

b. Joint Programme M&E framework

This template is the same as the one you will find in the JP documents. We have added 3 columns to provide spaces for baselines of the indicators as well as targets. All the values for indicators in this template are cumulative. This means the past values obtained accumulate (add up over time) as the joint programme gets implemented. We are expecting you to include not only the indicators but the value of these indicators. If you do not provide them, please explain the reason and how you are going to obtain this information for the next reporting period.

The PBILD programme is a combination of the MDG-F JP and a second, multi-donor funded JP ('Inclusive Development' – ID) implemented together with a single approach due to the complementary nature of activities. While the MDG-F funded activities are presented as required by this report, the PBILD Integrated M&E Framework represents the programme as a whole – inevitably, inter-related and complimentary activities have common indicators, combined information collection is more efficient in terms of staff time and resources, and an integrated approach to M&E in general is required. In presenting the Framework for this report therefore, components from the multi-donor funded 'ID' JP are therefore also presented – where these are clearly distinguishable in the results framework (ie for Outcomes 2, 3 and 4) they are presented in reduced size and blue font.

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
Joint Programme Outcome 1: Communities in South Serbia are stronger, more integrated and better able to reduce inter-ethnic tensions and conflict risk	Citizens' perception of community 'strength'; change in perception of community 'strength'. Measured through indicators of satisfaction and trust in local authorities.	Satisfaction with local government: 'mostly satisfied' 9 %. Trust in local government leadership and administration: average score 2.04 (1 lowest and 5 highest) Pulse Survey: No change: 37% A little more:38% Much worse:13%	Satisfaction increase to 15%. Trust increase average score to 2.5.	Indicator a reflection of PBILD programme's overall impact: activities on capacity-building of local authorities begun in several areas (gender, youth, Safer Cities, mediation, strategic planning, migration, etc.), with concrete support given in regional development and IDP assistance.	Inclusive Development Opinion Survey. Baseline Qs: <i>What is your level of satisfaction with the following institutions...? / Do you trust the following institutions...?</i> 'Pulse' survey: Q1 compared to 2 years ago, do you think that the institutions in your municipality are more or less able to maintain a peaceful	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Pulse survey – quarterly. March 2011	PBILD team	Lack government support for inclusive / equitable development in South Serbia

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	Change in perception of people towards other ethnic groups	% of 'objections' by ethnicity of respondent: * Serb respondents, 44% object to Albanians and 32% to Roma as neighbours; * Albanian respondents, 9% object to Serbs and 8% to Roma as neighbours; * Roma respondents, 21% object to Albanians and 1% to Serbs as neighbours.	Reduce all objections by 3%	A range of activities designed to improve inter-ethnic relations in the area have been implemented: training CSOs on gender and minority rights completed, 8 CSO grants/contracts signed to deal with gender/minority rights issues; TNA for political parties, minority councils, LSG representatives and CB completed; inter-ethnic work with youth begun through Youth Office grant scheme; tender for capacity-building for media for conflict-, minority rights-	and stable environment? Inclusive Development Opinion Survey - baseline Q: <i>Would you object if a member of the following ethnicities... [scenario options provided]...?</i> Pulse survey indicative Q: <i>How often do you talk socially to members of other ethnic groups?</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Pulse survey – on a quarterly basis from first quarter 2011.	PBILD team / Marina	LSGs not keen on the subject. Political instability in terms of upcoming elections.

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				and gender sensitive reporting signed etc.				
	Change in citizens' perceptions of safety compared to 2 years ago	21 % feel 'more safe' – 19 % feel 'more unsafe'	Increase perceptions of safety by 10 %	Safer Cities activities resulted in establishment of two new Safety Councils, assessments and training programme underway.	Inclusive Development Opinion Survey baseline Q: <i>What is your feeling of safety in the surrounding area you live and move compared to two years ago?</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	PBILD team / Sveta	Political instability
	Citizens' perception of the role of the media in their communities (levels of trust) – gender breakdown.	18% no trust in media from the area. Pulse Survey: No opinion: 27% Very fair and accurate: 26% Moderately fair and accurate: 23%	Lower public mistrust by 3 points.	Tender launch in September; failed. Revised tender launched and contract signed during the reporting period.	Inclusive Development Opinion Survey baseline Q: <i>Do you trust / not trust the following media...?</i> Pulse survey indicative Q: to what extent do you think that the local media (i.e. Radio, TV and press) represent a fair and accurate view of events in your area?	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Pulse survey – quarterly from 2011. (march 2011)	PBILD team / Marina	Low level of participation of local media, since most of them have one-two journalists and cannot afford them out of the work for the sake of training.

