

What makes a good site visit?

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Interact



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Interreg

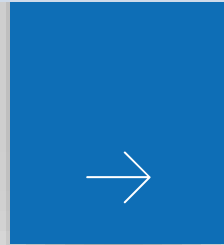
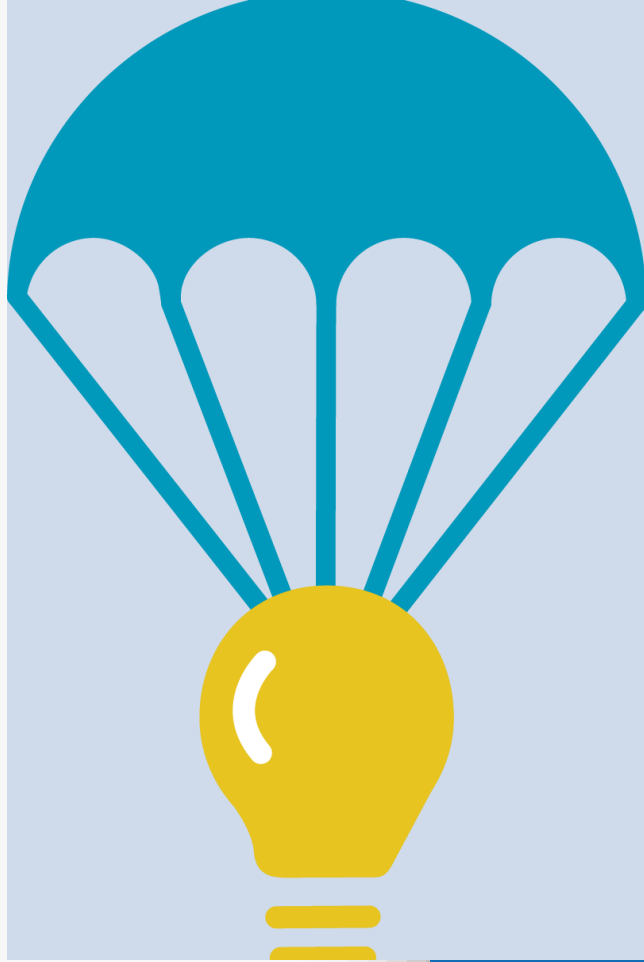
Welcome to the Interreg Knowledge Fair

This is a **pilot activity** for Interact, testing a new approach to our service delivery – and **whether it works for you!**

While you are here, you will be asked to **rate individual sessions** (in Whova) and to respond to a **4-question survey** at the end of each day.

Please share your feedback with us!





Objective of the workshop

- ✓ Explore **how** we can improve our approach on site visits

Site visits

What have we done so far....

HIT tools Reporting package online library	Management verifications 10 Sept 2020 online	Virtual verifications 27 Nov 2020 online	What makes a good site visit? 24 May 2023 IKF, Ghent
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CHALLENGES**SOLUTIONS**

Insufficient knowledge/use of online platforms by project team members

Communicating with the beneficiary what he is expected to provide during the check in general. Test video connection

- Interviewing the PMT members;
- Writing down all comments and observations;
- Making clear screenshots of the meeting;
- Making a short recording, at the same time.

Online monitoring always performed by two experts, with clear division of tasks

Confirming if delivered services correspond to the described in the Subsidy contract (example: whether the content of a strategy corresponds to what is described in the project activities)

Proofs (developed strategies, analysis, plans, etc.) were requested before the meeting, for preliminary check

Confirming if the purchased equipment is new and used only for the project needs

Asking critical questions, and requesting to see the proofs which would have been asked also if the visit was in person

Confirming that the equipment items and records - models and types, names of the manufacturer and serial number are physically checked

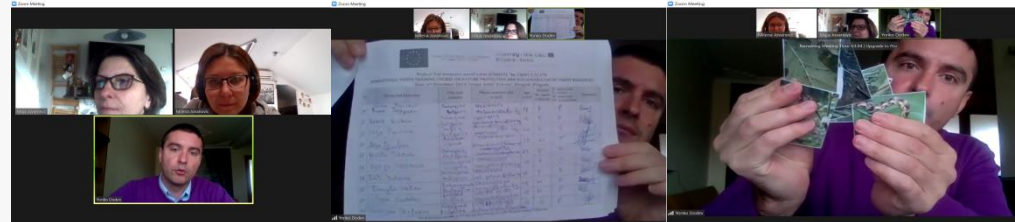


Comparing serial numbers observed on the screen against the purchase documents checked in advance (invoice, procurement list, guarantees, certificate of origin).

Determining whether the documentation shown on the screen is original



Collecting as many digital proofs as possible . Declaration signed by the legal representative for the purposes of the check, confirming that the original documentation is available.



Virtual vs. Physical 1:2



Site visits – what do we need ?

Preparation

- Pre-select partners and sites to be visited
- Define the scope of the visit. Setting up the date
- Prepare checklist structure in advance
- Organize site visits, combined with kick-off meetings and project events
- Check visibility and communication elements

Communication

- Notify for the visit in advance
- Communicate what will be checked (type and objectives of the visit)
- Communicate the methods and instruments of the visit
- Communicate the progress established with project progress reports
- Send questionnaire with information for the visit in advance

Site visits – what do we need ?

Implementation

- Contact with the right people, with detailed knowledge on the project
- Build trust and anticipate how the visit will roll out
- Provide consultancy. Include positive feedback and discussion how to advice mistakes in future
- Provide clear list with recommendations and deadlines

Follow up

- Prepare report and follow up on recommendations, including action plans with measures
- Check for conditionalities
- Use the information form the visit for future monitoring and risk assessment purposes
- Stay in contact

Thank you for being here!

Your opinion matters to us.

Please take a few minutes to provide us with feedback to help us improve our services.

Log into the **Whova app**, go to the **relevant session**, and tell us what you think in the **session Q&A**.

You can also talk to us at the Conference Support stand in the networking area.



Cooperation works

All materials will be available on:

[Interact / Events / Interreg Knowledge Fair \(23-25 May 2023\)](#)