

WB-AUSTRIA URBAN PARTNERSHIP PROGRAM

Regional Conference

Socially Inclusive Cities

March 26 - 28, Zagreb - Croatia

AGENDA

Format: 2-day event
Date: March 26 - March 28, 2017
Location: Hotel Esplanade - Zagreb, Croatia

Purpose/focus: As part of the Urban Partnership Program II, a two-day Regional Conference will be held on March 27 - March 28, 2017 in the City of Zagreb, Croatia. The Conference will bring together around 80 Local Government Officials, Local Government Associations, Civil Society Organizations, business sector and other key stakeholders to share their knowledge and experiences. Participants coming from seven South-East European countries will have a chance to learn more about good practices for socially inclusive citizen engagement and innovative tools of governance, including ICT tools used for integrating citizen's voice from the region and beyond. This event will provide a platform for disseminating the findings of the UPP Social Sustainability and Citizen Engagement initiative and sharing approaches to improving collaborative government and strengthening integrity of public services. Municipal leaders will have the opportunity to share their cities' vision and introduce strategies to become more transparent and responsive to citizens.

Day 0: Sunday March 26th, 2017

During the day	Participants arrival Hotel Esplanade Mihanoviceva 1 10000 Zagreb, Croatia http://www.esplanade.hr/
19:30	Welcome dinner & introduction of participants: Restaurant of the Hotel Esplanade

Day 1: Monday March 27th, 2017

8:30-9:00	Registration	
9:00-9:30	Welcome remarks: Dario Runtic, Association of Cities, Croatia Vera Dugandzic, acting Country Manager – World Bank Office Croatia Minister Martina Klenner-Auvillain, Deputy Head of Mission, Austrian Embassy	

9:30-9:50	<p>Keynote speaker: Integrity Building with Citizen Engagement: A Formula for Excellence in Government Frederik Galtung, President and Co-founder, Integrity Action</p> <p>Q&A</p>	
9:50-11:00	<p>The Social Sustainability & Citizen Engagement Initiative (What was done, index findings & how to use as tool for decision-making) Aida Ciro, Co-PLAN</p> <p>The status of CE in the region - results per each city Maren Larsen, i2UD</p>	<p>Moderator: Dritan Shutina, Co-PLAN</p>
11:00-11:20	Coffee Break	
11:20-13:00	<p>Importance of Citizen Engagement on the road to transparency and accountability</p> <ul style="list-style-type: none"> • How Municipal Finance Self-Assessment (MFSA) contributes to increasing transparency and accountability of local government administration: Anto Bajo, Municipal Finance Expert • The participation of citizens in decision-making and budgeting in the City of Rijeka: Ante Madjeric, Financial Advisor to the Mayor, City of Rijeka, Croatia • Effective Citizen Service Centers and Human Rights: Mutually Reinforcing Dynamics: Helene Pfeil & Sanjay Agarwal, World Bank • Case study: Citizen Service Center in Pancevo: Jasmina Radovanovic, PR Advisor, City of Pancevo, Serbia • Anamarija Musa, Croatian Information Commissioner <p>Q&A</p>	<p>Moderator: Dritan Shutina, Co-PLAN</p>
13:00-14:00	Lunch at the Hotel	
14:00-15:00	<p>The vision for the city: introduction of City Action Plans (approx. 5 min per city representative)</p> <p>Klevis Xhoxhi, Honorable Deputy Mayor, Elbasan, Albania Rexhep Kadriu, Honorable Deputy Mayor, Gjilan, Kosovo Admir Jugo, Association ADT, Tuzla, Bosnia and Herzegovina Daniel Juricic, Advisor for EU Funds, Karlovac, Croatia Zoran Pavlovski, Head of Strategic Planning and LED, Kumanovo, Macedonia Goran Rakocevic, Secretary of the Finance and General</p>	<p>Co-Moderators: Florina Jerliu, Archis Intervention & Maja Horvat, GONG</p>

	<p>Administration, Kolasin, and Asllan Llunji, Advisor to the for Local Government and International Cooperation, Ulcinj, Montenegro Danijela Raketec, Deputy Head of Administration & Marija Curcin, HR Advisor, City of Pancevo, Serbia Bojana Mladenovic, Head of Department for Social Affairs and Economy, Sabac, Serbia</p> <p>Q&A</p>	
15:00-15:45	<p>Break out groups per table (mixed groups) to discuss City Action Plans (How to implement and measure them) Group work (25 min) Each table presents to the plenum (20 min)</p> <p>Aim of the session: To discuss the action plans and possible monitoring mechanisms (tools) for their implementation.</p> <p>Output: Suggestions on which monitoring mechanisms will ensure implementation of their action plans.</p> <p>Coffee included</p> <p>3 guiding questions for discussion</p> <ul style="list-style-type: none"> • <i>City Action Plans are prepared, and what follows is their implementation. Based on your previous experience and lessons learnt, what do you think can be done differently this time?</i> • <i>Which mechanisms do you think will work best for monitoring their implementation?</i> • <i>What are the prospects to follow up the city action plan, after the program termination? Who can be possible or best partner in this process?</i> 	Facilitator: Sonja Damchevska, KOR-CSD
15:45 – 17:00	<p>Regional and global examples for strengthening accountability and empower citizens to advocate for better services:</p> <ul style="list-style-type: none"> • Crowdfunding in the City of Pregrada: Honorable Marko Vesligaj, Mayor, City of Pregrada, Croatia • Development Check, an Open Beneficiary Feedback tool: Fredrik Galtung, President Integrity Action, UK • Citizen-Centric Service Delivery – The Albanian Model: Anisa Gjika, CEO, ADISA - Agency for the Delivery of Integrated Services Albania 	Moderator: Ivana Bogosavljevic Cikic, NALED