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	Change in proportion of women members of assemblies compared to population. All PBILD municipalities, before and after elections	18.59% average of PBILD target municipal assemblies are women, 2008.	Increase to 25%	Post-election results will demonstrate achievement. Next elections planned in 2012.	PBILD Gender Survey 2010 (Republic Statistical Office).	2010 Gender survey. Subsequently online sources, periodically and before and after election	PBILD Team / Armend	Lack of support from political leaders
Outcome 1. Key Changes		<ul style="list-style-type: none"> Establishment of two additional Safety Councils and two additional Gender Councils through PBILD support and lobbying shows the interest of the Local Self-Governments in the issues of safety and gender. Additionally, the PBILD programme was approached by the Regional Police Department from Pcinja district with the request to pass the trainings that were delivered to Safety Councils. This means that PBILD is providing additional value to the community. 8 CSO grants on gender and minority rights themes as well as the work with the Gender Regional Working group/ Gender Councils will have direct influence on the awareness raising, gender mainstreaming when writing project proposals and gender budgeting. Tangible results could be seen at the end of this year and the beginning of 2012. Improved understanding of the situation among youth in south Serbia among youth and general public. Raised awareness on youth, current trends, needs, problems and recommendations through presentations of Inclusive Development Social Survey at Leskovac conference. Capacities of youth to develop projects that address inter-ethnic relations through strengthening local youth policy improved while implementation of grants for youth projects will contribute to increasing youth participation, inter-ethnic collaboration and social inclusion of the most vulnerable youth. Computerization of dislocated registry books from Kosovo to Vranje Municipality has resulted in computerization of all birth, marriage and death records and citizenship certificates. IDPs are no longer confronted with exhaustive administrative procedures and several bureaucratic obstacles in obtaining personal documents. Computerisation has helped to solve many problems for IDPs, and it also benefits other people in the area with family or links to the four Kosovo municipalities. IDP families securing village houses get to leave collective centres and become owners of their own property, integrate more easily in society and extend their social network; this obviously helps them economically too having helped them solve their housing problem which is fundamental. Moreover, since majority of the IDP families assisted come from rural areas, village houses enable natural continuation of their lives. IDP families getting building material, both in collective centres and private accommodation, get to finish construction of their houses which they were not able to finish on their own due to their own difficult economic situation. 						

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		<ul style="list-style-type: none"> IDPs securing in kind and cash grant are enabled to move from collective centres to private accommodation. 						
MDG-F Output 1.1 Provide support to institutional strengthening of the governance structures in South Serbia to facilitate participation of women and ethnic minorities in policy and decision-making processes	Degree of confidence of population in the work of the Coordination Body	<p>35% unaware of existence of Co-ordination Body (CB).</p> <p>38% not at all satisfied with work of the CB.</p> <p>1.33 average score for trust in the CB (1 lowest, 5 highest)</p>	<p>1. Increase awareness of the CB by 5%.</p> <p>2. Increase satisfaction with the work of the CB by 5%.</p> <p>3. Increase trust in the work of the CB to 2.</p>	<p>PBILD grant contract signed with CB for USD 50,000. Activities completed: training on cultural and educational policies for rep. of CB, ANMC, LSGs in April 2011; training for youth from Bujanovac, Presevo and Medvedja on educational policies, Project Cycle Management and internal communication, June 2011.</p>	<p>Inclusive Development Opinion Survey, baseline Qs: <i>What is your level of satisfaction with the following institutions...? / Do you trust the following institutions...?</i></p>	<p>Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.</p>	<p>PBILD Team / Marina</p>	<p>Political instability. Changes within the CB and lack of strategic planning/co-ordination with LSGs.</p>
	Number of people who are involved in CSOs / other organisations – gender breakdown	<p>7% respondents are involved in NGOs – 6% of women, 7% of men</p> <p>Pulse survey:</p> <p>Are involved regularly : 7,4%</p>	3% increase	<p>As a general indicator of participation and activism – in particular for women – therefore all CSO and gender capacity-building relevant, as noted above. Gender</p>	<p>Inclusive Development Opinion Survey - baseline Q: <i>Evaluate your activity in the following organisations / associations over the last year; not a member to very</i></p>	<p>Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.</p> <p>Pulse survey – on a quarterly basis from first quarter 2011.</p>	<p>PBILD / Marina and Jelena D.</p>	

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		In some way or occasionally: 49% Never: 51%		and minority right training that was held for 16 small size CSOs (18 participants): 11 were women and 7 were men.	<i>active.</i> Pulse survey, indicative Q: <i>In the last six months, have you done any work for, or given any help to, a local association or NGO without being paid for it?</i>			
	Media representatives involved in the programme report greater awareness of gender and ethnic sensitive issues in their writing/ broadcasting, and consider that their work has improved in this respect	18% no trust in media from the area. Pulse Survey: No opinion: 27% Very fair and accurate: 26% Moderately fair and accurate: 23%	Lower public mistrust by 3 points.	Media training tender launched August had insufficient quality of applications; tender revised and re-advertised in 2011. Contract signed, TNA ongoing.	Media representatives self assessment before and after PBILD training.	Self-assessment to be designed by media training provider. PBILD to monitor implementation.	PBILD team / Marina	Low levels of participation of local media, since most of them have one-two journalists and cannot afford them out of the work for the sake of training.
	1. CSO grants disbursed - by total value and number of organisations	0	10 – 15 grants	Training implementer contracted. Capacity building for CSOs held 8 grants awarded; Mentoring & coaching plan developed.	Training / mentoring implementer reports; PBILD monitoring reports; application / selection / contracting documentation.	PBILD collates information for quarterly reports.	PBILD team / Marina	
	1a. Number of CSOs supported by mentoring	0	All of the funded grants (8)	Projects implementation				

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				July 2011 – January 2012 Financial management training of grants completed.				
	1b. Number of beneficiaries of projects funded by CSO grants disbursed	0	1,000 beneficiaries	Project implementation July 2011 – January 2012 Will provide more specific data during the following reporting period.	Application and grant documentation; grant reports; mentoring and monitoring reports.	PBILD collates information for quarterly reports.	PBILD team / Marina	Lack of interest of targeted groups, LSGs etc.
	Number of people trained; Amount of training delivered	0	Approx. 80 local government and 50 civil society training participants – total 130.	TNA for local gov't and political parties finalized, training activities to start in Sep-Oct 2011	Training providers' reports, verified by PBILD monitoring.	PBILD analysis of reports, and collation of data for quarterly reporting.	PBILD team / Marina and Armend	
	CSO grant recipients report increased number of applications for funds, and increased success rate	0	10 grants	Capacity building for CSOs held Dec 2010, small grants scheme advertised and contracts signed in June 2011; subsequently larger grants scheme developed/advertised, deadline for	CSO grant recipients provision of information to PBILD.	PBILD team collects info through follow-up questionnaire after grants awarded. Questionnaire implemented twice, firstly third quarter 2011, and then in third quarter 2012.	PBILD team / Marina	Slow implementation, since some grants are depending on the school year.

