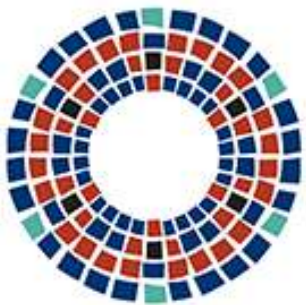


Europe  
for Citizens



RECOV

**RE**THINKING  
**CO**LLABORATIVE  
**V**ALUES FOR PUBLIC  
SERVICES

# INTRODUCTION

The idea of the project RECOV originates from the awareness and recognition that nowadays in European societies, local authorities are the developers and implementers of sustainable and inclusive local development policies. Thereby, both local and most importantly European issues have to be taken into account and put in synergy. Therefore, the project targets local authorities, citizens and communities for creating local networks capable of working together on the improvement of local governance through dialogue and participation, contributing to more inclusive and democratic society.

Through involving citizens and local authorities, it helps to foster the exchange of best practices of local cooperation as well as to share solutions contributing to the establishment of learning networks on European level. Capacity building activities, discussions on EU contribution to local policies and initiatives as well as ways and tools for their improvement contribute to fostering European citizenship and improving conditions and democratic participation at Union level.

While seeking to effectively respond to local challenges, the project suggests new and collaborative service approaches taking into consideration limited governmental resources and recognizing the importance of each specific local actor (NGOs, SMEs and etc.). Along with networking exercises at local level it encourages the development of "co-" services creating synergies of expertise and allowing to find the most sustainable solutions. Through sharing best practices, partners can profit from each other's solution to local problems and gain support during the implementation phase.



Moreover, the project will raise awareness on EU policies in relation to those societal challenges as well as on mechanisms for addressing them both at local and European level. It will foster debates and discussions on what is being done politically and what can be improved along with development of concrete recommendations during the joint international event.

These recommendations will be a result of bottom-up activities implemented during the whole implementation period of the project based on the inputs from local actors and LAs and put together by the Network of towns created within the project. By participating in the project activities at local and international level, citizens will improve their understanding of the policy making process in the European Union as well as learn ways to engage and influence them.

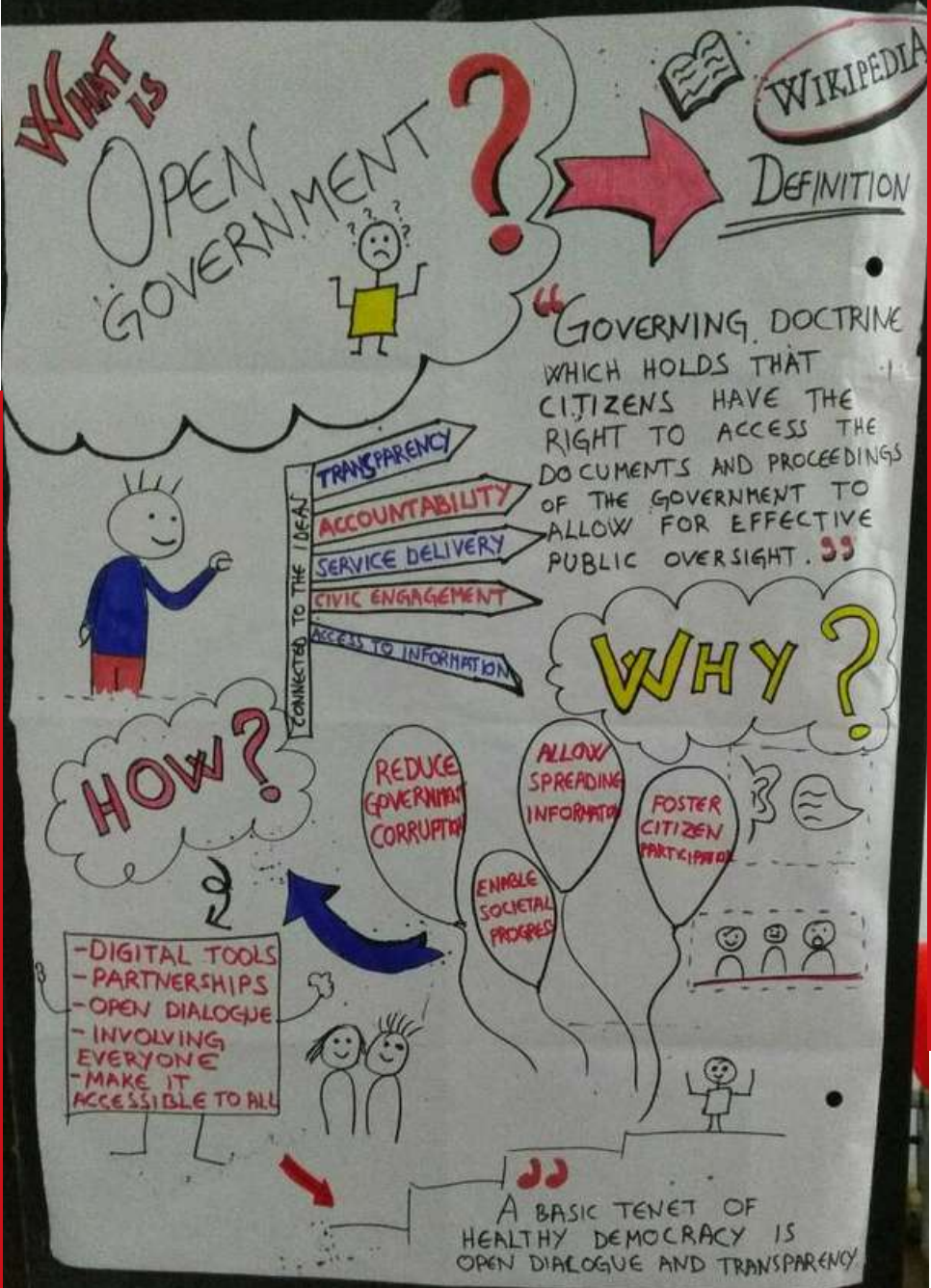
The present document summarises the challenges that the local authorities and the CSOs face while cooperating in collaborative values for public services.

