



A city overall explanation of the need for a participatory social model based on volunteerism (why to transfer the Athienou GP).

Municipality of Athienou, Cyprus is the Lead Partner of our URBACT III Network named “Volunteering Cities”. Athienou has a highly functioning society and it represents a role model in providing **a real self organised citizenship scheme aiming social inclusion and reduction of poverty**. The core element of the Athienou’s Good Practice is MCV- The Municipal Council of Volunteerism. The **MCV uses a bottom-up approach promoting vertical and horizontal integration** allowing volunteers to take decisions but within structures closely related to the Municipality itself.

Each Municipality has the responsibility of solving social challenges that are addressed in the community. Good Practice (GP) gave us an opportunity to support already existing systematization of the work that has been developed in the social area of the city. However transfer of the GP has contributed to create more participatory model of work in the social area that involve several social groups of the community and several areas of knowledge. It was fundamental for creation of conditions for a more active, and, above all, more organized volunteering work.

The work in the our Municipality is already very participative, it is organized through many boards or commissions that are established with stakeholders that support solving of issues which affect citizens quality of life. Through the social networks the City of Pregrada has achieved a high level of transparency and constitutes a good practice in participative processes by involving local people in the work of the local government.

The CITY Social and health program was improved in 2018 with new demographic measures in order to provide support to young families and their children covering the whole territory of the City since most people in risk of poverty and social exclusion are located in rural areas.

Also the Municipality makes serious investments, namely related with supporting infrastructure and with agricultural production. Development of rural areas is the foundation for young families and their children to make a home and live in good standards. This process contributes to inter-generational cohesion and social inclusion.

There is already existing organizational structure that provides involvement of children and young in decision making process – City children Council, Youth Council.

Important fact is that there is more than 60 active CSO's with more 1000 volunteers. City has great collaboration with them, while it provides financial and non- financial support to their work.



EXPECTED CHANGES ASSOCIATED TO THE MODULES (M1 TO 4 AND O1)

In the case of Pregrada, it seemed realistic to fully transfer some elements of GP (M1, M2, M3), but in some elements we had kick-start (M4). However, due to our city profile, competences and capacities, we were aware that different kind of difficulties can be met and had to be overcome. The “core” of our transfer journey was our ULG. All the achievements of the City of Pregrada in the transfer of good practice, came from strong motivation, commitment and ambition of the members of the URBACT Local Group. With establishment of the ULG we have put different donors around the table. Through continuous meetings, joint thinking, new ideas and activities have only grown. Today we are witnesses of extraordinary cooperation between local self-government, local cultural and educational institutions, civil society organisations, local entrepreneurs and of course citizens.

The key of our success is that all the members of our ULG became aware that only together we can succeed, that they have developed a sense of so-called "ownership" over the objectives set.

The crucial importance of this project is connection of all key stakeholders within the local community with a view to joint decision-making, creating new ideas and activities, strengthening cooperation between citizens, youth, promoting volunteerism, inter-generational solidarity, and socially responsible entrepreneurship. With this project and the activities we carried out, we have become even closer to the citizens.

It's important that citizens realize that everything we do, we do for them. All members of the city ULG contribute, with their work, to raising the quality of life of citizens of different age groups, different life stories and needs.

By setting up the ULG, their common reflection and work, we have achieved much to improve the quality of mutual communication and cooperation between different stakeholders, which are essential for the further social and social development of the City.



EXPECTED CHANGES



INDIVIDUALS

- *build strong relationship with citizens, volunteers*
- *motivate them to get involved in decision making process and local activities (ownership)*
- *to connect young/ adult/ elderly potential volunteers with local institutions, local government and CSO's*

ORGANISATIONS

- *build strong relationship with them*
- *motivated them to get involved in decision making process and local activities (ownership)*
- *get their support in city social programmes*

CITY

- *to identify the social problems of the city by collecting information from various sources*
- *to find solutions for the problems*
- *to raise the necessary funds to implement the solutions*
- *transformation of ULG to the advisory body to the City Council*
- *ensure political and financial support for the future work*
- *board similar to Athienou's MCV created in Pregrada*
- *all crucial stakeholders and individuals involved at the board*