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				application submission July 2011. CSO mapping and Directory completed.(To be printed and distributed in the following quarter).				
	Coordination Center better able to foster inter-ethnic dialogues among youth in S. Serbia through implementation of grant projects	0	200 youth of mixed ethnic origin	CB's youth training completed in June 2011. Call for Proposal drafted, to be advertised in July 2011.	Coord. Center reports PBILD reports Media reports	Quarterly and annual reporting	PBILD Team	Lack of political and institutional support to the Coord. Centre Pol. Instability
MDGF Output 1.1 Key results		<p>Key results:</p> <ul style="list-style-type: none"> The implementation of 8 CSO grants on gender and minority rights will result: a) in greater awareness of citizens and LSGs on the issues of gender and minority rights; b) CSOs are now institutionally stronger and able to implement gender mainstreaming when writing project proposal. Media activities together with larger partnership grants that are envisaged for the second half of the year will target the same issues: gender, minority rights and problems with disabled people. Since the elections are envisaged at the end of this year and/or beginning of next year, this is the perfect time to address these issues. 						
MDG-F Output 1.2 Inter-ethnic understanding and collaboration among both young men and young women of different ethnicities strengthened	Change in the number of young people who participate in intercultural activities	14% of young people who have contact with other ethnic groups only 'very rarely (maybe once a year)'. 14% of young people 'never'	Decrease these two categories by 5%.	12 Youth offices and 20 NGOs sensitised on youth situation in the region and inter-ethnic relations and to act on change through projects Grants scheme for inter-ethnic	Inclusive Development Opinion Survey - baseline Q: <i>Do you and how frequently have contacts with other ethnic groups?</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	PBILD team / Jelena D.	Lack local govt support for youth structures. Lack of capacities of Youth Offices and financial support to conduct regular annual

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ID Output 1.2 Strengthened inter-ethnic understanding and collaboration among adolescents and young people		have contact with other ethnic groups.		relationship-building finalised in May 2011. A call for grants' proposals advertised on 3 June 2011. Two "info days" for potential grants' applicants conducted. Inclusive development social survey report for youth: "Youth in south Serbia" promoted in June.				surveys. Mitigation: look for sustainable options such as internet or other easy forms of survey replication.
	Number of young people participating in programme activities through the grant project	0	600 young men and women participate in programme activities	App 50 young people sensitised on youth local youth policy development, youth situation in two regions, development of youth clubs and volunteering Call for proposals for youth advertised in June 2011.	PBILD reports, Youth Office reports, grantee reports	PBILD collation of information in quarterly reports.	PBILD / Jelena D.	
	No. of grants disbursed	0	8	Grants' application	PBILD reports, Youth Office	PBILD collation of information in	PBILD/ J. D.	

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	No of Youth offices involved in grants implementation	0	6	package developed and announced in June 2011.	reports, grantee reports	quarterly reports		
	Number of Youth offices established/fully integrated into municipal structures and Number of Youth Clubs fully functional	* 11 of 13 municipalities have youth offices. * 4 of 13 municipalities have documented specific Youth Co-ordinator's position. * 2 of 11 Co-ordinators are permanent municipal employees. * 0 of 13 municipalities have fully functioning Youth Clubs.	Additional 2 Youth Offices fully integrated in municipal structures. 2 Youth Clubs fully functional	1 new Youth Office established in the region (Trgoviste). Advocacy for establishment of remaining YO (Medvedja) continued. Development of plans for supporting of selected municipalities continued. Call for proposals for youth grants and YCs announced in June 2011.	PBILD site and monitoring visits and reports, Youth Office reports	PBILD collation of information in quarterly reports.	PBILD / Jelena D.	
MDG-F output 1.2 Key Results ID output 1.2 Key Results	<p>Key results</p> <ul style="list-style-type: none"> Data on youth in south Serbia became available for youth, policy makers and wider public serving as a evidence for local policies and programmes but also as a baseline for monitoring the change that should support social inclusion, participation and volunteering, access to information and services, inter-ethnic understanding among young people. 12 Youth offices and over 20 youth NGOs have been mobilised and given opportunity to prepare and get support for projects that would enhance understanding and co-operation between different ethnic and social groups of youth through strengthening youth capacities for 							