# WHAT IS RECOV?

The RECOV project was developed by 10 partners across Europe, recognizing the importance to jointly address recently emerging challenges and to take an advantage of opportunities arising out of this cooperation. It aims at creating a network of towns eager to work together on exchanging common problems, joint brainstorming and introducing concrete measures in regard to project specific objectives.

First of all, the project deals with the problem of lacking communication and dialogue between governments and citizens fueling mistrust and passiveness of civil society. To address this challenge, the project suggests the usage of recent ICT instruments to “opening” up the work of governments through participatory policy- making and evaluation of policies and programs, while enhancing transparency and accountability.

Second, the project fostered discussion among local governments on existing financial instruments, EU policies and possible EU support to local problems as well as alternative fundraising. Third, the project acknowledges the failure of unilateral approaches to problem solving. Therefore, the project suggested collaborative approaches that bring together local stakeholders from various fields of expertise and putting in synergy their knowledge and competences for public good.



# OBJECTIVES

The main goal was to create local networks capable of working together on the improvement of local governance through dialogue and participation, contributing to more inclusive and democratic society

## SPECIFIC OBJECTIVES



Fostering the exchange of best practices of local cooperation as well as to share solutions contributing to the establishment of learning networks on European level.



Launching platforms for local dialogue between LAs, citizens and stakeholders



Capacity building activities, discussions on EU contribution to local policies and initiatives as well as ways and tools for their improvement contribute to fostering European citizenship and improving conditions and democratic participation at Union level.



Raising awareness on EU policies in relation to those societal challenges as well as on mechanisms for addressing them both at local and European level.



Creating opportunities for learning and sharing new solutions: particularly ICT technologies can be employed providing new tools for citizen participation and initiative.