	<ul style="list-style-type: none"> Unconditioned Grant Program of the Municipal Service Improvement Project in Macedonia: Ljubica Patlidzankovska, Head of Project Implementation Unit, Ministry of Finance, Macedonia <p>Q&A</p>	
19:30-22:00	Dinner at the Restaurant Vinodol, Teslina 10 – see map (who wants to walk together, we meet at 19:15 in the Hotel lobby)	

Day 2: Tuesday March 28th, 2017

09:00-09:45	<p>Round Table on ICT mechanisms: Honorable Jasmin Imamovic, Mayor of Tuzla, Bosnia and Herzegovina Honorable Luljeta Dollani, Mayor, Municipality of Gramsh, Albania Honorable Tomislav Katanovic, Deputy Mayor of Krizevci, Croatia Jasmina Radovanovic, PR Advisor, City of Pancevo, Serbia</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> <i>What kind of socio-political factors have contributed to the successes or challenges of implementing ICT tools in your municipality and how have you overcome or how do you plan to overcome them? (macro-level political histories, economic transitions, social fabrics, etc.)</i> <i>How are these ICT solutions paired with other policies or “low-tech” mechanisms?</i> <i>What are some practical recommendations you could provide other cities wishing to adopt similar mechanisms? Are there any aspects of conceptualization or implementation that you would have done differently knowing what you know now?</i> 	Moderator: Maren Larsen, i2UD
09:45-11:00	<p>Panel Discussion: Building Partnerships and measuring results (discussion on the “Fix-Rate”) Local Government Associations: Agron Haxhimali, Association of Albanian Municipalities (AAM), Albania Dusica Perisic, Association of the Units of the Local Self-Government (ZELS), Macedonia Igor Pucarevic, Standing Conference of Towns and Municipalities (SCTM), Serbia Maren Larsen, i2UD</p>	Co-Moderators: Frederik Galtung, Integrity Action & Aida Ciro, Co-PLAN

	<p>Questions for discussion</p> <ul style="list-style-type: none"> • <i>What particular municipal challenges could be better tackled through partnerships?</i> • <i>In your experience, are the associations used by the LGs, as platforms for exploring and/or entering partnerships? On what particular matters is this the case?</i> • <i>Do the Associations cooperate with CSOs, and on what aspects?</i> • <i>How do you go about building partnerships?</i> • <i>What was the key ingredient you have used in building sustainable partnerships beyond the scope of a given project?</i> • <i>How do you measure results and what does it mean for you at your work with different partners?</i> 	
11:00-11:20	Group Photo/Coffee Break	
11:20-12:00	<p>Panel Discussion: Rethinking the process: experiences, challenges and lessons learned</p> <p>Florina Jerliu, Archis Intervention, Pristina, Kosovo Maja Horvat, GONG, Croatia Dritan Shutina, Co-PLAN, Albania Ivana Bogosavljevic Cिकic, NALED, Serbia Aleksandar Maskovic, MANS, Montenegro Sonja Damchevska, KOR-CSD Skopje, Macedonia</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • <i>How would you go about solving some of the concerns vis-à-vis public service provision, etc.? How do you go about solving them, taking into account that you are an active CSO rep.?</i> • <i>What topics or issues resulted in the greatest disconnect or misunderstanding between citizens and city officials? Was your moderation and animation of PSDs (for instance) able to overcome some of these misunderstandings?</i> • <i>Are there different findings from the UPP 1 (3 years ago) and from the UPP 2 now? Have some of the issues raised back then, been addressed on a municipal/city/country level?</i> • <i>NGOs have been identified throughout this process as critical intermediaries – they are often a place where citizens turn first but sometimes they don't know what mechanisms are available to NGOs to communicate with the municipality. Working for NGOs yourselves, what are some of the critical actions that need to be taken in your local contexts to avoid becoming a "bottleneck" of citizen engagement?</i> • <i>Knowing what you know now about the status and nature of</i> 	Co-Moderators: Aida Ciro, Co-PLAN & Maren Larsen, i2UD

	<i>engagement challenges in the city you worked with, how might the approach change?</i>	
12:00-13:20	<p>Visioning Exercise: take away per city and next actionable steps</p> <p><i>9 city groups discuss in groups what is their take-away from the Conference (instruments/ practices which serve best back home) – 20min</i></p> <p><i>Each group presents to the plenum – 45min</i></p> <p>Q&A</p>	<p>Moderator: Tamara Zivadinovic, UPP Integrity-Building Practitioner, Serbia</p>
13:20-13:30	<p>Concluding Remarks</p> <p>Dritan Shutina, Co-PLAN</p> <p>Sabine Palmreuther, World Bank</p>	
13:30- 14:00	Lunch at the Hotel Restaurant	
Afternoon	Departure I	
19:00-21:00	<p>For those staying another night: Optional dinner at the Hotel Restaurant</p>	
Morning of March 29	Departure II	