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		local development						
MDG-F Output 1.3 Strengthening capacities of local self governments, institutions and civil society to engage on conflict/violence prevention planning through participation, dialogue and partnerships for improved safety in municipalities	Number of municipal Safety Councils established	6 out of 13 municipalities have Safety Councils.	11 of 13 municipalities to have Safety Councils.	4 Safety Councils established and approved by municipal assemblies; 1 council in the process of establishment.	Municipal documentation of official decisions	PBILD field visits and reports, compiled in quarterly reports.	PBILD / Svetislav	
	Safer Cities municipal strategies implemented	0	10 Local Action Plans implemented through PBILD research grants or municipal funding sources	Safety Strategies/Action Plans to be formulated upon restitution, adoption and finalisation of Safety Diagnoses	Municipal strategy implementation report PBILD direct verification	End of project oct 2012	PBILD Sveta	Municipal funding not available
	Increase in budget expenditure of municipal Safety Councils	* 11 of 13 municipalities have no financial allocation for Safety Council initiatives. * 2 municipalities each allocated approx. USD 650 for Safety Council work in 2009.	50% increase in municipal allocations for 11 municipalities. 11 Safety Councils to cover at least 20% of activities foreseen in action plans (to be developed in 2011)	First drafts of Safety Diagnoses completed for all municipalities, Restitution process underway, and finalisation of Diagnoses expected by end of July. On-going advocacy around establishment of Safety Council, see above	Safety diagnoses statistics on financial allocations. Analysis of year-end Safety Council reports (financial and other resources), expected from Sept 2011. Pilot initiative grant reports, and M&E.	PBILD to analyse Safety Council reports, monitoring visits. PBILD to produce graph of year-on-year actual (not planned) safety expenditure where possible per municipality.	PBILD / Svetislav	Reduced income means lack financial commitment from municipalities

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	Safety Council self assessment of capacity to influence safety in towns/ municipalities	Training Needs Assessment (TNA, May-Sept 2010) – plus – Safety Council staff before/after self-assessment comparisons	50% of Safety Council members increase basic skills by one level.	TNA completed; training of trainers, 3 courses completed; Training Cycle roll out to Safety Council members completed: <ul style="list-style-type: none"> • total of 42 training sessions delivered in 11 municipalities • total of more than 500 training participants • 4 additional training sessions (Safer Cities Training Cycle) delivered to 17 Police Officers from all Police stations in Pcinjski District – PBILD Safer Cities added value – not planned by ProDoc 	Safety Council self-assessment questionnaires before / after training programme. Training workshop reports.	Safety Council self-assessment questionnaires in first quarter 2011 and first quarter 2012. Workshop reports as per schedule. PBILD compiles data in quarterly reports.	PBILD / Svetislav	
	Number of people in target region trained, and amount of	0	30 local professionals trained in conflict	Training programme designed. PBILD	PBILD workshop reports	PBILD to compile in quarterly reports	PBILD / Ivana	

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	training provided, for conflict mediation		mediation approach (likely will exceed original target by some way)	team (13 staff) undertook two workshops in conflict awareness and mediation in Oct 2010. Training of Trainers half complete, with 4 modules implemented in 2010 for 12 trainees. Cross-programme co-ordination on trainee selection.				
	Degree of confidence of participants (in conflict mediation) to mediate with conflicts they encounter in their daily lives	No mediation experience	The original target has been already exceeded. Namely, apart from 11 trainees who received training of trainers, 30 local professionals from the region are currently attending the roll out of conflict mediation programme.	Training of trainers completed with the remaining 4 modules implemented by the end of March, 2011. Following the completion of ToT programme, trainees began roll out of programme to 30 local professionals from the region, with 3 modules implemented in	Self-assessment questionnaires; workshop reports.	Self-assessment questionnaires before/after training, in second and third quarters 2011. PBILD to compile results in quarterly reports.	PBILD / Jelena Vljajic	

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				Apr, May and June, 2011.				
MDG-F output 1.3 Key Results		Key results: <ul style="list-style-type: none"> • Safety Diagnoses finalised with Local Safety Councils and relevant stakeholders on Restitution workshops. • Four new Local Safety Councils established and two existing Councils re-institutionalised and re-activated. • 42 training sessions delivered in 11 municipalities. Additional four training sessions (Training cycle) delivered to 17 police officers from Pcinjski district Police stations, as response to Regional Police Directorate request – added value for PBILD and Safer Cities, as this activity was not planned by Programme Document. • Community cohesion strengthened through police participation. 						
MDG-F Output 1.4 Reduced risk of inter-ethnic tensions through multi-faceted dialogue; improved living conditions for IDPs (especially female IDPs);	Number of IDPs who successfully obtain necessary identity documents or other essential documents for access to entitlements or public services with assistance of PBILD supported activities	0	* 2,000 IDPs informed and counselled on documentation and property issues ¹ . * Approx. 600,000 records automated from dislocated registry books from the 4 Kosovo municipalities.	To date 2569 requests for legal aid have been processed. All dislocated registry books from the Kosovo municipalities (Gnjilane, Vitina, Kosovska Kamenica, Novo Brdo) have been computerised – a total of 565,227 records.	Implementing partners (IPs) documentation and reports; PBILD monitoring.	PBILD and IP reporting; collated into PBILD quarterly reports.	PBILD / Lirije	Risks: Political and economic instability Exchange rate fluctuations Poor uptake of certain assistance packages by beneficiaries may require project/budget revision
	Number of IDPs who are relocated [with PBILD assistance] from collective centres (CCs) or sub-standard housing to appropriate and	0	* Approx. 40 IDPs leave CCs to enter private accommodation through in-kind and cash grants (PIKAP).	* 40 IDPs have left CCs through support from PIKAP grants. * 33 IDP families have reached acceptable	Implementing partners (IPs) documentation and reports; PBILD monitoring. Statistical data	PBILD and IP reporting; collated into PBILD quarterly reports.	PBILD / Lirije	Assumptions: Co-operation and commitment of relevant authorities at

¹ Even though the budget for the activity 1.4 on free legal aid did not increase, the IP Praxis managed to issue 2,569 identity documents by making the issuance procedure tax free.

