

**EPJA 2017 BEST PRACTICES: SUPRA-LOCAL AND LOCAL LEVEL
Shortened Evaluators' comments**

EPJA2017002 - Senior Citizen Liaison Team (SCLT) *submitted by the SCLT – Avon and Somerset Constabulary (UK)*

At the crossroad of two major challenges - crime and aging - this initiative provides a solution based on voluntary service and with strong backing from government and the civil society. The solution has proved itself to be successful and sustainable through a number of years. The approach has become more data driven and diverse in its approach in the last years. Thus allowing the SCLT, through membership, to advise and influence these bodies into taking positive, safety activities, which benefit the elder community and to champion the needs and special requirements of the people they support. Additionally, the SCLT use the Senior Siren magazine and their website to promote the services of a number of statutory and voluntary agencies activities. The achievements of this project are very significant: crime cut by 50% in the group and the quality of the project was recognised at the national and international level (in various awards). A fine example of a voluntary initiative supported by many stakeholders. The topic - crime prevention for the elderly - is highly relevant. The SCLT jumped with its activities in a black hole and lightened it up with a form of public entrepreneurship that is rare and wonderful to behold.

EPJA2017007 - Home Refurbishment Programme *submitted by the Barcelona Provincial Council (ES)*

Growing older, one notices increasing reluctance to change. Therefore to stay as long as possible in one's own dwelling is a major wish of elderly people. This case provides the answer to this wish by facilitating staying at home not only by health -and care-services, but by making the dwelling fit for the changed needs. Both the public and the individual elderly citizens benefit by facilitating living at home as long as possible. It means less impact on public finances, and allows the elderly to stay in their accustomed and beloved surroundings. Therefore, service of house- and home-fittings provided by the public to secure for even more elderly people a stay in their dwellings is innovative. The costs are 'easily affordable' by councils, the level of satisfaction among all agents participating is high. Results are visible in terms of housing repaired and also in terms of the satisfaction with the model of cooperation. The innovative part of this project seems to lie in the multidisciplinary approach, sharing social, technical/building and energy knowledge.

EPSA2017018 - Talents for Austria (Talente für Österreich) submitted by the City of Trofaiach (AT)

A project that combines a humanitarian problem (the need to deal with the problem of unaccompanied minor refugees), a societal problem (the need to ensure a long-term integration) and a need on the labour market (lack of apprentices in Austrian enterprises). The originality resides in the multi-faceted nature of the project. And, as logical as it seems, what has been achieved is literally exceptional because it addresses the needs of both society at large (too many vacancies) and those of the young refugees themselves. Talents for Austria combines three core areas in terms of successful integration (primary care, education, job placement) under one roof. It has shown good results in terms of quality processes and quantitative results. Evidence provided.

EPSA2017034 - Destination Barcelona: Multilevel governance for the competitiveness and the decentralisation of tourism offer in the province of Barcelona submitted by the Barcelona Provincial Council (ES)

The main innovative aspects of the project are how the cooperative model has allowed public policies to be aligned in a sector with very diverse competences between local and regional administrations, the decentralisation of urban tourism towards the hinterlands, and the consolidation of a regional relationship model to develop tourism in a more widespread way, aligned with common objectives. This project is a good case of multilevel cooperative governance. It enlarges and decentralises tourist activity and, in this respect, it aims to reduce the impact that tourism has on certain locations with the urban fabric. Moreover, the promotion of new tourism products in the surrounding area of Barcelona helps to redistribute the resources provided by tourism across the region. A good case of stakeholders' cooperation – metropolitan, regional and local authorities – carried out through sectoral (tourism) agencies at regional and local level in view of territorial development. A good case for joint commitment to a common cause.

EPSA2017037 – StartWien submitted by the City of Vienna (AT)

'A structured integration process from day 1' is the goal of StartWien. This programme is for the integration of migrants by providing assistance and information in their mother tongue. The innovative part is that the linguistic and cultural integration services are concomitant with the migrants' administrative procedures (e.g. delivery of the resident permit). There has been a steady build-up of the program from 2005 onwards and it made a significant leap in 2015 when integrating refugees in the program. There seems to be a stable core in the approach of StartWien, with language vouchers at its centre. That is very important because the population of Vienna grew by 160,000 in 2016. These are immigration numbers that dictate a huge effort in integration. As far as the results and impact of this project are concerned, the figures are

impressive: 87% of migrants reached by the project, 2200 information modules, 35000 language training vouchers redeemed etc. StartWien seems to have adapted itself very well to the changing numbers and groups coming to the city.

EPSA2017039 - The Sarpsborg Model *submitted by the Sarpsborg Municipality (NO)*

This is about solving intergenerational problems with mental health care. Defined as such, it is a goal typically formulated in the context of a policy problem. If and when the approach is respectful, it can be of enormous benefit. On top of that, the program doesn't need supplementary resources as it is based on the rearrangement of the existing human, logistic and financial resources (more value for money). Strong preventive dimension. And, because this is not a project, but a model, it has already been implemented as an ordinary part of the services. Thus, it will be continued in the future activities of the unit, and viewed over a lifespan it will lead to savings. The novelty of the model lies in the comprehensiveness in which the problem of mental health care is addressed. It takes a radical intergenerational perspective and makes no distinction between 'cure' and prevention. The users of the service are involved regularly through dialogue and focus group interviews. Socioeconomically, the model yields value in the long term if they succeed in preventing the transmission of the parents' mental health problems to their children.