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MUNICIPALITY OF CENTAR  
SKOPJE  
NORTH MACEDONIA



EUROPEAN ASSOCIATION  
FOR LOCAL DEMOCRACY  
ALDA  
FRANCE



MUNICIPALITY OF  
SANTOROSO - ITALY



MUNICIPALITY  
GROSUPLE SLOVENIA



CLUBE  
INTERCULTURAL  
EUROPEU  
PORTUGAL



CITY OF UZICE  
SERBIA



ALBANIAN  
ASSOCIATION OF  
MUNICIPALITIES  
TIRANA, ALBANIA



RAUNAS NOVADA DOME  
RAUNA, LATVIA



ASOCIATIA NATIONALA A  
FEMEILOR DIN MADIUL  
RURAL,  
RUCAR, ROMANIA



UNIONE DEI COMUNI  
MONTIFERRU, MILIS-  
ORISTANO  
ITALY



## MUNICIPALITY OF CENTAR SKOPJE – NORTH MACEDONIA

### LEAD PARTNER

The Municipality of Centar it is one of the ten municipalities in Skopje, the capital of Republic of Macedonia. The Municipality is a central core of the city and the country. Because of its location and importance, the largest numbers of institutions in the country that have administrative, political, educational, cultural and commercial, but also residential character are located in this municipality.

Legal competencies: Urban planning and management, Environmental and natural protection, Local Economic Development, Communal Activities, Culture, Sport and recreation, Education, Social and child care, Health prevention, Prevention and protection of citizens and material goods.

 [www.opstinacentar.gov.mk](http://www.opstinacentar.gov.mk)



## EUROPEAN ASSOCIATION FOR LOCAL DEMOCRACY -ALDA FRANCE



European Association for Local Democracy  
Association européenne pour la démocratie locale

### PARTNER

The European Association for Local Democracy, is dedicated to the promotion of good governance and citizen participation at the local level. ALDA focuses on activities facilitating cooperation between local authorities and civil society. Established in 1999 at the initiative of the Council of Europe to coordinate and support the network of Local Democracy Agencies, which are self-sustainable, locally registered NGOs acting as promoters of good governance and local self-government,

ALDA is today a key stakeholder in the field of local democracy, active citizenship, and cooperation between local authorities and civil society. ALDA is a membership based organisation gathering more than 300 members (including local authorities, associations of local authorities, and civil society organisations) coming from more than 40 countries throughout the enlarged Europe.

[www.alda-europe.eu](http://www.alda-europe.eu)





## MUNICIPALITY OF SANTORSO ITALY

PARTNER



Santorso Municipality has about 6.000 inhabitants, but it operates in a big area between Alps and Padan plain where almost 100.000 people lives. It is the coordinator of many specific projects and networking activities, involving many towns and a large number of citizens.

Santorso is the head of the Provincial Enviromental Educational Laboratory; it organizes courses, laboratories and initiatives about environmental issues in schools. The Municipality is also working to build up a model of environmental governance in order to orient the territories to the ecological conversion.

Every year Santorso organizes “Innovazione in Comune”, a training activity about innovative practices for local administrations and technicians from the municipalities of the Altovicentino area. Furthermore it organize a “School of Commons”, to give citizens the chance to debate, study and increase their knowledge about energies, water, participated models and other topics.

 [www.comune.santorso.vi.it](http://www.comune.santorso.vi.it)



## MUNICIPALITY GROSUPLJE SLOVENIA

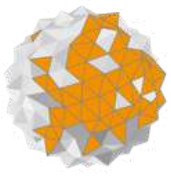
PARTNER

The Municipality of Grosuplje lies in the centre of Slovenia, it extends over 134 km<sup>2</sup> and it has more than 20.000 inhabitants. It is a medium-sized Slovenian municipality located on the southeast edge of the Slovenian capital. The municipality received important contributions through the website from our citizens on the topic ‘construction of open broadband network’ and based on that we prepared the Development plan of open broadband electronic communications network of next generation in the Municipality of Grosuplje. This document will serve as a basis for applying to a public call for construction of open broadband network.

The municipality has Association of Cultural societies, Institute for Tourism and a Public library in charge of organizing cultural activities in the Municipality of Grosuplje. The Municipality of Grosuplje is also currently undergoing a process of acquiring ISO certificate for quality management 9001.

[www.grosuplje.si](http://www.grosuplje.si) 





# CLUBE INTERCULTURAL EUROPEU PORTUGAL

## PARTNER

The CLUBE organizes activities imbued with "sense", namely those which respect the values and principles that we consider "pillars" such as democracy, human rights, solidarity, equality, interculturalism, respect and appreciation for differences

We have a general objective to develop personal, social, professional, civic and relational skills among people in general.