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	secure housing		* 33 IDP families reach an acceptable standard of living accommodation through Partial Self Help (building material grants) ² . * 24 IDP families leave CCs for village houses purchased with grants. ³	accommodation standards through building material grants. * 24 IDP families left CCs to village houses and provided with Dependency Reduction Grant.	provided by competent authorities (Serbian Commissioner for Refugees, UNHCR, municipalities etc).			all levels and active participation of beneficiaries in the process. Political and economic stability.
MDG-F output 1.4 Key Results		Key Results for the smart output 1.4a 2569 free legal aid requests processed 565,227 entries from the dislocated registry books from Kosovo digitalized Key Results for the smart output 1.4b 24 village houses purchased 33 building material packages delivered 40 in kind and cash grants delivered						
ID Outcome 2: Improved and more equitable access to public services and welfare benefits (including basic registration documentation, health and education)	Public perception of access to public services	Problems in accessing services because of distance and unfulfilled needs/rights: * Health – 29% / 11% * Education – 16%/ 7%	Decrease by 3%	M&E training organized for 47municipal administrations and Centres for social work in May/June 2011; Lebane, Bojnik, vladicin Han and Presevo included in the activity of	Inclusive Development Opinion Survey - baseline Q: <i>Evaluate the availability / access to the following services and institutions; response options.</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Pulse survey – on a quarterly basis from first quarter 2011. (march 2011)	PBILD team / Jelena D. and Milijana	Lack co-operation among different service provision institutions

² 33 building material packages were implemented instead of 31 thanks to savings

³ Original IDP assistance targets revised with PMC approval in Oct 2010 due to poor uptake of some, and enthusiastic uptake of other assistance packages: PIKAP grants target revised from 80 down to 40; building material grants revised up from 27 to 31; village house grants revised up from 14 to 18. Furthermore, with PMC approval in May 2011 carry over funds from 2010 budget to 2011 budget were used to allow purchase of an additional 6 village houses bringing the totals to date up to 24 village houses implemented within PBILD.

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<i>reduce feelings of exclusion and inter-ethnic tension</i>		* Social Welfare – 17% / 6% Pulse Survey: have been refused a public service to which they believe to be entitled: 18,8% Rarely: 24,6%		providing free legal support to Roma community; 19 primary and secondary schools covered by active learning training.	Pulse survey, indicative Q: <i>In the last year, have you had problems accessing health / education / social welfare services?</i>			
ID Outcome 2 Key Results/ Changes		<p>Key results:</p> <ul style="list-style-type: none"> • Capacities and abilities of all 13 municipalities from south Serbia to use data in reporting, monitoring and evaluation of policies at the local level have been improved • Awareness among the Roma community on the importance of birth registration and the possessing of personal documents raised and it will contribute to their easier access to public services (education and health) as well as to all other rights for Roma minority children from south Serbia. In addition, local authorities and service providers empowered to better carry out their tasks in a professional and non-discriminatory manner. • Improved skills of 84 teachers for better performance and quality Serbian language teaching in 19 primary and secondary schools directly affect the improvement of minority student's knowledge and command of the Serbian language. • Two local Ombudsman offices improved in a) providing better support to citizens of Bujanovac, Presevo and Medvedja; b) internal capacities of local Ombudsman`s staff improved through on-the job training and mentoring. 						
<i>ID Output 2.1 Municipalities have strengthened ability to formulate, implement and monitor policies</i>	Number of participants from municipal organisations and CSOs at [PBILD] training and development opportunities ⁴	0	365 municipal employees / 135 civil society representatives	346municipal employees / 96 civil society representatives received training from PBILD to date.	Training records, monitored and compiled by PBILD team	PBILD collates information in quarterly reports.	PBILD team	

⁴ A compilation of information on all planned and delivered training across the PBILD programme is used for this indicator.

