

GOOD PRACTICE SUMMARY (COMPULSORY)

1. The problem and proposed solutions

Good Practice is the authorities' response to the current needs of Rzeszow (RZ) residents to improve the availability and quality of territorial management. As follows from research conducted among citizens one of the most important issues at the beginning of II decade of XX century was introduction by Rzeszow City Office organizational changes in quality of direct custom service and providing public service, responding to identified the needs of residents:

- extension office work (32%)-shorten the settlement of the matter (21%)
- creation of additional parking spaces (6%)

RZ is facing many challenges: increasing number of inhabitants; rapidly growing number of senior citizens; flooding residents on urban area, which resulted in, among others, increasing costs of providing public services and increasing environmental pollution. As the result of consultation with residents during searching for optimal solution and taking into account the priority for the city which is harmonious and sustainable development, the external Residents Service Points (RSP) were established. RSP enabling residents settling of many official matters in one place. Cooperation of local authorities with residents make clear that all RSP should be not only multifunctional but also: easily accessible, located in recognizable shopping malls, offering features like large parking points, architectural solutions tailored to the needs of people with disabilities, allows to settle all kinds of everyday things (shopping, entertainment, sports).

Scope of RSP services includes in particular citizenship issues, but still is flexible to modify, depending on the current needs of residents (regularly monitored by satisfaction surveys and questionnaires).

2. Timeframe, dates, important milestones

1. Consultation with inhabitants to provide improvements in the city; collection of postulates; drawing conclusions-2011
2. Opening I RSP (15.10.2011) located in on the biggest Centre for Cultural & Commercial in RZ
3. Examined the results of the RSP work based on satisfaction surveys filled by people creating a report-2012
4. Opening II RSP (07.05.2012)
5. Opening III RSP (04.07.2014)
6. Opening IV RSP (16.03.2015)

Each of RSP is constantly monitored on the basis of surveys of satisfaction and internal audit process in accordance with ISO 9001 standard.

3. The link to the specific strategy (with key themes, subthemes, actions)

RSP are connected with:

1. Development Strategy for the City of Rzeszow to 2025 by:

- objective N°3: City of cooperation: ensure efficient communication & cooperation with residents
- key action N°2: harmonizing actions of public & individual citizens' initiatives to create a multifunctional city and N°4: ensuring high quality of life by developing and implementing urban policies, by connection statutory tasks of public authorities & residents initiatives

2. National Urban Policy by:

- objective: to improve quality of life&increasing access to public services
- key activity: participation: building a city open to dialogue & cooperation of all urban actors

4. The main outputs for achieving objective, innovative elements

- 4 external RSP

- 50000 users/year

Supporting data:

In 2013 RSP settled 20000 cases:

-issuing&replacing ID card-20% of cases form total

-check-in/check-out-15%

-vehicle registration-20%

In 2016 50000 cases:

-issuing&replacing ID card-80% of all cases

-vehicle registration-54%

5. Results achieved

1. Improving efficiency of services for inhabitants
2. Increase availability of public services
4. Increase satisfaction of inhabitants from functioning of public administration
5. Improving the level of involvement of citizens in public life

6. Monitoring

RSP are constantly monitored in the form of:

-checking values of the product, including:

- no. of people using public services
- no. of successful cases

-quality research among customers of RSP

-satisfaction research of residents carried out within the framework of ISO 9001 standards.

Research includes: aspect of infrastructure (availability, location, facilities); customer service; convergence range of activities with the current expectations of citizens.

Regular tracking of indicators and seeking feedback from residents provides current knowledge of RSP, its effectiveness of implemented initiatives. It also allowed to measures and prevent identified risks (eg. overload of RSP) and implement corrective actions.

This leads to growth of social satisfaction: they are an active part in solving problems and managing of RZ.

7. Potential for re-use and improvement

Implemented in 2011 good practice not only functions in RZ continuously, but also is steadily growing (3 new RSP in 3 years). This is mainly due to benefits of "customer oriented administration": improving access to public services, relieving stationary offices, increasing satisfaction of citizens. Durability modern service also guarantees extension of its functioning in RZ quality management system according to ISO 9001, under which it is subject to constant monitoring and control, leading to improvement. As a result of monitoring RZ implemented also:

1. Traveling Service Points-improving effectiveness & availability of information for tourists.
2. Rzeszow Office Helpline - line is a form of "first contact" to obtain basic information.

RSP as a modern & pioneering form of support and contacts with residents, has been succesfully transferred to other Polish cities. RZ share RSP experiences with other cities in abroad.