CLUBE is developing in Portugal the KA2 project: INCOME - Innovating Coworking Methods through Exchange (2016-2019). This project aims to create strategic partnership based on multi-stakeholder approach, bringing together established co-working spaces, local authorities and associations of workers, entrepreneurs and craftsmen. Such an international network based on local level bi-party collaboration has a main objective: to exchange good practices and knowledge in order to facilitate young people's transition from education to labour market by supporting and enlarging opportunities for youth employment and entrepreneurship.

 [www.clubeinterculturaleuropeu.wordpress.com](http://www.clubeinterculturaleuropeu.wordpress.com)



## CITY OF UZICE SERBIA



## PARTNER

City of Uzice is the administrative and economic center of the West Serbia with the population of around 80 000. Being that, it bears a strong role in public management of the region and managing new rules on public spending.

Regarding co-working spaces and public housing, the City had built and opened a business incubator, where young can start their businesses with small rents and available infrastructure. It can include around 15 new companies and provide them with facilities, transport infrastructure, as well as with different kind of services. Nearby is a free zone, where companies at local level can import raw material without additional tax costs.

City of Uzice took an old military space and turned it into public, meant for cultural events, artists' open space and place where community of the young can have joint activities







## ALBANIAN ASSOCIATION OF MUNICIPALITIES TIRANA, ALBANIA

PARTNER



AAM is an LGA operating in Albania. It was established 17 years ago and it has as members the municipalities of Albania. AAM acts with operational structure of elected bodies and executive staff. With implementation of Territorial Reform, we are working for consolidation of 61 new municipalities. The consolidation of AAM as an independent organization in representing the interests of local government is recognized by local and international actors.

As actively involved in process of territorial reform and other decentralization reforms, we have acquainted a vast experience and knowledge in local government and are recognized by those LGUs as an important support actor in training provision, lobbying, communication platform and establishing partnerships.

We have a distinguished pool of local experts and successful cooperation with many donors as Sida, Netherlands Embassy, EU Delegation, OSCE etc. AAM is member of ALDA, NALAS and CEMR.

 [www.aam-al.org](http://www.aam-al.org)



## RAUNAS NOVADA DOME RAUNA, LATVIA

PARTNER

Rauna Municipality consists of two communities: Rauna and Drusti, total area of the region is 3019 km<sup>2</sup> with 3690 inhabitants. Rauna municipality provides all statutory services-educational institutions, social care, utilities, territory improvement, development of cultural values, civil status registration, child protection.

We provide to our inhabitants' accessibility to State institutional services like submission annual report statement in State Revenue service, Rural Support Service, Social Benefits service and much more. We work actively on attracting EU funding, several large infrastructure projects have been carried out and diversification of social services takes place. As of 2011, the self-government has commenced working on international twinning projects to broaden the outlook of employees and population, especially our young generation, acquire positive experience and develop the municipality.

[www.rauna.lv](http://www.rauna.lv)



# ASOCIATIA NATIONALA A FEMEILOR DIN MADIUL RURAL RUCAR, ROMANIA

## PARTNER

Rural Women National Association is a nonprofit, nongovernmental organization, founded in 1997. It has 15 branches all over Romania. Our members represent a rich range of social levels: from business women to housekeepers or unemployed, from young girls to old women; from illiterate ones to University graduates living and working in rural areas - from the most developed to isolated ones.

RWNA mission is to ensure equal chances with other social categories and to reach a real social protection for its members.

The association militates for rural women's rights and the acknowledgement of their role in the local community. That is why it encourages its members' initiatives and entrepreneurship aiming women's social and economic integration and independence.

 [www.anfmr.ro](http://www.anfmr.ro)



## UNIONE DEI COMUNI MONTIFERRU MILIS-ORISTANO, ITALY



## PARTNER

Despite the limited resources of the territory, depopulation, the economic crisis, the cancellation of the schools, the effort of the Organization was to create networks Citizens' Services; in particular :Promotes the inclusion of young people into the labor market

- Realized 4 traineeships for 6 months aimed at young graduates through an agreement with the University of Cagliari and the regional agency work. The traineeship was finalized to the implementing of the public administration procedures;

- Has participated to the notification named LAV- ORA, financed by Sardinia Region. There have been 119 applicants by beneficiaries and 4 beneficiaries have worked for a year, in different public bodies;

# WORK METHODOLOGY

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This project consisted of the following activities:

Preparation activities, including online preparation activities and local preparation activities.