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<i>in relation to public service provision, and in particular, develop an awareness of differential impact of policies on different ethnic groups</i>	Number of municipalities with functioning DevInfo system established	0	13 of 13 municipalities have functioning DevInfo system established	M&E training module finalised and trainings delivered in May and June 2011. 47 municipal employees and representatives from Centers for social works from all 13 municipalities successfully completed training on Functional <i>using of data in monitoring and evaluation</i> . Local DevInfo data base introduced to M&E training participants during the training. Draft list of local DevInfo indicators defined by training participants	PBILD site visits to municipalities with Devinfo, plus check of data quality	PBILD compiles information in quarterly and annual reports as appropriate.	PBILD / Jelena D.	
ID Output 2.1 Key result		<ul style="list-style-type: none"> 47 representatives from municipal administrations and Centres for social works successfully completed training on using data in function of monitoring and evaluation and policy making (M&E) 						
ID Output 2.2 Vulnerable and ethnic minority	Number of children (and family members) who receive identity	0	* 600 children / family members obtain ID	Registration and legal assistance support through	IP, Praxis, reports- documentation records. PBILD	PBILD compiles information in quarterly and	PBILD / Jelena D.	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
children have improved access to public services and benefits to which they are entitled [health]	documents as a % of those who apply for PBILD assistance		documents. 1,300 documents obtained, needed either as supporting evidence in conducting civil registration procedures or for accessing rights	implementing partner (IP) Praxis. Birth registration process initiated in Bijnik, Lebane, Vladicin Han and Presevo municipalities. From the beginning of 2011:. 336 clients apply for PBILD assistance; 227 clients received ID documents. 695 requests for obtain of documents registered ; 396 documents obtained	monitoring.	annual reports as appropriate.		
	Number of children and family members who receive identity documents as a % of those who are accepted into the procedures	n/a	* 600 children / family members obtain ID documents. 1,300 documents obtained, needed either as supporting evidence in conducting civil	From the beginning of 2011:. 336 clients apply for PBILD assistance and accepted into the procedure; 227 clients received ID documents. 695 requests for	IP, Praxis, reports- documentation records. PBILD monitoring.	PBILD compiles information in quarterly and annual reports as appropriate.	PBILD / Jelena D.	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
			registration procedures or for accessing rights	obtain of documents registered and accepted into the procedure ; 396 documents obtained				
	Vaccination coverage of Roma children in PBILD target area compared to national average	National average 26,6% Roma children timely coverage with all vaccines,	National Average rates	As above, assistance offered for health registration. Additionally, institutional capacity support for Roma Health Mediators reporting software begun in Sept 2010.Data will be available by the end of the next reporting period	Government health statistics – as available.	PBILD compiles information in quarterly and annual reports as appropriate.	PBILD / Jelena D.	
ID Output 2.2 Key Results		<ul style="list-style-type: none"> 227members of the Roma community from south Serbia successfully obtained personal documents from registry offices, 						
ID Output 2.3 Improved qualities of public services, especially in those areas that have potential to increase inter-ethnic dialogue and	Improved teachers' skills and ability to teach Serbian as non mother tongue according to Active learning training module	0 *Active learning in teaching Serbian as non mother tongue has never before been implemented in schools in South Serbia	At least 60 teachers who teach Serbian as non mother tongue successfully completed Active learning training 70% of teachers	84 teachers from 19 schools from Bujanovac, Presevo, Medvedja, Bosilegrad and Dimitrovgrad successfully completed Active learning training.	Number of obtained licenses ;, Education Forum report – documentation records	Start and end of teacher training programme. PBILD to compile and include in quarterly and annual reporting as appropriate.	PBILD / Jelena D.	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
reduce conflict risk [education]			who participated on training assess the training as very useful or useful	90 % of teachers assess the training as very useful or useful				
	Teachers' satisfaction with students progress	0 * Active learning in teaching Serbian as non mother tongue has never before been implemented in schools in South Serbia	70% of teachers involved in implementation of Active learning method in evaluate student's progress as a very successful	4 training sessions on Active learning implemented; 84 Teachers from 19 secondary and primary schools participated on Active Learning training.	Data obtained from schools/teachers involved in programme	Start (Sep 2011) and end (Dec 2011) of implementation of Active learning method in schools. PBILD to compile and include in semi- annual and annual reporting as appropriate.	PBILD / Jelena D	
ID Output 2.3. Key Results		<ul style="list-style-type: none"> Active learning in teaching Serbian introduced in Albanian speaking schools. 84 teachers from 19 schools participated in active learning training. 90 % of teachers assess the training as very useful. 						
ID Output 2.4 Support to capacity development and awareness raising of the role of Ombudsman's Outreach Office in South Serbia	Public awareness of the existence and role, and trust in the institution of Ombudsman	35% unaware of the Ombudsman's existence 40% not at all satisfied with work of Ombudsman	Reduce lack of awareness by 10% Reduce dissatisfaction by 10%	Tender for Medvedja and Presevo offices for renovation, furniture and IT equipment initiated. Problems with Bujanovac office still pending. Tender for English language classes ongoing.	Inclusive Development Opinion Survey, baseline Qs: <i>What is your level of satisfaction with the following institutions...? / Do you trust the following institutions...?</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	PBILD / Marina	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
	Year on year change in the number of Ombudsman registered cases	52 cases from PBILD target region in 2009.	100 cases in 2010 100 cases in 2011	192 contacts established with citizen of south Serbia;	Ombudsman's Office records. Monitoring by PBILD team.	PBILD team to collect and compile information for quarterly and annual reporting as appropriate.	PBILD / Marina	
ID Output 2.4 Key Results		<ul style="list-style-type: none"> • 192 contacts established with citizen of south Serbia: 86 for free legal aid; 18 submitted complaints; 41 requests for competent institution; 20 Consultations on the status of their request; 13 Requested info provided; 4 Request for complaint submission; 7 amendments to complaints; 3 complaints submitted. • Support to the local offices was provided through on-the-job mentoring by National Ombudsman while working on requests (mentoring was done through visits done both by local staff to Belgrade and by Belgrade Ombudsman staff visiting local offices in Bujanovac and Preševo) as well as through daily phone call consultations. 						
ID Outcome 3 Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between municipalities, between ethnic	Growth in employment in PBILD municipalities, disaggregated by gender	73,599 people employed in S Serbia in 2009. 38% of women among the employed in the PBILD municipalities.	120-170 employed youth and prime age workers	Capacity-building process begun with local National Employment Service (NES) branches. Analysis completed and identified employer needs and profiles for vocational training;	Republic Statistic Office (RSO) communication ZP20 provides annual data on employment by municipality. ; National Employment Service.	Year on year changes tracked by PBILD team. Figures normally available in January for previous year. PBILD collection of data and compilation in annual reports.	PBILD/Jelena Savic	Government's IMF commitments to reduce public sector have both a negative impact on employment services' capacities, and increase the number of

