



## **National Work Plan for SERBIA 1/9 10 – 28/2/11**

**Planning has been done in details for the period September 2010-February 2011.  
Activities from March 1 onwards are subject to further revision and elaboration.**

## Consolidated Work Plan for 2009 – 2011 per September 2010.

Component 1: Project Visibility			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
Development of a communication strategy	Development of a communication strategy	Communication strategy used by all project offices			
Development and testing of the project brand	Development and use of the project logo in all project communication, correspondence and publications	Project brand is used in all project materials			
Establishment of contact network	Contact network and communication structure development through meetings with strategic CSO network and contacts. Development of different mailing and other contact lists. Organisation of kick-off events in each country. Regular meetings with stakeholders.	Network of beneficiaries and stakeholders has been established.	Dissemination of information on the TACSO project through various open calls, training activities, TA Field visits other similar events	Existing TACSO Contact list is extended by 120 new CSOs	September 2010 – February 2011
			Individual meetings with international, national and local stakeholders	Existing TACSO network of stakeholders extended by 30 new contacts	September 2010 – February 2011 September 2010 – February 2011
			Dissemination TACSO information through others stakeholders mailing lists (CRNPS, FENS, PFRNS, KOCID)	Stakeholders receiving TACSO regular information is extended	September 2010 – February 2011
Development of promotional material	Preparation of a project flyer, project brochure, project	Visibility of the project is ensured.	Distribution of promotional materials (info	300 basic promo sets ,300 training promo sets and 50	September 2010 – February 2011

Component 1: Project Visibility			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
	fact sheet, notebooks, pens and other visibility materials bearing the project logo. Translation of materials to national languages. Production of promotional film/video and/or similar tool(s)	One promotional film/video (or similar toll) produced	package adapted for various events such as, trainings, TA sessions, conferences and individual meetings	partners promo sets to be distributed	
	Ensure media coverage in the printed press, radio and TV. Prepare and distribute press releases and press kits. Development of user-friendly brochure with examples of best practices. Use of materials at conferences/events Production of monthly newsletter	Relations with the media and communication products are established and maintained.  Best practices and examples are accessible to the public via the national media, Web page and newsletter.	Maintain relations with a selected number of national, province and local/ county media  Organize one info session with national media representatives	Media contact network is functional with at least 15 media companies  Journalists are directly updated on TACSO activities  At least 2 articles about TACSO published per month	September 2010 – February 2011

Component 1: Project Visibility			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
			Production of TACSO Serbia newsletter	3 newsletter produced and distributed, both electronically and in hard copies	October December February
			Organizing open calls and granting public recognition prizes for best CSO practices/ projects in partnership area	20 examples of CSO best practices in Serbia selected, awarded and promoted	To be decided (evaluation of proposals is in process)

Component 2: Research, help desk and guidance			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
Desk research and needs assessment is performed	Collect all relevant information, assessments and evaluation of CSOs development. Conduct meetings with donors, CSOs and government representatives to create an overview of CSOs' present situation and future development. Conduct site visits to assess CSOS present structures and identify their capacity building needs. Prepare a	Eight national needs assessment reports and a regional summary report are published.		Done	

Component 2: Research, help desk and guidance			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
	thorough needs assessment for the NGO sector in all eight countries. Identify the priorities for interventions within the project's framework.				
Webpage and database developed and maintained	Establish a web-page/portal with links to voluntarily operated databases of CSOs. Review of national databases and elaboration of an action plan for project support to enhance existing databases. Launching of a regional and national web-portal/pages. Web page regularly assessed and updated.	Web page/portal with a high visiting frequency.	Providing updated (weekly) information, training and info materials for maintaining TACSO web site	Regional TACSO web site and Serbia web page are fully functional	Ongoing
Helpdesk and information clearing house is set up and functioning	Invite and organize meetings with CSOs to inform them of the project and familiarize them with the project help desk. Publicize the helpdesk services on the project Web site and through other	A well functioning helpdesk is operational throughout the project duration.	Providing permanent technical assistance services upon CSOs request via mail, phone		
			Organizing TA field sessions for underdeveloped, rural CSOs and those that work with	10, out of 20 field TA sessions on organizational development and EU PPW delivered	September 2010 – February 2011

Component 2: Research, help desk and guidance			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
	PR campaigns. Provide helpdesk assistance to CSOs upon their requests.		marginalized social groups		
			Organize TA field sessions on PADOR registration	3 field training and TA sessions delivered on PADOR reg.	September-December 10
			Provide TA assistance and trainings to Roma consultants and CSOs ( with OSCE and MoF)	5 training curricula developed, and 10 training sessions delivered	November 2010 and on
Project monitoring and guidance system for EC funded projects	A generic design and manual for monitoring and guidance visits is developed. Training/synthesizing experts enrolled to undertake the monitoring visits. Establishment of national monitoring/guidance agendas. Conduct prioritized site visits to assess CSOs present capacity and provide guidance on how to improve.	Improved effectiveness of EC funded projects	Monitoring /guidance visits to selected CSD EU funded projects	Out of 32 EU Civil society Dialog Serbia projects that are to be visited, 7 visits will be done in February.  The rest to be visited through March and April	February 2011

