



New solutions to complex challenges –

A Public sector citizen-centric, sustainable and fit for the future

EPSA 2019 BEST PRACTICES: REGIONAL LEVEL

Shortened Evaluators' comments

EPSA2019036 PoliVisu-Policy Visuals Toolbox *submitted by Flanders Information Agency (BE)*

Taking up the challenge of the urban mobility situation a network of experts on the relevant topics created a toolbox to base mobility-policies on the modern means of big data, visualisation, eParticipation, to name only some. Free access shall allow public administrations and politics to pick the useful instruments for developing solutions and deriving policies for individual situations. Additionally an ongoing exchange of experiences is fostered. PoliVisu was developed to find future-fit answers to a world-wide challenge caused by old-fashioned mobility-concepts.

There is intelligent engagement with stakeholders by connecting datasets and sharing learning experiences. Mobility, being the driver for economic and social development as well as being a relevant factor for ecology, was a most fruitful field for the data-driven policy experimentation to overcome out-of-date policies faster. Big and open data, smart analysis, collaborative solutions that utilise knowledge and experience of urban stakeholders are the components of PoliVisu. Solving problems with urban congestion is necessary. General impacts comprise among others the increase in data literacy across European administrations, transparency and access to tools for evidence-based decisions and thereby increasing trust and also saving money. The result is a platform with shared information. PoliVisu is based on a widespread European network and receives funds as part of an EU Horizon 2020-project. The PoliVisu tools are scalable, pluggable and interoperable. This facilitates the use with any administration's existing data platform and shows its potential for adaptability by other entities.

EPSA2019049 Aha Plus Project *submitted by the Office for Future-related Issues of the Regional Government of Vorarlberg (AT)*

Through the use of digital technologies / smartphone app etc. the project offers an easy and fast access for young people to flexible volunteering. The decrease in long-term volunteering is not a local phenomenon. Young people are generally more interested in short-term volunteering. The solution is creative in using principles from gaming to get younger people to do more voluntary work. These principles are used more often but are the base of an extensive project in which young people also make a social CV and get connected to associations for voluntary work. The project connects different sectors and stakeholders in an extremely diverse way and was built in close cooperation with young people, the civil society and the companies, associations and organisations involved. The aim is to enhance, support and coordinate the demand and supply of voluntary activities. Results show that volunteering increases and a network of supporters has been successfully established. The project is designed for the long term and also offers the potential to have a long-term impact. The concept has great potential and can be used in other countries as well. Aha plus is an innovative project. It connects different sectors, uses existing potentials and leads to a win-win-win situation for society, institutions, individuals and donors.

EPSA2019064 Regional coordination group eHealth and welfare technology Agder, *submitted by the Agder region (NO)*

The Regional coordination group e-health and welfare technology Agder (RKG) developed an organisational and technological solution-system to the complex problem of keeping people with assistance needs in their own homes as long as possible. Innovative is the establishment of a regional shared service that offers a new centralised response system to personal alarm systems on the one hand and one of Norway's largest procurement of security and warning technologies in the area of e-health and welfare on the other hand. As a public-public collaboration, all relevant partners have been involved. Moreover, 30 municipalities, ICT experts and nursing homes were also involved and there is national support for the project. A major challenge for society: How to cope with people in need of assistance without uprooting them from their own homes. In an ageing society this question is of high relevance. The example of Agder contains many aspects that could be replicated. As a case of shared services, the benefits lie in more efficient and economic organisational solutions. The wish to keep people with health problems or welfare needs as long as possible in their own homes is a concern to most European countries. The potential for other contexts could be very high because of the novelty of the solutions. It is an outstanding innovative project up front, with a well-established regional function which can create real value: locally (to the municipalities) and at national level.

EPSA2019088 Groeipakket *submitted by Kind en Gezin, Agentschap Informatie Vlaanderen and Agentschap Uitbetaling Groeipakket, Flanders (BE)*

Following a national reform that transferred competencies of child benefits to the regions and communities the agency in charge started a shift from the former system into an integrated family policy and new approaches to respond to the current social reality. To ensure that no child is left out and will have the same opportunities for life the former relevant socio-professional status of parents was replaced by the focus on the child's situation. Every child living in Belgium receives equal birth allowance and an equal monthly basic amount. The automation of the granting system reduces administrative burdens for families and reduces procedures. Due to fundamental administrative reorganisation and aligned digital workflow processes the project resulted in more efficient and effective procedures and carried economic value for the involved administrative entities of the region. The main innovation is the introduction of a datawarehouse that collect all the information on "Magda" using web services and a subject that has to coordinate social and child benefits. Magda will be accessible by all the payment funds. The other innovation pertains mainly to the idea to provide the (same) bonus to all children without the need to fill up paperwork. To manage this major reorganisation a large-scale coordination with all relevant entities and partners was necessary. Children of poorer families who need the benefits most didn't get it always because of the complicated application process. The new system provides equal starting positions for all children in Belgium. Automatic grants reduced administrative burdens. The former 11 private child benefit funds were merged into 4. 150,000 children extra do get benefits compared to the old system. The project is financially, institutionally and politically sustainable. The change of automatically generating benefits without application procedure could be a useful concept for other countries. The platform is useable in other public organisations in other countries.