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
<i>groups and between women and men</i>				preparation for training programmes ongoing.				jobseekers (registered unemployed) Impact of economic crisis on labour market worse than expected and not effectively curbed by government anti-crisis measures
	Number of previously inactive individuals registered with the employment services and covered with individualised service	0	600 unemployed profiled, with IEP (individualized employment counselling and job search assistance provided)	0 (NES clients' - lists of three different types of unemployed set for profiling prior to ALMPs start up)	Monitoring reports and official data from NES ILO occupations and skills surveys (2009, 2011) to inform and support decisions, programme design	Year on year changes tracked by PBILD team. Figures normally available in January for previous year. PBILD collection of data and compilation in annual reports.	J. Savic	Number of previously inactive individuals registered with the employment services and covered with individualised service
	Citizens' perception of economic situation	14% of respondents described their family's state of living as 'unbearable' 11% described their family as	Unrealistic to set targets. Programme cannot influence household living conditions	As above.	Inclusive Development Opinion Survey, baseline Qs: <i>How do you and your family live? (Categories 'Well' to 'Unbearable')</i>	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Pulse survey on quarterly basis from first quarter	PBILD team / Jelena S. and Armend	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
		living 'well' Pulse Survey: A little worse: 39% Much worse: 29% A little better: 25%			Pulse survey, indicative Q: <i>Compared to 2 years ago, does your family live better / worse / the same.. etc.?</i>	2011. (March 2011)		
	Citizens' perception of economic differences between Belgrade and South Serbia	Pulse survey: much bigger (39%) a little bigger (29%)	Decrease by 3-5%	As above.	Pulse survey, indicative Q: <i>Compared to 2 years ago, do you think the difference in wealth between Belgrade and South Serbia is bigger / smaller / about the same...?</i>	Pulse survey on quarterly basis from first quarter 2011 March 2011	PBILD team / Jelena S. and Armend	Risk – small sample size doesn't give accurate picture
	Citizens' perception of job opportunities for young people	Pulse Survey: Much worse: 56% A little worse: 27%	Decrease by 3-5%	As above.	Pulse survey, indicative Q: <i>Compared to 2 years ago, do you think young people in the area have better / worse / the same opportunities for work?</i>	Pulse survey on quarterly basis from first quarter 2011. March 2011	PBILD team / Jelena S. and Armend	
	Citizens' perception of support from Belgrade for economic development	Pulse Survey: Not helping: 28% A little: 38%	Decrease by 3-5%	As above.	Pulse survey, indicative Q: <i>Do you think the government in Belgrade is helping the economic development of</i>	Pulse survey on quarterly basis from first quarter 2011. March 2011	PBILD team / Jelena S. and Armend	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
					<i>South Serbia a lot / a little / etc....?</i>			
ID Outcome 3. Key changes		<ul style="list-style-type: none"> • A profiling system based on the factors leading to long-term unemployment and labour market exclusion was established and would serve the NES to detect early at risk individuals. • The guidelines for implementing active labour market measures and the review of NES internal procedures will allow employment counsellors to grant priority access to individualized services and programmes to those groups identified as most at risk. • Training workshops and coaching activities are building the capacity of NES branch offices to identify labour market requirements, and analyse labour supply and demand figures. This also ensures better information to jobseekers on employment services and programmes and on jobs that are available in the region and in Serbia. • Municipalities of Pcinja and Jablanica districts more able to create and manage partnerships 						
ID Output 3.1 The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements	Number of disadvantaged individuals achieving a recognized vocational qualification	0	200	As above, labour market survey confirmed target profiles for vocational courses to be offered. Preparation to launch training with providers ongoing. NES capacity-building and planning workshops ongoing.	NES records; training provider records; PBILD monitoring reports.	PBILD to compile information into quarterly reports.	PBILD / Jelena S.	
	Number of joint vocational and occupational curricula developed	NES data on labour demand indicate profiles	3	7 joint educational curricula developed in concerted action between ministry of education and MoERD and MoES.	Ministerial reporting ILO monthly updates	PBILD Quarterly reporting	PBILD/Jelena S.	

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				5 (up to 8) Adult Education and Training Departments of the Ministry of Education and Science entrusted to develop of occupational profiles and training curricula; and conduct TOT for training providers				
	Capacity of National employment service in developing targeted and specific programmes to address disadvantaged unemployed persons	ILO technical assistance projects and UN joint programmes achievements	2 branch NES offices trained and capable of developing and implementing targeted-specific employment programmes 2 municipalities from Jablanicki District piloted: CSW and NES outreach offices trained and capable to implement integrated services	Providing technical assistance towards these services and e, programmes: i) individualized employment counselling and job search assistance; ii) vocational training (combination of on- and off-the-job training) organized in occupations most demanded by enterprises; and	Two Jablanicki District's municipalities; YEM/PBILD coordination and cooperation; CSW and NES as partners; MoLSW as active partner – inter-ministerial working group.		PBILD/Jelena S.	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
				iii) employment subsidies. Here we can add the information re students, first entrants to labour market and our efforts towards career information, counselling and guidance. (We will have more than estimated 300 students).				
	Number of disadvantaged individuals covered by the employment services and active labour market programmes organised by the NES local offices (by type of programmes and individual characteristics)	0	200	As above.	NES records; training provider records; participating employer records; PBILD monitoring reports.	PBILD to compile information into quarterly reports.	PBILD / Jelena S.	
	Number of disadvantaged individuals, which have received recognised vocational qualifications and participated in active labour market	0	200	As above.	NES records; training provider records; participating employer records; PBILD monitoring reports.	PBILD to compile information into quarterly reports.	PBILD / Jelena S.	

