



Improving the provision of social service delivery in South East Europe through the empowerment of national and regional CSO networks

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Project objectives:

- To achieve greater commitment and capacity of civil society organisation (CSO) networks to give citizens a voice and influence public sector reform processes through analysis, monitoring and advocacy;
- To strengthen the CSO Networks dealing with Social Service Delivery in Croatia, Bosnia and Herzegovina, Serbia, Montenegro and Kosovo under UNSCR 1244 in order to improve overall Service delivery to the citizenry.

Project activities:

- Establishment of Project Steering Committee; Signing of MoU;
- Development of Standard Operating Procedures;
- Participation at Opening Conference;
- Development of Baseline Study;
- Selection of CSOs providing social services in the project countries;
- Organising of National CSO networks;
- Organisation of Regional Network Meeting,
- Organisation of 5 public hearings;
- Creation of Web Portal;
- Preparation of Annual Monitoring Report;
- Organisation of European Round Table (annually).
- Creation of Curriculum for Capacity Building of CSOs;
- Conducting capacity building of CSO Networks;
- Organisation of Network meetings;
- The Small Grants Facility (SGF);
- Creation of Policy paper;
- Conducting advocacy campaign;
- Monitoring and evaluation of SGF;
- Organising of study trip;
- Conducting Public campaigns and promotion of CSO role in decision making;
- Dissemination activities;
- Traineeship for Networks;
- 2nd round of SGF

Project partners:



Results expected:

- Preparatory activities successfully concluded through the signing of the Joint MoU, the establishment of the Project Steering Committee and the development of project related SOPs by the partners;
- Baseline study document encompassing a comparative analysis on the situation in all 5 countries completed and presented to the relevant stakeholders;
- National and regional networks identified, established and made functional by the project partners;
- National and Regional awareness on the need for closer collaboration between Civil and State sectors concerning Social Service Delivery, raised and collaboration improved;
- Capacities built and provision of Social Services improved for the CSO networks in SEE by the project partners through adequate training mechanisms;
- CSOs in SEE strengthened and sustainability increased through provided Small grants facilities;
- Public sector reforms successfully influenced through conducted Advocacy campaign on Social Service Delivery in the respective project countries;
- Best practices and lessons learnt successfully disseminated to a wider audience.

Next to direct assistance to the CSOs - social service providers, **ASB** and other project partners: **SOLIDAR**; **EDC**; **LIR**; **OGI**; **CLARD** and **SOS Telephone** will develop a platform during project implementation for monitoring of key reforms in social policies region-wide in relation to relevant reforms in the EU. The implementation of the project will enable the possibility for open dialogue among an appreciable number of CSOs involved in provision of social services from the Western Balkan. The organisation of meetings at the national and regional level, being one of the core activities, will ensure initiation of activism among members of the networks at a regional level. The preparation of a Monitoring Report (annually) on EU enlargement related reforms in the field of social inclusion and participation at the European round table present the opening of a communication channel between main actors in the field of social inclusion from the Balkans and related EU stakeholders. The success of this communication process will result with the improvement of legitimacy, transparency and accountability of CSOs involved in implementation of proposed action on the both levels of partnership (ASB with national project partners and national networks of CSOs providing social services).



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The ASB is a non-political and non-denominational charity and relief organisation. We help all people, regardless of their political, ethnic, national and religious affiliation. We enable people to develop and maintain the greatest possible degree of self-determination. We provide rapid and direct help to all those in need of our support.

Since its foundation in 1888, ASB has provided services that focus on people's needs, including care for elderly, rescue services, First Aid, services for children and young people, support for people with disabilities and those suffering from mental problems, as well as foreign aid and adult and further education.

More than one million people throughout Germany share the ASB's humanitarian and democratic principles and support our non-profit association with their membership and their personal commitment, as part of 16 regional associations, more than 220 local branches and around 120 associated non-profit companies.

The Social Service provision by ASB includes the following sectors:

- 1.) Capacity Building / Education: Objective is to provide vocational training for people working in different sectors of social service provision according to their professional and personal requirements.
- 2.) First-Aid, Rescue Services and Civil Protection: Objective is the Provision of First-Aid Assistance, Rescue Services and Civil Protection in Emergencies or at Public Events aiming at quality services.
- 3.) Services for Elderly People: Increased Provision of need oriented service provision for elderly people.
- 4.) Service Provision for people who are physically or psychologically/mentally challenged: Objective is to meet the increasing need for services to physically and mentally challenged people using a rights based approach and outpatient delivery of services supporting a self-determined life and avoiding exclusion from society.
- 5.) Child- and Youth Support: Overall objective is to provide equal chances for children and youth through the provision of quality education and care starting in early childhood.
- 6.) Special Social Work: Objective is the provision of support to people in critical life situations.