WHAT HAS CHANGED



INDIVIDUALS

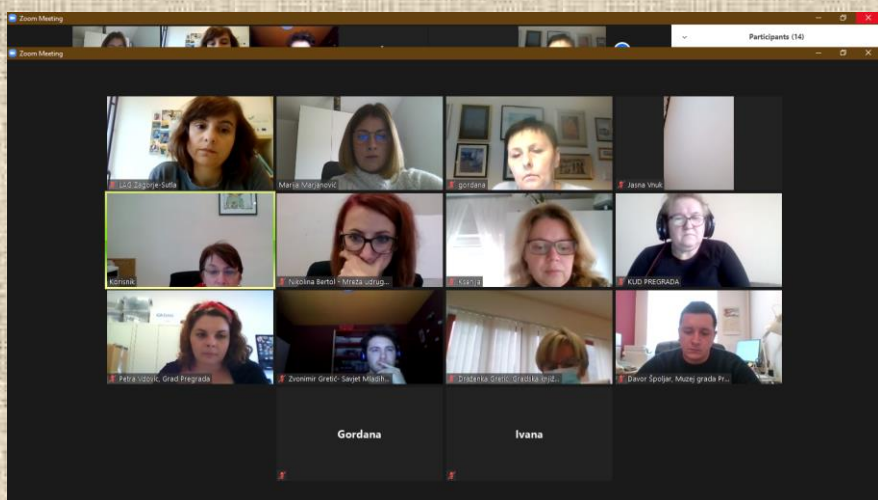
- *involvement of individuals in the city's participatory democracy*
- *ULG that meets regularly-regular meetings of crucial stakeholders*
- *regular communication outside ULG Meetings*



- *governance processes of voluntary activities between schools and associations*
- *they started to cooperate outside the ULG*
- *regular communication outside ULG Meetings*

CITY

- *City discovered that the only solution to face the increasing scarcity of resources is to co-share and to co-implement solutions*
- *City became aware of importance of ULG work, motivation, activities*
- *ULG members became main promoters of volunteerism, intergenerational cohesion*
- *City became aware of importance of support of other stakeholders in dealing with social challenges*
- *Board for questions of social inclusion and solidarity (ULG) has been established and members have been appointed-on last session of City Council in 2020 (15th December 2020).*





KEY LEARNINGS



INDIVIDUALS

- *keep regular and open communication all the time- keep them updated*
- *involvement in decision making process (ownership) is crucial for their motivation*
- *award them in some way (extra points for scholarship, etc.)*
- *adjustment to their needs and ideas*

TREASURE BOX ENTRIES

Krunoslav Golub, finance coordinator about TNM Arcos de Valdevez; "It was interesting to meet all the partners, from all the different countries. This is a unique opportunity to share experiences, knowledges and expand acquaintances. The project itself is very well structured and judging by the gathered partners its bound to be a successful one. All the partners are very motivated and experienced, so the exchange potential is substantial. Although the agenda was tight, we managed to see very interesting good practice models which we can implement not only in our project but also in other local community management models. It's a privilege to be a part of a URBACT transfer network partnership."

CITY

- *decide together how to provide partnership*
- *open communication*
- *ensure financial and political support for organizations*
- *design a strategy to support social inclusion and intergenerational cohesion, especially addressing disadvantaged groups*
- *financial resources will be crucial for the implementation of our plans*

TREASURE BOX ENTRIES

Marko Vešligaj, Mayor of City of Pregrada; "Through this project and activities we are conducting, we became even closer to our citizens. It is extremely important for citizens to understand that everything we do, we do for them and because of them. All the members of the URBACT Local Group through their works and actions contribute to the raising of the quality of life for the citizens of all ages, various life backgrounds and needs. By founding ULG, members' collective thinking and actions, we achieved a lot when it comes to the raising of the quality of mutual communication and cooperation of various members, and that the key to the further social development of the Town. Today we witness an extraordinary cooperation between local government, local cultural and education institutions, civil associations, local entrepreneurs, and citizens themselves. The situation the whole world faced at the beginning of this year showed just how important are the mutual work, cooperation, communication and support of all the community members when it comes to the finding a solution for a problem."

