



EUROPEAN COMMISSION  
Dg Employment, Social Affairs and Inclusion

Analysis, Evaluation, External Relations  
**External Relations, Neighbourhood Policy, Enlargement, IPA**

## **Evaluation and recommendations of the JIM follow-up in the Republic of Croatia from January 2010 to December 2010**

European Commission would like Croatian Government to take into account reference to the social dimension of the European Strategy 2020 and developments in this process as compared to Croatian JIM implementation measures.

In future reporting - while recognising the good quality of the current report – it would be important to highlight still more the results achieved rather than description of implemented measures. To this effect it is suggested to replace the heading "overview of measures" in Section 3.2 by "analysis of results and impacts of implemented measures".

- In future reporting, the European Commission would appreciate to have following specific issues to be covered and elaborated on:
  - It would be appreciated to explain in more details **regional differences** as they still represent a great challenge for assuring the same level of accessibility of social and health services;
  - It would be good to further explore actions being taken to address discrimination in employment based on **gender, ethnicity, religion, disability and sexual orientation**;
  - It would be important to be more analytical regarding the impact of measures to promote the employability of **people with disabilities and Roma**. Wherever possible, clear targets should be set and figures expressed in percentages not just raw numbers;
  - It would be important to have the estimation of the proportion of **Roma** attending each level of education, as well as estimation of the number who drop out and ways of eliminating this drop out. In addition, details of how to reduce the number of Roma in segregated classes in Međimurje should be provided;
  - There is a need for a much more analytical discussion of the problems and possibilities in terms of meeting commitments regarding the employment of **national minorities** in the civil service. Figures also need

to be disaggregated by national minority group, by gender, and by seniority, so that a clearer picture is given;

- It would be good to have a clearer picture of trends and plans to integrate more **children with disabilities** into mainstream education, at both the primary and secondary level;
- It would be important to have detailed explanations of progress made in 2011 in terms of implementing the **Master Plan on Deinstitutionalisation**;
- It would be important to link the provision of social services to the issue of deinstitutionalisation and be sure to pay as much attention to services for children and persons with disabilities as to services for older people;
- As regards **Child and Family Benefits and Child Care**, it would be important to address the issue of flexible and shortened working hours more analytically, addressing the current state of affairs and suggesting ways of increasing the use of flexible working, particularly by women;
- It would be important to address the role of **Family Centres** and present statistics on their users in a more systematic fashion. There is also a need to address the issues of foster care, children with behavioural disorders, and children in conflict with the law in a more systematic way;
- As regards the expansion of the network of **non-institutional services for the elderly** and the infirm in cooperation with local and regional self-government, it would be good to have an independent evaluation of the beneficiaries' satisfaction and results of the programmes across communities, its main findings and how could they help improve and utilise these experiences in other areas;
- Although some improvements in the **pension system** are reported, poverty issues among the elderly are still persistent. It would be good to have explanations on further steps, if any;
- Resolution of difficult material **position of elderly** without pensions was once again postponed, (p. 29). European Commission would appreciate more explanations on this issue;
- Definition of minimum quality standards for the provision of services of **day care and in-house assistance** is a welcomed development. However, a reference and cross-comparison of Croatian solutions with methodological guidelines and quality principles developed in the European Quality Framework for Social Services could have added more weight to this section;
- **Corruption in health care** - This part could have included some remarks on the perception of corruption in health care, since the Anti-Corruption Strategy and the Action Plan accompanying it seem to have produced some positive outcomes.