The international programmes of the ASB in Latin America, Africa, Europe and Asia, currently have a yearly turnover of about 8 million EUR, including own funds, national governmental and private funding, grants from the diverse budget lines of the European Union, DfID, USAID, UNHCR, and UNICEF. The organisation manages programmes in about 20 countries worldwide, and sustains twelve country delegations managed by 20 international staff members to support project implementation. The Arbeiter-Samariter-Bund, Deutschland e.V., in South Eastern Europe has its regional main office in Sarajevo and Country offices in Belgrade for Serbia and an Office in Prizren for Kosovo. This regional setting provides ASB with the capacity to implement large-scale actions throughout the region. The following figures provide a short overview of ASB focus action over the past 20 years. A detailed description of actions is attached to this document.

ASB South Eastern Europe implements a number of activities utilising a regional methodology:

- Civil Society development and provision of Social Services;
- Reconstruction/repairs of housing, technical and social infrastructure in Croatia, BiH and Kosovo);
- Sustainable integration-housing solutions in Serbia;
- Identification of potential returnees and legal assistance to refugees in Collective Centres;
- Humanitarian aid to refugees and vulnerable groups in society;
- Economical development and income generation activities;
- Support to reintegration and reconciliation processes of refugees and IDPs;
- Facilitation and co-ordination of donor – government initiatives;
- Development of support networks at municipal and central government levels and in the Balkan region;
- Developing training strategies, tool-kits and educational manuals for public administration;
- Capacity building for regional and local development for local authorities and non-governmental sector.



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SOLIDAR is a European network of NGOs working to advance social justice in Europe and worldwide. with 59 member organisations based in 25 countries (20 of which are EU countries), member organisations are national NGOs in Europe, as well as some non-EU and EU-wide organisations, working in one or more of our fields of activity. The network is brought together by its shared values of solidarity, equality and participation. SOLIDAR works in cooperation with progressive civil society, labour movement organisations and progressive parties. SOLIDAR is a member of the SOCIAL PLATFORM (the European platform of social NGOs), CONCORD (EU NGO Confederation for Relief and Development) and EUCIS-LLL (European Civil Society Platform on Lifelong Learning). See all our partners and alliances.

The areas of work are based on the following main pillars:

- Social Affairs; inclusion; decent work; social/health services; social economy; volunteering.
- International Cooperation; building global civil society; decent work and social protection for all; development and humanitarian actions.
- Education; learning societies; skills and competences; dialogue-2-change.

As well as transversal topics:

- Migration - Migration and development; Integration and migrants rights in Europe.
- Enlargement and Neighbourhood - Decent work in the Western Balkans

For what is concerning *Social Affairs - Social inclusion and decent work; social/health services; social economy; volunteering*, below are the following SOLIDAR priorities

- All members of society having access to affordable high quality social and health care services.
- Guaranteeing social inclusion and the full participation in society for all, decent work and quality jobs, as well as a society free of all forms of discrimination.
- The central role that social economy actors play in the social, economic and territorial development of territories across Europe is recognised and where a different model of economic activity is supported.
- Recognising and supporting volunteering as an instrument for social cohesion, solidarity and active citizenship.



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LIR - Lokalna Inicijativa Razvoja «Local Development Initiative» founded on 4 June 2003, it is a non-profit, non-governmental development, consulting and research organization, qualified to work on different aspects of economic and social development, environmental protection and management, energy efficiency and waste management. Experienced members, currently six employed have long-term extensive experience in identification, design and implementation of integrated and development projects funded by European Union and other various donors in BiH and the region. The managed projects are related to the following sectors:

1. Capacity Building / Education of CSOs, Public authorities, Private sector and beneficiaries in different fields: socio-economic development, environment, social inclusion, reconciliation, human rights and provision of development activities and trainings for small entrepreneurs for vulnerable population in order to increase their competitiveness and capacities in management of socio-economic businesses.
2. Establishment of clusters and networks, conducting strategic planning and advocacy campaigns in the field of social inclusion and business sustainability of vulnerable people.
3. Development of partnership between public and private sector in regards to human rights protection, environmental protection and economic development
4. Provision of small grants facilities and technical assistance, preparation of feasibility studies and researches.



Centre for Legal Aid and Regional Development (CLARD), Kosovo

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CLARD is a local NGO funded in 2007 as inheritor of the activities which the Spanish NGO MPDL-Movement for Peace has been implementing in Kosovo since 2002 with the funds of the governmental Spanish Agency for International Cooperation and Development (AECID). The Organisation is founded with **the purpose** of contributing to the promotion and protection of Human Rights, with a particular view to facilitating vulnerable individuals better access to justice, to the establishment of Rule of Law and to foster social and economic inclusion of marginalized segments of the population towards achieving a future feasible achievement of European standards of development and welfare. CLARD staff presents a multiethnic profile with a deep understanding of Kosovo society and its legal and economical framework and has been committed for more than 10 years to the implementation of projects that have been and will continue to be primarily focused on the following activities:

- Providing legal and social assistance and counselling to internally displaced persons, refugees, returnees, minorities and vulnerable groups.
- Permanently follow activities and development of legal system especially in stage of implementation of different laws.
- Organize public campaigns and trainings in purpose of raising the awareness of population especially in the field of law and social issues.
- Prepare strategic documents and operative programs related with rule of law and civil and administrative legal issues.
- Cooperate with relevant organizations and institutions inside and outside of country, in purpose of implementation of the projects on local and regional level.