International events focused on ICT tools for open government; collaborative public services; innovative and sustainable financial instruments for local governments; participation and collaborative values as a way to innovation and local development

Local activities on the topic implemented in all partner countries.



# ACTIVITIES

REthinking Collaborative Values for public services

**FIRST INTERNATIONAL EVENT  
“OPEN-GOVERNMENT: PRINCIPLES, METHODS AND  
ICT OPEN SOURCE TOOLS”  
26 - 28 JUNE 2018  
SKOPJE, THE REPUBLIC OF NORTH MACEDONIA.**



The first international event focused on ICT tools for open government. The objective of the event was to present good practices on the use of ICT tools for open government with a focus on new technologies.



The participants learned about the meaning of open government and digital tools to foster citizen participation through different activities. The event included open conference, workshops and debates for raising awareness on the importance of new technologies in the work of the public institutions. In addition, the event included a study visit to the Department of cooperation with the NGOs in the City of Skopje.



### Recommendations and Conclusions

Open government is defined as a “governing doctrine which holds that citizens have the right to access the documents and proceedings of the government to allow for effective public oversight.” Open governance is fostered through transparency, civic engagement, access to information and service delivery enabled by the governing bodies.

# SECOND INTERNATIONAL EVENT “COLLABORATIVE PUBLIC SERVICES: BUILDING AND MANAGING OF PUBLIC CO-WORKING SPACES AND CO-HOUSING”

16 -18 JANUARY 2019,  
SANTORSO, ITALY

The second international conferences focused on the topic of building and managing of public co-working spaces and co-housing. The main objective was to share practices and tools that allow municipalities to be more open, while focusing on involving actively the local communities in collaborative activities.

During the conference, the panellists shared their experience about co-working and co-housing, thus opening a discussion on why and how local communities should engage in the practices of co-working spaces and co-housing. Furthermore, several regional co-working initiatives were presented, such as Megahub, Spazio Hub and Urban Center Thiene.

## Recommendations and Conclusions

Collaborative public services are the future of community development and cooperation between the citizens and the local authority. Co-working and co-housing are trending practices that can be valuable tools in creating a stable community that thrives.



# THIRD INTERNATIONAL EVENT “INNOVATIVE AND SUSTAINABLE FINANCIAL INSTRUMENTS FOR LOCAL GOVERNMENTS”

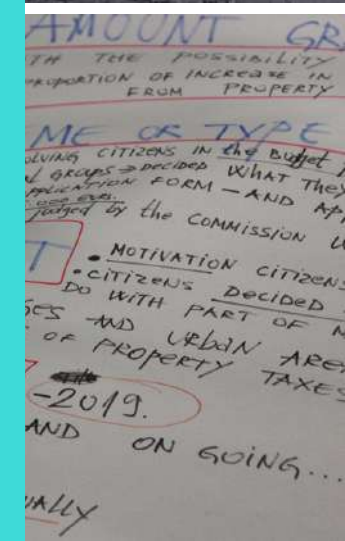
21 - 23 OCTOBER 2019  
LISBON, PORTUGAL

The 3rd international conference was organized with a special focus on EU rules and mechanisms and on new sustainable financial instruments for public authorities in response to the economic crisis. The event aimed at debating about the financial instruments that allow municipalities to be more inclusive, dealing with the economic crisis thanks to involvement of citizens and to collaborative actions.

The event was structured around a number of thematically-focused sessions during which participants present their work and had the possibility to learn more about the topic.

## Recommendations and Conclusions

In this particular context, socially responsible investment can make public financing more efficient. The local governments would need to increase the capacity of local authorities and make determined efforts to deal with local development challenges



# FINAL INTERNATIONAL EVENT “PARTICIPATION AND COLLABORATIVE VALUES AS A WAY TO INNOVATION AND LOCAL DEVELOPMENT”

19 – 21 FEBRUARY 2020  
BRUSSELS, BELGIUM

This fourth international gathering was the latest in a series of international conferences. The conference focused on collaborative values and rules to boost solidarity and innovation in local communities and on active citizenship through the presentation of best practices, tools, methods and EU funds to sustain the participative process.