EPSA2017046 - "Nordwärts" *submitted by the City of Dortmund (DE)*

This project designed by the city of Dortmund to tackle the underdevelopment of Northern districts of the city is an interesting and innovative project. It is meant to increase the quality of life of the inhabitants of the perimeter, by identifying and implementing projects initiated bottom up. An advisory committee of members of civil society provides a permanent participation platform on a voluntary basis advising city authorities and political decision-makers. The project combines the need to address an objective problem – underdevelopment, social exclusion – with an imperative – endogen, consensual and sustainable development. The whole city of Dortmund is involved in achieving common goals, co-budgeting by stakeholders (on top of municipal and EU-funds), and innovative participatory management. Project steering via a transparent monitoring system has since May 2015 led to substantial results: e.g. around 5,700 people have taken up active parts, 110 participation/information events, 2000 ideas, 260 projects dedicated to local improvement.

EPSA2017049 - From E-Government to E-Governance in a Wide Metropolitan Area – An innovative solution for managing and monitoring the Metropolitan Area of Bari *submitted by the Municipality of Bari (IT)*

The project by the Wide Metropolitan Area of Bari, comprising 41 communities, tackled the challenge of understanding the management of knowledge across local organisations of a metropolitan area. Shared knowledge on citizen's needs as well as shared data are key to optimizing public services on regional level. The size of the cooperation system and the complexity of activities set, make it an innovative initiative. This project is a good example of tackling a very complex mission through digital transformation. The approach addresses many issues at the same time, starting with the digital signature, but with a vision towards a common knowledge structure. The concept is very innovative, especially because open source programs are used and designing and developing integrated systems, moving beyond the basic point-to-point web services communications to a broader application of cooperation with enterprise level processes. It is a very technology driven project or better, a knowledge driven project.

EPSA2017090 - ACCESS-Toulouse: Alliance for Children's Citizenship and Education based on Social diversity towards Success *submitted by the Toulouse City Council (FR)*

The aim is to modernise and improve the municipal childcare and educational services by adopting a broaden vision on education and a participatory stand, by taking into account inequalities and diversity issues. The novelty of the solution is not so much in the individual elements, but in the impressive coming together of many elements as a whole. Toulouse has a tradition in education reform, but this reform is comprehensive indeed, with an interesting combination of centralised and bottom-up / focussed and diffused efforts. ACCESS includes a new staff deal and the research for better effectiveness. Likewise, the relationship with the unions have been improved and the number and length of strikes of local reason has decreased. Thus, improvement of users' satisfaction, 4 new services designed since 2015, especially for children, increase of citizen and stakeholders' involvement, improvement of access and social equity, enhancement of transparency and accountability and public trust.

EPSA2017122 - Hortas de Cascais - Community Gardens of Cascais *submitted by the Municipality of Cascais (PT)*

The community gardens are an integral part of the ecological structure of the municipality, bringing a new use to public space. This project allows the qualification of public space at low maintenance costs, at the same time providing valuable space and occupation for the citizens. With this programme, the municipality strengthens bonds between different members of the community and creates spaces for socialising, leisure and learning, while generally adding improvement to the living conditions. *Hortas de Cascais* started in 2009 and is still expanding. Due to the organisational framework and the huge interest by the citizens, sustainability can be expected for a long time. This case is about urban sustainable development, care for the

environment, and social inclusion and participation. The programme of Community gardening also counteracts the threat of parts of the municipality becoming dormitory areas. The combination of encouragement, training and pedagogic elements of the programme may serve as a good practice.

EPSA2017123 - Alba Iulia Smart City 2018 *submitted by the Municipality of Alba Iulia (RO)*

The Smart City Strategy applied by the City Alba Iulia seems to be quite new to Romania, but follows one of the recommended ones by the EU. Alba Iulia follows a Smart City Strategy that involves numerous private companies to modernise the City at their expense, e.g. ORANGE will provide Wi-Fi-hotspots and communication and steering systems, and MICROSOFT will provide an integrated surveillance system etc., many more companies becoming partners soon. These and all other innovation measures will be presented during the 100 year festivities, thus being under scrutiny not only by the citizens but a wide interested audience. The combination of cost-effectiveness and the broad funding has future. They will become a good city to experiment for other initiatives. The (low) starting point for a city in Romania can be considered as a special challenge. It meant courageously and deliberately catapulting the city onto a very modern level of administration. Therefore the development measures set in action by Alba Iulia and its partners deserve special recognition.

EPSA2017143 – Robby the Rat *submitted by the City of Breda (NL)*

Enhancing awareness towards nature and its values provides a vital factor to counteract human-induced climate change. The City of Breda developed a complex program to bring the issue of water and water consumption into the minds of its citizens. The program consists of two joint projects of water management and control combining a recreational and pedagogy aspects with the functional and ecological aspect. Both projects have a strong participatory/pedagogy/information dimension. The measures taken bring this issue close to their perception, e.g. via QR code points in the City for quick and easy information on water-related topics. Better informed citizens can actively contribute to the City's water management. The "Robby the Rat" program makes Breda a climate-proof City. The most important innovative feature is the combination of a new technology and the involvement of primary school children, which has a strong impact on individual and collective behaviour. Enhancing awareness for the value of water and possibilities to save it is the main objective of the project that contributes to sustainable water management and saving costs.