

**EPISA 2017 BEST PRACTICES: REGIONAL LEVEL  
Shortened Evaluators' comments**

**EPISA2017029 - Low Emission Zone Antwerp** *submitted by Informatie Vlaanderen (BE)*

Low emission zones are widely spread. However, in this ambitious project the innovation consists in the systematic and simple coupling of different databases. The smart way of coupling databases and of creating new usable data is a very good example of data-driven policy. All significant stakeholders were involved and privacy and protection of data were strongly taken into consideration in order to monitor and control the correct sharing of personal data between different government entities. Also social inclusion seems to be key to the project. It is possible to say that this project effectively address environment and makes the administrative machine and its policies more competent in protecting citizens' health.

**EPISA2017089 - One Stop Shop in Catalonia** *submitted by the Business Management Office, Ministry of Business and Knowledge, regional Government of Catalonia (ES)*

The idea of making the relationships between business enterprises, during their whole life-cycle, and government administrations easier thinking of a solution like the "one stop shop" (OSS) here described is not new. However in this case they realised it and they did it brilliantly. A complex, time-requiring, strong leadership, multidimensional and crucial project was accomplished and it deserves all our appreciation. The project is based on a solid long-lasting two-stage approach: one for simplification of government procedures and one that builds the online one stop shop service on the first step. It offers a standard and homogeneous service throughout the region. There is a shift from "traditional" to "OSS and digital". The results of this project look impressive: 40% of standardised procedures fully covered by electronic access with 650,000 electronic procedures completed; increase by +300% for the one stop shop procedures between 2012 and 2016.

**EPISA2017111 - Open.Heart Project** *submitted by the Ombudsoffice for Children and Youths Salzburg (AT)*

The project timely addresses the unmet needs of young refugees (under the age of 21 y.o.) by also increasing the sense of acceptance of immigration by local populations, improving social inclusion of immigrants via support of local residents who act as mentors and consequently, positively affecting the integration process of immigrant individuals. The wide and multiple spectrum of stakeholders gives space for innovative arrangements like learning from previous

experience and obtaining more funds. Although the idea of volunteers as mentors is not new, the fact that it is implemented here in a smart and careful way in a difficult situation is innovative. And the way of coupling mentee and mentor and following up the 'couples' is a base for success. The outcome has been assessed not only in terms of number of young refugees supported, but also in terms of involvement of local society and improvement of the durable individual relationships between locals and immigrants.

### **EPSA2017126 - A root and branch reformation of an organisation's business model submitted by the Region of Crete (EL)**

This successful project finds innovative means to solve a well-recognised problem, putting the customer needs at the centre of the scene. The ingredients are: a real issue, a good idea, an appropriate methodology, and significant stakeholders' involvement, and the ability to curb technology opportunities as much as possible to deliver the required services. In the proposal several detailed figures are proposed to show to what extent different actual quality dimensions (i.e. booking, appointments, queuing times...) were positively affected thanks to the implementation of project solutions. The work method chosen was agile, flexible and inclusive and the necessary attention was paid to end user actual needs. The project has been timely in addressing the specific needs of simplification and modernisation of the Greek government. In the context of Crete, it is a stimulating project.

### **EPSA2017146 - Deaf Help submitted by the Warmia Mazurian Voivodeship Office (PL)**

The project covers a severe gap in the provision of basic needs for a particular category of disabled people as it provides a simple but at the same time effective tool (an app) to help deaf people in case of an emergency. The app seems to have facilitated the lives of its users for relatively little money and its simplicity makes the project highly transferable. Principally, the users are very convinced by this solution. All relevant stakeholders, i.e. deaf people associations, fire brigade, police, ambulance, etc. have been involved. The application will be an integral part of the Emergency Alert System in Poland and the project may be extended to other disabled users. This kind of product (and the idea of working with images) could reach a generalised use, well beyond the case of deaf persons.