodies for individual staff/departments of beneficiary institutions (May 2005, 8 persons selected from trained staff) in order to:

- enhance practical experience in work organisation system and procedures. The key experts who are responsible for organising the EU social security co-ordination in the Maltese bodies, will meet MS counterparts and learn how co-ordination is ensured in practice; and to

- understand the division of labour in the implementation of EU social security co-ordination tasks (the role of competent authority and of competent institutions)

For activities (i) we estimate that 4 MS experts would be required to do work in Malta for a minimum of 4 working/days. These experts should ideally have practical experience as representatives in the DG EMPL Committees mentioned above.
Estimated Cost:

**Expert fee**
4 experts \( \times \€200 \times 4 \) w/days \( \Rightarrow \€3,200 \)

**Flat rate compensation**
4 experts \( \times \€ 200 \times 150\% \times 4 \) w/days \( \Rightarrow \€4,800 \)

**Per Diem Allowance**
4 experts \( \times \€ 196 \times 6 \) nights \( \Rightarrow \€4,704 \)

**Flights**
4 experts \( \times \€500 \times 1 \) return flight \( \Rightarrow \€2,000 \)

**Study Visits**
8 local officers \( \times \€200 \times 14 \) nights \( \Rightarrow \€22,400 \)

**Total** \( \Rightarrow \€37,104 \)

The Needs Assessment Report for the equipment required will be attached to the fiche in due course.

**Service Contract: Information System enhancement**

To meet the requirements of the new automated information system in this area, the current information system at DSS needs to be enhanced and hence new software needs to be developed. This will enable DSS to process each and every claim automatically, including the assessment and payment of benefit due (in terms of Reg. 1408/71 and 574/72) and the automated filling in of respective E Forms.

It is to be noted that the current DSS information system (SABS) has been developed and is maintained by the Malta Information Technology and Training Services Ltd (MITTS). MITTS Limited is the company responsible for the provision of Information Systems Services and Business Solutions of the highest standard to Government and other major organizations. MITTS brings together a broad range of specialists whose mission is the development and support of integrated computer systems and the continuous expansion, enhancement and maintenance of Malta's largest IT network.

The following milestones are to be followed:

- **Milestone 1 – February 2005**
  - Software development contract awarded;

- **Milestone 2 – June 2005**
  - Software development completed for user testing;

- **Milestone 3 – August 2005**
  - Software development and enhancements fully implemented.

**Estimated Cost:**

Major enhancements and software developments to the DSS Information System:

**Total** \( \Rightarrow \€48,670 \) *(including 25% co-financing)*
03.5. Lessons learned

One of the main lessons learned from past experience is that whenever any modifications to the legislation, newly introduced policies and procedures or changes in work practices took place, DSS staff members always needed follow up training, after the introduction of these changes, to enhance their capabilities in dealing with practical and real life situations.

While DSS staff members have practical experience in the co-ordination of bilateral agreements, the training delivered so far has only served to provide staff with theoretical experience of the co-ordination of EU Reg. 1408/71 and 574/72. Theoretical classroom training is necessary but that it must be customised in order to be strictly at the level of the participants and that it must be complemented with hands-on, on-the-job training in order to be fully effective.

Therefore, the activities under this project will include a fairly large amount of on-the-job training, involving Maltese officials being trained in Malta by their counterparts from the Twinning Member State and also study visits to the Twinning Member State for selected Maltese officials.

We are also aware that for a long-term project to be successful, the Project Manager and the Pre-Accession Advisor must have the possibility and the responsibility to work out - in close consultation with the beneficiary and obviously within the overall project objectives, expected results, timeframe, budget, etc. - the best possible sequence, requirements, content, length, timing and budget of each of the project activities and parts thereof. This allows the project management to take into account at all times results already achieved, lessons learned from completed activities and the overall evolution of the project as well as any temporary problems or specific circumstances that might occur.