EPSA2019118 Spatial IACS Data Supply of Farms in Catalonia *submitted by the Directorate-General of Rural Development - Department of Agriculture, Livestock, Fisheries and Food, Catalonia (ES)*

By an optimised processing of data and by sharing continuously updated data the Department of Agriculture in Catalonia not only contributes to the quality of their work, it also facilitates applying procedures for farmers. Foremost, improper declarations are diminished by sharing adjusted data after on-site-visits. The former problem of overlapping field-declaration, caused by incorrect individual data, decreases rapidly. Thus, undue amounts of money are saved and at the same time farmers are prevented from paying penalty for incorrect applications. The approach of widely sharing data offers additional benefits for research and development actions. It also provides better insight into agricultural matters for the public. The main aim and innovation is to publicly disclose data related to agricultural department, also through geo-tagged information. Open data attracts different users: from analysing biodiversity to management information for farms. Farmers who receive EU-funds are requested correct applications. The Department of Agriculture supports this necessity by providing information about adjusted data to the public. It helps farmers to reduce administrative burdens. The use of the CROMOS website is increasing, counting more

than 64,000 connections in 2018. The major benefit lies in the reduction of overlapped declared parcels. This made up savings of 1.5 million Euro for farmers that would have otherwise had to be paid. These tools can be used in the 17 Spanish paying agencies and in any of the countries of the European Union.

EPSA2019134 Malopolska. Empathetic culture – Making culture accessible for everyone *submitted by the Department of Culture and National Heritage, Marshal's Office of Malopolska Region (PL)*

The most innovative aspect of this project is to bring empathy to thrive among those people who are in charge of facilitating the access (literally and metaphorically) for disabled people to culture projects. The Department of Culture and National Heritage of the Malopolska Region succeeded by a well-designed multi-dimensional organisational framework. There are a number of training activities and campaigns. Working on a change of mentality, making accessibility standards with the people involved and the institutions involved, enabling people with accessibility problems to stay in touch with experts, the network approach, these are all innovative elements. Together with the Malopolska Culture Institute in Krakow and local culture institutes, a project organisation was started that included a consultation group of non-governmental organisations and people with disabilities and a regional board. These experts identify potentials, design and provide trainings, and assess given and future locations and events for a barrier-free cultural life. At least 10% of the population in Poland are people with disabilities. Considering on top of this the aging society, more and more people will find it difficult to get access to several activities, among these cultural ones. To end this kind of lingering discrimination, the programme aimed at including people with disabilities into passive and active enjoyment of as many cultural activities as possible. To foster empathy trainings and workshops are offered, competencies raised (e.g. in sign language), guidelines defined. The programme seems fit for almost any organisation. To support disabled people by joint well-designed programmes is not limited to cultural topics. The project is the perfect example of how to tackle accessibility issues that are present in all countries and could be replicated easily.

EPSA2019145 Civil UAVS Initiative (CUI) *submitted by the Galician Innovation Agency, Junta de Galicia (ES)*

The Civil UAVs initiative contributes to position the Galician Region as a highly attractive region for Investment in high technology activities. The success of the initiative lies in sustainable economic growth. Apart from the regional development, the initiative enables research and production of new unmanned devices that help solve diverse challenges, e.g. in emergency management, forest and agriculture management, obtaining information by aerial data collection. The Civil UAVs Initiative is innovating in the public sector through innovation in public management and innovation in public services and activities through digitisation. The strategic initiative is carried out by a network of 10 regional ministries. The project shows evidence of

stakeholders involvement both public and private ones, as well as civil society. For a rural region with major challenges (minor growth with high unemployment rate, social inequality and demographic change) an initiative to bring high-tech aerial industry and R&D with high potential for future multi-dimensional solutions made a great difference. The revitalisation of an old aerodrome built the ideal starting base for the initiative. Tangible results have already been achieved, among others: growing investments, the revived aerodrome functions as science hub, 50 public sector digitisation products and solutions were created, 38 R&D-projects are under execution, over 1,050 people participated in workshops and activities, 6 new companies and close to 500 employments were created, 5 global aerospace companies opened offices. Sustainability is given as private sector investments are already granted until 2025. The benefits for the region are secured by a percentage of future incomes generated by all products created under the initiative. The initiative contributes to innovation in the public sector and in reducing unemployment.