Component 3: Capacity Development			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
Generic course agendas and training methods are developed.	Elaboration of a programme for regional and national courses in consultation with project partners and stakeholders. Development of training materials in English and subsequently translated to national languages. Consultations with the Programme Committee. Training of trainers based on decisions regarding training methodology. Recurrent reviews of the relevance and quality of training.	CSO institutional capacity and sustainability increased.	Developing national training agendas as adjustment of regional trainings  Engage regional training participants from Serbia into national training delivery	5 National training agendas developed as replication of regional trainings  4 out of 10 regional trainings participants are engaged pro bono in TACSO activities	September 2010 – February 2011
Pilot training session is organised.	Basic training course on EC funding regulations and application developed and conducted. Advanced pilot training course developed and conducted.	Pilot project training implemented and evaluated.  Pilot training modules introduced in all beneficiary countries			
An on-line e-learning tool is developed.	Development of the project e-learning concept.	Training courses including materials, on-line mini-lectures			

	<p>Consultations with the Programme Committee and partners.</p> <p>Establishment of the e-learning facility as part of the web-portal. Promotional activities to support the use of the tool.</p>	<p>and a chat room available through the project web-portal.</p>			
<p>National capacity building initiatives are developed and implemented</p>	<p>Elaboration of training programmes for the beneficiary countries and territories in consultation with the local advisory groups and project partners. Translation of training materials to national languages. Training of trainers in collaboration with main network organisations and other relevant institutions.</p> <p>Launching of the training programme at national or territorial level.</p> <p>Particular training in the Application Procedures for IPA Funding. Follow up assistance by TA desks to support the</p>	<p>CSOs institutional capacity and sustainability are increased</p>	<p>Organize two trainings and e coaching on development and management of EU funded projects</p> <p>Organize one training and e-coaching on Advocacy and lobbying</p> <p>22 CSOs Representatives received training and coaching in Advocacy and lobbying</p> <p>Out of five planned, organize four, one day lasting trainings on CSO – media cooperation and public relation</p>	<p>44 CSOs representatives received trainings and coaching in training subject</p> <p>Four trainings on CSO public relations organized for at least 80 CSO and media Representatives</p> <p>90 CSOs representatives received trainings on professional service providing and EU policies in the areas social services, environmental, rural and local developmen</p>	<p>September and November 2010</p> <p>October 2010</p> <p>September – November 2010</p>

	<p>application of knowledge and methods within the participating CSOs. Recurrent reviews of the relevance and quality of training. Organisation of partnership events to facilitate CSOs partnership building in the cross-border areas.</p>		<p>To Organize four trainings on CSOs as service providers in the areas of social services, environmental, rural and local development</p>		<p>September 2010 – February 2011</p>
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Component 4: Relationship between CSOs and External Stakeholders			WORK PLAN		
Result area	Proposed activities	Expected results	Activities	Deliverables	Timing
Kick-off events	Planning of national kick-offs jointly with partner organisations and beneficiaries. Implementation and follow-up to national kick-offs.	Beneficiaries and stakeholders aware of the project and its activities/services	Done		
Information and partnership events, facilitation service	Establishment of the local advisory groups. Maintain regular meetings and contacts with CSOs (country-wide) to promote collaboration and joint initiatives.	Strengthened network of CSOs and other relevant stakeholders in the country.	LAG workshop on CSO National Strategy framework for the office for cooperation with CSOs	Elements for CSO National Strategy framework elaborated to be used by Governmental office for cooperation with CSOs and other stakeholders	November 2010
	Organise regular contacts, meetings, roundtables, collaboration with all relevant stakeholders including government entities and private sector representatives.		Organize two LAG meetings	Review TACSO progress and discuss TACSO 2 draft	October 10 and January 2011
	Organize jointly with public institutions workshops to strengthen the role of the government and the contribution		To produce "CSO guidance through EU networks"	Printed Manual (1.000 copies) Distributed to CSOs	October 2010
			To organize 2 study tours on Planning, experience and best practices exchange among TACSO national teams	TACSO Serbia team and LAG learned from Macedonia and Montenegro experience and best	October 2010 – February 2011

	of CSOs in the decision-making and EU integration processes.			practices in the area of Partnership building	
			Organize participation of Serbia CSOs representatives to “System of Quality for CSOs” Regional conference	At least 4 CSO Serbia representative participants learned on CSO quality assurance system	October 2010
			To organize national conference on Partnership building among CSOs, local governments and businesses	Up to 80 CSO, business and government representatives agreed on the strategy on partnership strengthening	October 2010

<p>Strengthening administrative capacity of government to cooperate with NGOs</p>	<p>Organise workshops and seminars at the local level with the local government on strengthening the dialogue between CSOs and the local government</p>		<p>To facilitate consultation process on national strategic issues between CSOs Government Office for cooperation with civil society</p> <p>-</p>	<p>Four out of Nine consultative meetings organized throughout Serbia with participation of at least 500 CSOs representatives National Strategy framework identified to be used by Governmental office for cooperation with SCOs</p>	<p>November 2010 – February 2011</p>
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