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
	programme, employed in decent work 6 months after participation in programmes							
ID Output 3.2 Increased funding for regional and municipal infrastructure projects that will impact on job creation	Number and value (USD) of inter-municipal projects approved for PBILD funds	0	USD 500,000 – approx. 6 projects.	PBILD Regional Development Grants launched Oct 2010; 18 applications received (16 eligible) six projects selected	Applications submitted. Implementing agency (RDA) reports. External monitoring reports. PBILD reporting.	PBILD to compile information in quarterly reports.	PBILD / Armend	
	Value of funds actually disbursed for inter-municipal projects	0	USD 500,000	No funds disbursed to date	Financial and contract documentation; project reports.	PBILD to compile information in quarterly reports.	PBILD / Armend	
	Number of inter-municipal projects completed	0	6 completed projects	Contracts signed with six municipalities. Administrative preparation and tax waiver completion ongoing	Project reports. Implementing agency (RDA) reports. External monitoring reports. PBILD field visits. Information to be collected in 2012.	PBILD to compile information in quarterly reports.	PBILD / Armend	
ID Output 3.2 Key Results		<ul style="list-style-type: none"> 8 project proposals approved/contract signed Partnerships in regional projects created, 12 municipalities involved in the selected projects 						
ID Outcome 4 Migrants in South Serbia are provided with appropriate support to	Change in employment status of migrant population compared to non-migrant population	49% of migrants unemployed 26% of migrants inactive	Increase migrant employment rates by 5%	13 Social Partnership projects approved/signed/ financial management	Inclusive Development Opinion Survey, baseline Qs on economic profile, disaggregated by	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	PBILD team	Local govt. does not consider long-term development needs, incl. of

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
<i>participate in the social and economic life of the region</i>				training held. The guide book on how to proceed within the integration of returnees` completed/preprint and distributed to Pcinja district rep. Training held for Citizens' Assistance Centre (CAC) in June 2011. Ongoing revision of municipal social protection strategies and action plans to include migrant issues.	migrant status.			vulnerable groups Local stakeholders interest not sustained
	Change in degree of participation of migrants in community activities	18% of migrants a political party member 7% of migrants a NGO member	Increase migrant participation in political parties / NGOs by 5%	This will be applicable after the implementation of Social Partnership projects.	Inclusive Development Opinion Survey, baseline Qs on level of political and civil society activity, disaggregated by migrant status.	Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	PBILD team	
ID Outcome 4. Key changes		<ul style="list-style-type: none"> Through the implementation of selected projects better services will be provided to the migrants by establishing/improving Citizens Advisory Services; improvement of home care services, health care and social protection to people affected by migration in the mountainous area etc. Since the knowledge of the participants of the training was at the different levels, the training managed to decrease those differences and to improve participants' knowledge on the procedures that local institutions should provide to returnees. 						

Expected Results (outputs & outcomes)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection Methods (with indicative timeframe & frequency)	Responsibilities	Risks & assumptions
		<ul style="list-style-type: none"> Raised awareness on migration, current trends, needs, problems and recommendations through these grants will take place. 						
ID Output 4.1 Municipal administrative services better meet the needs of migrants	Number of clients provided with information on migration through PBILD support. ⁵	0	9925 beneficiaries that will receive advisory or informative support, or benefit from some future services or projects. Number of direct clients will be known after the reporting	As above. Launch of PBILD Social Partnership Grants – includes lot specifically designed for advisory services. Additionally, preparation ongoing for new info materials and training for CACs.	CAC records. Grant reports and documentation. Monitoring reports.	PBILD to compile data in quarterly and annual reports as appropriate.	PBILD / Milijana	Staff turnover in local institutions affects JP implementation
	Number of regular beneficiaries of new outreach services	0	1000 beneficiaries	As above. Launch of PBILD Social Partnership Grants – includes lot specifically designed for social outreach services.	Centre for Social Work records. Grant reports and documentation. Monitoring reports.	PBILD to compile data in quarterly and annual reports as appropriate.	PBILD / Milijana	
ID Output 4.1 Key Result		<ul style="list-style-type: none"> 13 contracts awarded to the selected Social Partnership projects consisting of project that will enable citizen`s Advisory Services on one hand and provide outreach services on the other. In cooperation with the IOM programme, Pcinja district representatives from Centers for Social Welfare, Citizen`s Assistance Centers, Police, Trustees, Health and Education representatives improved their knowledge on migration management. The Guide book on how to proceed within the integration of returnees was printed and distributed to the above-mentioned workshop participants. 						

⁵ Indicator revised in accordance with revisions to original activities approved at October PMC – establishment of two Citizen`s Advisory Bureaux now changed to provision of citizen`s advisory services through PBILD Social Partnership Grants scheme.

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ID Output 4.2 – Awareness raising on the importance of better migration management	Improve availability of data and information on migration issues and migrant's needs specific to the south of Serbia	Lack of data and analytical information on migrants	Produce 1-2 analytical surveys Organise 1 round table on migration Organise 1 conference on migration Grants (5) on in-depth research and short films on migration in the south of Serbia	Survey completed Grants awarded	Survey has been widely distributed Media coverage of the survey results 20 grants applications have been received	Media reports and articles Web portals sharing links to the survey	PBILD Milijana	
	No of grants disbursed for research projects and short-films on migration issues	0	5	5 grants projects identified	PBILD reporting	PBILD Quarterly and semi annual and annual reports	PBILD/Milijana	
ID Output 4.2 Key Result		<ul style="list-style-type: none"> 5 research grants were selected by the PBILD Selection Committee. Three of them will be done in the form of investigative documentary and two as a research/survey documents. 						