04. Institutional Framework

The Ministry for Family and Social Solidarity in Malta (MFSS) is the Competent Authority responsible for the EU social security schemes co-ordination, concerning Article 4.1. (a – h) of Regulation (EEC) 1408/71, except for benefits in kind, and

- serves as the strategic link between Maltese and foreign institutions to this end (Administrative Commission on Social Security for Migrant Workers and relevant Competent Authorities in Member States and new Accession Countries);
- designates the Competent Institutions for social security schemes co-ordination in the Department for Social Security (DSS);
- co-operates with the Ministry of Health, Elderly and Community Care – which is the Competent Authority for benefits in kind.

The Department of Social Security (DSS) falls under the Ministry for Family and Social Solidarity (MFSS), the latter being responsible for policy and decision-making in the area of social policy, as well as co-ordinating the various units falling under its portfolio. DSS is part of the Maltese civil service, the latter being the core of the public services, as it constitutes the administrative arm of central government.

DSS operates within the terms of the Social Security Act of Malta. The Act sets out the social security benefits and other services the Department provides; the relationship between it, the Minister and Parliament; finance and other regimes; and finally the monitoring and accounting of the whole scheme.

The core operations of DSS are to: -
• Assess, pay and provide information on social security benefits;
• Encourage individuals and organisations to be aware of, and to comply with, their obligations under social security legislation in Malta and the EU;
• Keep account of the social security system;
• Develop effective and dynamic policies for social security; and to
• Co-ordinate EU Regulations 1408/71 and 574/72.

The Department is presently divided into 6 main branches:
1. Contributory Benefits Division
2. Non-contributory Benefits Division
3. Fraud & Investigation Unit
4. Customer Care
5. International Relations (EU Co-ordinating unit)
6. Finance & Administration

The Department employs 367 full-time employees and has a network of 24 Area Offices. A total of 78 staff members will be dealing with the implementation of the regulations (30 staff members will be dealing with long term benefit claims, 20 will be dealing with short term benefit claims, 24 will be dealing with preparation of new claims from district offices and dealing with general public enquiries, 4 staff members will be dealing with supervising, monitoring and auditing of services [IRU]). These offices deal with assistance in claims for all types of benefits as well as providing general advice and information. The actual assessment of claims of the majority of the benefits (both under local legislation and international bilateral conventions) and the general administration of the organisation is dealt with centrally from the Department’s Head Office. The same will be done for the co-ordination of EU Reg. 1408/71 and 574/72.

05. Budget

| Transition Facility Support |  |
|-----------------------------|--|--|--|--|
| **Investment Support** | **Institution Building** | **Total TF (I+IB)** | **National Co-financing** | **TOTAL** |
| Twinning Light Contract | 0 | 181,500 | 181,500 | 0 | 181,500 |
| Service Contract | 0 | 36,500 | 36,500 | 12,200* | 48,700 |
| Total | 0 | 218,000 | 218,000 | 12,200* | 230,200 |
* Provision for these funds will be included in MFSS Business Plan for 2005

The amounts for co-financing indicated in the table correspond to cash co-financing. In addition, in-kind contributions from the Maltese administration for a good implementation of the Twinning Light may be developed in the Terms of Reference.

The cost of air tickets of Maltese officials participating in study visits will be paid for out of the Travel vote of the beneficiary.

The co-financing expenses will be monitored by the beneficiary and the National Authorising Office NAO. For the earmarked co-finance, a clear and verifiable set of costs will be provided. The beneficiary will define which budget lines are the source for co-finance.

The beneficiary together with the NAO commits to sound financial management and control. For the Investment component, co-financing will be joint.
06. Implementation Details

06.1. Implementing Agency

Department of Social Security (within the Ministry for Family and Social Solidarity)
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Email: dennis.attard@gov.mt

06.2. Twinning

Contact Person for Twinning Light
06.3. **Non-standard aspects**

N/A

06.4. **Contracts**

A Twinning Light Contract (€181,500) is envisaged to implement the Institution Building activities.

A Service Contract (€48,700) is envisaged for the design and implementation of the software enhancements.