SOS Telephone, Montenegro

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SOS hotline for women and children victims of violence – Podgorica, since it was established in 1997, has been actively working on promotion of women's and children's human rights, and on prevention and elimination of violence against women and children.

Goal, mandate and strategies of the organization: Elimination of all kinds of violence and discrimination against women and children through educational programs, providing help and support to the victims of violence, and cooperation with governmental institutions through initiation of law amendment regarding VAW and its adequate enforcement in practice.

Permanent activities of SOS hotline Podgorica are:

- SOS hotline for women and children victims of violence
- Mediation between victims of violence and governmental institutions, such as Courts, Social services, Police, etc.,
- Free legal, psychological and pedagogical help,
- Realization of scientific research projects,
- Introducing public with forms and frequencies of violence against women, children and elderly,
- Educational training of governmental institutions officials (Ministry of Interior, Social services, Judiciary, Health Institutions) with the aim of finding more effective methods for victim's protection and possibilities for prevention.

The Organisation is represented by 10 members with different professional background (sociologists, social workers, psychologists, lawyers, economists...). Qualifications of the key personnel: Members of organisation with 17-years experience in gender programs; also creators and implementers of research programs, educative programs for police and NGO, initiators of law amendments in benefit of women, media campaigns, active members of coordinative bodies for development of national policies that treat violence against women, and implementers of long term program for development of multi-disciplinary cooperation. With the support of various donors (EU, OXFAM/NOVIB, CIDA, FOSI, UNDP, U.S.) it has implemented about 100 projects.



Organization for Civil Initiatives (OCI), Croatia

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Organization for civil initiatives is a Croatian non-government organization that was founded in 1992 as a informal group of citizens, and since 1996 as registered non-government organization that now employs 16 people. OCI works in area of Republic of Croatia, narrowly in Slavonia and Baranja and Middle Dalmatia in which we're focused on rural communities.

OCI aims at:

1. Improvement of democratic institutions of the society and social services in communities
 - Strengthening activism of citizens in creating and implementing public policies
 - Increased active inclusion of marginalized groups of citizens and their associations in social development and decision-making (especially youth and women)
 - Improvement of social services in communities
2. Encouraging sustainable development of rural communities
 - Implementation of LEADER approach to the development of communities
 - Development of non-profit entrepreneurship in communities

In the area of social services we are focused on:

- Services for Elderly People: Helping at home to elderly people in every-day jobs (small repairs, supply of food and medicine, cleaning, cooking etc.).
- Trainings / Education: With focus on NGO's, local self-government and public institutions in the areas of social services, capacity building for preparing an implementation of different projects, internal capacity building for organizational structure, legal and financial business and creation of strategic plans.
- Support to youth, woman, cured addicts and other marginalised groups in the labor market: With focus on labor market development and increasing competitiveness of marginalised groups in the labor market through educations, informing, individual preparing for entering the labor market, connecting with employers, stimulating self employment and stimulation, education and technical support for development of social entrepreneurship.
- Networking of different stakeholders (NGOs, local self-government, ministries, and public institutions): In the area of social services development, through different activities, we encourage networking and provide technical support and educations that's focused on combined operations on local and national level with the aim of improving quality of social services. One of the area of our operations is participating and encouraging founding of local action groups (LAGs) and implementation of LEADR approach in local communities development.
- Gender equality in rural development: Contribute to women empowerment and to facilitate and strengthen women's roles in rural development programs and enhance access for rural women to developmental opportunities in local communities (informing, networking, educations, creation of strategies and gender sensitive programs and local budgets).



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The Educational Centre (EDC) is grassroots established 2000 in Leskovac, Republic of Serbia with primary goal to support building of democratic processes in southern Serbia. With years to come EDC becomes one of the key non-profit players in processes of reform of social welfare system contributing strategic framework of the reform as well as testing local social welfare services. EDC employs 12 full time and two part time professionals and have volunteer database that gather information on 46 volunteers.

EDC work is divided between three core programs:

- Support of social welfare system reform (with activities of social inclusion of people with disability, establishing of local social welfare services and training of municipalities and local NGO's as service providers).
- Youth Programme (with activities of support of work of school parliaments, promoting volunteerism, work on overcoming prejudices, religious, sexual and racial bigotries) and
- Support of non-profit sector development (with activities of support in establishment of grassroots, training and coaching in basic and advanced sectors of work in NGO such as management, financial management, PR, work with volunteers)

Beside core activates EDC works on gathering and distribution of goods essential for work of non-profits and supporting marginalized groups.

Some of results of EDC work are:

- Support in establishing 117 grassroots
- Establishment of 105 local social protection services
- Distributed 420 tons of various humanitarian aid
- Distributed 327 micro grants for self-employment of IDP's, refugees and people in social need
- Support in registration of 52 small enterprises and three cooperatives
- 3500 young people were beneficiaries of one of the EDC trainings
- Support of establishment of 42 school parliaments and Union of School Parliaments



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