## Recommendations and Conclusions

Civic participation has a direct and indirect impact on the quality of life and attitudes of the population towards national and local government. Therefore, the availability of information resources, the social media play an important role.





# Local paths

The International events within the RECOV project were followed by local activities ensuring continuity and the transferability to the local level. The methodologies used for organizing the local activities was the participatory approach including analysis, discussions and working groups. The local events provided inputs for joint international events, encourage debates, and stimulate actions and new ideas based on lessons learnt from European partners for implementation of interventions and pilot actions at local level.

Each local path is implemented by all project partners in their local community in order to raise awareness on the corresponding topic and support the role of grassroots organisations and local authorities for development. The development dimension of each thematic path targets different local stakeholders such as institutions, schools, private sector and citizens.

The participants in each local path had the opportunity to learn, discuss, exchange views and present best practices. The local activities also represented an opportunity for citizens and local authorities to reflect on the examples of best practices and recommendations for the future of the community.

## FIRST LOCAL PATH

“How ICT could enforce Open-government?”

## SECOND LOCAL PATH

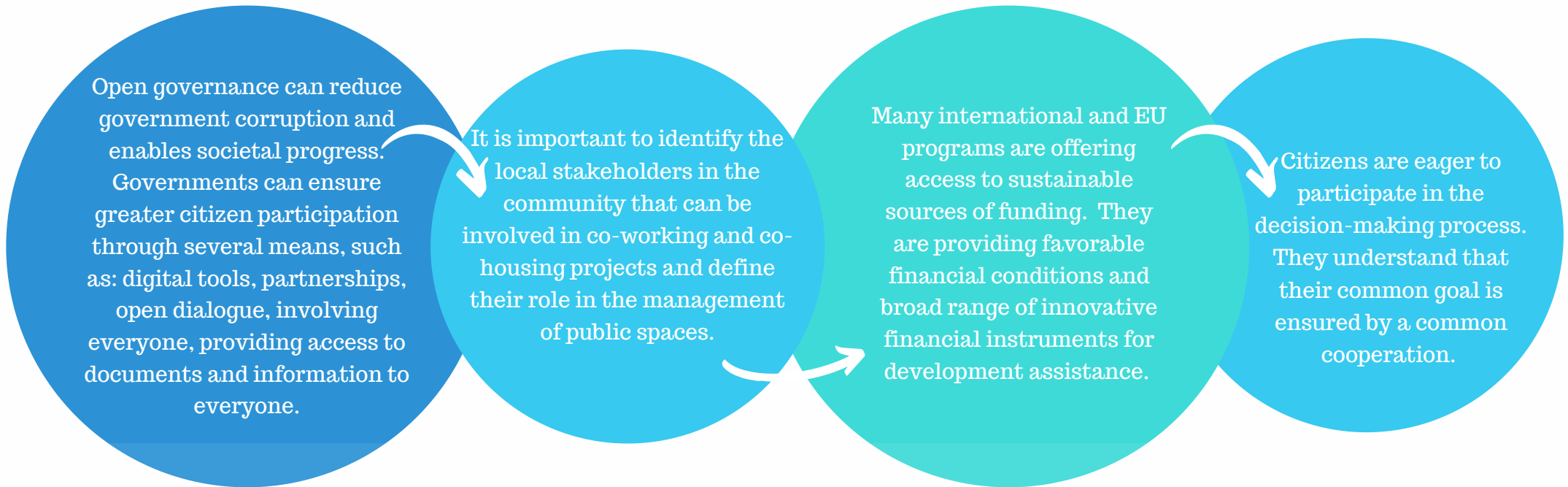
“Collaborative public services: doing it together”

## NEW IDEAS

## THIRD LOCAL PATH

“Local innovative financial instruments: doing it together”

# RECOMMENDATIONS AND CONCLUSIONS:



RECOV

” Project activities in RECOV strive for goals that are important to society, connect different local communities and support intergenerational cooperation. Through interesting various workshops, project partners engage different participants, therefore we get a wider audience for cooperation and implementation of the results.”

Participant from Slovenia

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“I encourage the schools to become more involved in the such of projects. There is a need to educate the young people not only to practical work but also in democratic thinking.”

Participant from Rauna,  
Latvia

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