07. **Implementation Schedule**

07.1. **Start of tendering for proposals**

September 2004

07.2. **Start of project activity**

December 2004

07.3. **Project completion**

<table>
<thead>
<tr>
<th>Contract Type</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Twinning Light Contract</td>
<td>June 2005</td>
</tr>
<tr>
<td>Service Contract</td>
<td>August 2005</td>
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</tbody>
</table>
08. **Sustainability**

The project proposed under the Twinning Light Contract will be administered by the DSS. Any additional management costs, not covered by funds granted under the Transition Facility, will be covered in the MFSS Business Plan for 2005, in particular maintenance costs for the IT system.

09. **Conditionality and Sequencing**

09.1. **Conditions**

The release of funds for the purchase of equipment under Contract 2 is conditional upon the results of the Feasibility Study. This will be attached to the fiche at a later date. The final budget for contract 2 will be revised according to its results. Any additional cost needed to reach the expected results of the current project, which might result from such a feasibility study will be borne by the national budget.

09.2. **Sequencing**

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tbody>
<tr>
<td>December 2004</td>
<td>Gaps Assessment of administrative structures completed</td>
</tr>
<tr>
<td>January 2005</td>
<td>Design and development for enhancing administrative capabilities</td>
</tr>
<tr>
<td>February 2005</td>
<td>Software development contract awarded</td>
</tr>
<tr>
<td>May 2005</td>
<td>Staff training completed; study visits carried out</td>
</tr>
<tr>
<td>June 2005</td>
<td>Software development completed for user testing</td>
</tr>
<tr>
<td>July 2005</td>
<td>Public information strategy designed and its implementation plan</td>
</tr>
<tr>
<td>August 2005</td>
<td>Software development and enhancements fully implemented</td>
</tr>
</tbody>
</table>

**ANNEXES TO PROJECT FICHE**

1. Logical framework matrix
2. Detailed implementation chart
3. Contracting and disbursement schedule by quarter for full duration of programme (including disbursement period)
4. Technical assistance details
**LOGFRAME PLANNING MATRIX FOR**

<table>
<thead>
<tr>
<th>Project</th>
<th>Programme name and number</th>
<th>Contracting period expires</th>
<th>Disbursement period expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity strengthening of the Department of Social Security to co-ordinate social security schemes</td>
<td></td>
<td>15 December 2006</td>
<td>15 December 2007</td>
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<tr>
<td></td>
<td>Total budget : EUR 230,200</td>
<td>TF budget : EUR 218,000</td>
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<table>
<thead>
<tr>
<th>Overall objective</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>The administrative capacity of Maltese relevant institutions is ensured to serve clients who apply for social security benefits according to EU social security co-ordination rules (EC Regulations 1408/71 and 574/72) in the frames of free movement of persons.</td>
<td>78 DSS staff capable of understanding and coordinating EU social security regulations efficiently and effectively</td>
<td>Administrative Commission on Social Security for Migrant Workers (CASSTM) &lt;br&gt; EU Reg. 1408/71 and 574/72 &lt;br&gt; Official Journal</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Project purpose</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
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<tbody>
<tr>
<td>Quality in client service is guaranteed by the Maltese Administration when implementing social security co-ordination schemes according to regulations 1408/71 and 574/72.</td>
<td>Timeliness and fairness within which customers’ claims are processed</td>
<td>CASSTM and other EU institutions&lt;br&gt; Customers themselves</td>
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1. An evaluation of the degree of preparedness of the existing structures (MINISTRY and relevant Maltese Social Security bodies) for implementing the EU social security co-ordination *acquis* is carried out and reported on.

2. The results of the evaluation disseminated to all responsible parties of beneficiary institutions, so as to allow for further action in covering any gaps and possible shortcomings.

3. Procedures manuals reviewed and updated.

4. DSS Staff trained and capable for applying EU social security co-ordination legislation in its full extent.

5. A comprehensive information strategy for migrant workers developed (as a follow-up to the information campaign currently planned) with preparation of information materials.