ORGANISATIONS

- *establish clear goals*
- *clarify roles and responsibilities*
- *open communication*
- *ensure sustainability of activities that provide benefit for both*
- *adjustment to their needs and ideas*

TREASURE BOX ENTRIES

Davor Špoljar, director of City Museum about TNM in Altea: „I find this project very useful for our community. It will provide benefits of volunteerism among citizens and ensure better visibility of volunteering actions. Also it will provide better coordination and collaboration between local government, public and private institutions, civil society organisations and private sector. Together we can make difference. Transfer of the Athenous good practice will be fundamental for providing intergenerational cohesion in our community and making our citizens active in all areas of community life.“

EXPECTED CHANGES



INDIVIDUALS

- *make connection among elderly people and youngs*
- *raise awareness of benefits of intergenerationality*
- *organization of activities that they are interested in*

CITY

- *it was important to find a way how to connect elderly people with children and youngs*
- *intergenerationality brings benefit for different age groups*
- *it was crucial that city support activities and projects that provide intergenerationality*

ORGANISATIONS

- *providing help and activities that both have benefit*
- *create intergenerational programs in response to identified social needs*
- *create intergenerational programs that harness the skills of one age group to meet the needs of another/ or engage age mixed groups to provide service to the community*

WHAT HAS CHANGED



INDIVIDUALS

- both became aware of benefits of intergenerationality
- they became aware how much they can learn from each other
- youngsters have more understanding for needs and feelings of elderly people
- they create connection on different level
- youngsters became aware of importance of integrated approach towards elderly people
- elderly people became aware of benefits of their involvement in local activities (mental and physical health)
- with children included in volunteering actions we are one step towards creating tradition of volunteerism

ORGANISATIONS

- new intergenerational programs have been developed
- new projects that involved youngsters and elderly have been developed
- intergenerational programs became part of regular work programs of local public institutions
- public institutions (schools) have established clubs of young volunteers

CITY

- city became aware that civil society organizations have crucial role in providing intergenerationality
- city became aware that support of other local stakeholders is very important and has to be maintained
- city became aware how important is to preserve connection between different age groups (mental and physical health)

TREASURE BOX ENTRIES

Jela Vladić, pensioner about activity **Physiotherapy at your service!- High school Pregrada Good practice;**
 „ Students always give us a nice welcome. They are not he, open armed and warm. The therapy room is nicely decorated and comfortable. This idea is great and this opportunity we have to take. It would be nice that practise like this is carried out not he other cities that have students like this. After the therapy I feel so much better, like I can go out and run. I feel the results not he therapy.“



KEY LEARNINGS



INDIVIDUALS

- both; youngs and elderly have benefits of their social inclusion
- they can learn from each other a lot
- it is important to ensure sustainability of activities that provide benefit for both
- it is important to ensure continuation of activities that includes different age groups

ORGANISATIONS

- elderly people are important resource of knowledge
- it is important to meet needs of both; develop activities and projects that involve different age groups; but with common interest
- ensure sustainability of activities that bring benefits for both
- it is crucial to establish structure of volunteering clubs and activities in schools- in order to ensure their motivation and involvement all the way of their education (from kindergarten until end of high school education)

CITY

- decide together how to provide partnership,
- establish clear goals,
- clarify roles and responsibilities of city, local institutions, CSO s and individuals,
- ensure regular and open communication and support,
- ensure sustainability of activities that provide benefit for both (physiotherapy for elderly in High school),
- ensure financial and political support for organizations that provide intergenerational activities

TREASURE BOX ENTRIE

Mihaela Kovačić, high school student; „This practice is a great opportunity for the students. Throught it we can learn and develop our physiotherapy skills and also our social skills in relation to our pacients. Personaly I think that this practice is perfect, beacuse the results of our work are visible immediately. The fact that they are feeling better and the smile on their faces every time they Coe is more then we can ask. I think that all of my students colleagues share my opinion, beacuse we all share the desire to improve the health of elderly people. Every Monday our room is full of laughter. I could say that the atmosphere we have built is a paradise for our body and mind.“