<table>
<thead>
<tr>
<th>Results</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
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<tbody>
<tr>
<td>1. An evaluation of the degree of preparedness of the existing structures (MINISTRY and relevant Maltese Social Security bodies) for implementing the EU social security co-ordination <em>acquis</em> is carried out and reported on.</td>
<td>78 DSS staff capable of understanding and coordinating EU social security regulations efficiently and effectively</td>
<td>Monitoring and project evaluation by the MSP/DSS task force CASSTM and other EU bodies and institutions Surveys carried out to measure awareness of Maltese citizens about their EU social security rights</td>
<td>•</td>
</tr>
</tbody>
</table>
6. A Public Information Strategy on information dissemination and communication with public prepared.

7. Governance and other related Seminars delivered.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Means</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Review of organisational structures (Gap Assessment)</td>
<td>Twinning light (10 Member State experts in the coordination of EU social security regulations [benefits in cash])</td>
<td>•</td>
</tr>
<tr>
<td>2. Training of staff</td>
<td>Purchase of IT equipment</td>
<td></td>
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<tr>
<td>3. Revision and development of new training manuals</td>
<td>Printing machinery</td>
<td></td>
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<tr>
<td>4. Development of public information strategy</td>
<td></td>
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<tr>
<td>5. Organisation of specialist seminars and study visits</td>
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</tbody>
</table>

Preconditions

•

Annex II
Title:  Capacity strengthening of the Department of Social Security to co-ordinate social security schemes

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
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<td>All Components</td>
<td>D D D D D D D D C C C C I I I I I I X</td>
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</tbody>
</table>

D = Design  
C = Contracting  
I = Implementation  
X = Closure
Annex III

CUMULATIVE CONTRACTING AND DISBURSEMENT

SCHEDULE OF EU FUNDING

**Title:** Capacity strengthening of the Department of Social Security to co-ordinate social security schemes

<table>
<thead>
<tr>
<th></th>
<th>01/06/2004</th>
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<th>01/12/2004</th>
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<th>01/09/2005</th>
<th>01/12/2005</th>
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<tbody>
<tr>
<td><strong>CONTRACTED</strong></td>
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<td><strong>DISBURSED</strong></td>
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<td></td>
<td>184,160</td>
<td>189,030</td>
<td>230,200</td>
</tr>
</tbody>
</table>
TECHNICAL ASSISTANCE DETAILS

Experts’ profiles and inputs

- **Project leader**: The MS administration will appoint a Project leader, who will be responsible for ensuring adequate co-ordination and co-operation of the project’s activities alongside the Maltese Project Leader/Contact Person, as well as the timely and efficient delivery of the MS expert assistance requested. The MS Project leader will be a civil servant or mandated body staff member of adequate rank and position, with at least ten (10) years of working experience in the fields of Social Security, international co-operation on SS issues, and implementation of EU *acquis* on co-ordination of SS schemes. He/she is also required to be one of the MS experts required under point 3.5.1.

- The other MS expert required under point 3.5.1 should preferably be civil servant or public employee of MS administrations or mandated bodies responsible for co-ordination of Social Security schemes, with an in-depth knowledge of relevant EU *acquis* and practical experience (more than five years) in the management of administrative procedures related to SS co-ordination in the EU context. Should have demonstrable experience in assessing training needs related to the management of Social Security.

- The two (2) MS experts required under points 3.5.2 and 3.5.3 should have relevant experience (minimum 5 years) in the design and delivery of training programmes in the field of Social Security. One of them should at least have demonstrable experience in training of public administration staff on issues related to the implementation of EU acquis in the field of co-ordination of Social Security schemes and Social security for migrant workers.

- The four (4) additional experts required under sub-point 3.5.3.iii (technical seminar) should have practical experience as MS representatives to the EU – DG EMPLOYMENT Committees dealing with issues related to migrant workers and co-ordination of Social Security schemes.

- The two (2) experts required under point 3.5.4 should be familiar with the particularities of EU *acquis* in the fields of Social Security for migrant workers and co/ordination of SS schemes, as well as, practical experience in the design and implementation of information and communication strategies in this particular field.

All the experts should have relevant university degrees, be fluent in English, and have good communication and presentation skills.