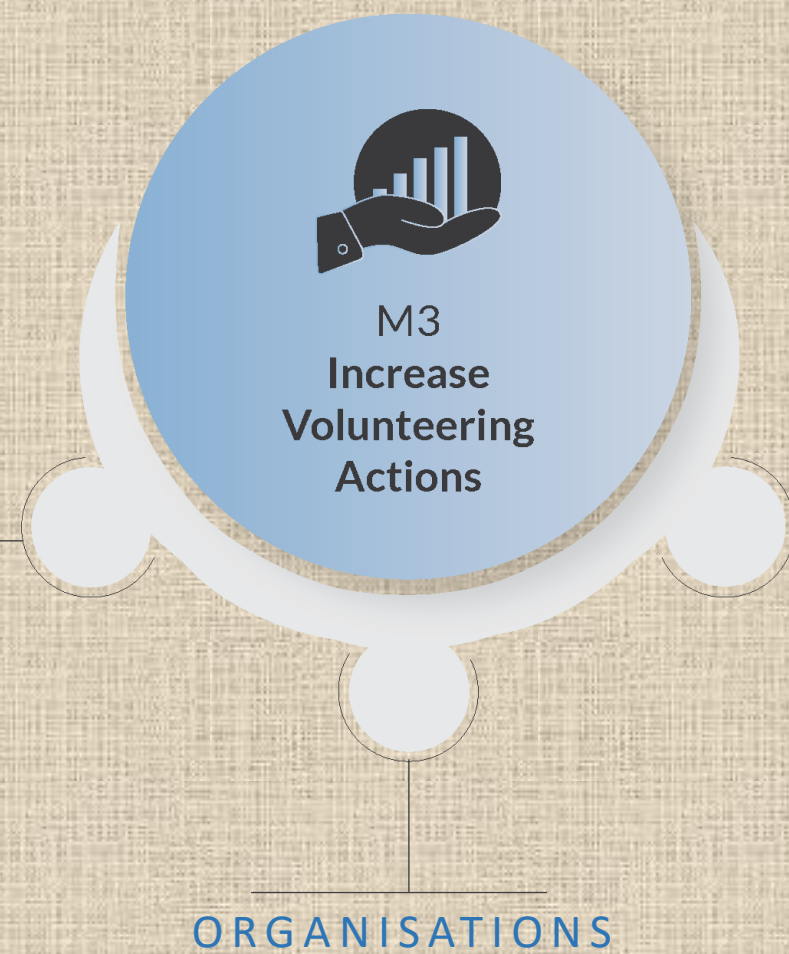


Meetings & Discussion- non-formal programme of the museum and library for elderly person with a aspecial emphasis on the **intangible cultural heritage** April 2nd 2019



Kindergarten Little Volunteers; helping elderly people in house and yard work...every year..work depends about season...

EXPECTED CHANGES



INDIVIDUALS

- raise awareness of benefits of volunteerism
- raise awareness that volunteerism is a choice not obligation
- motivate them to be part of decision making process and activities
- make them feel that their involvement is important
- build strong relationship with them; **OPEN AND STRUCTURAL DIALOGUE**
- keep them actively involved in decision making process (ownership)
- award them in some way (extra points for scholarship, etc.)

CITY

- promotion of volunteerism trough socail media
- creation of new project and activities that require active involvement of youngs
- create system how to award young volunteers (extra points for scholarship, etc.)
- build strong relationship with them; **OPEN AND STRUCTURAL DIALOGUE**
- keep them actively involved in decision making process (ownership)

ORGANISATIONS

- create projects, activities that are interesting for youngs
- to became real partners in promotion of volunteerism



WHAT HAS CHANGED



INDIVIDUALS

- we established interactive activities (in which they will be actively involved -like “Little volunteers” in Kindergarten, High school students baking cakes for those in need)
- activities connected with their interests and knowledge have been established (like “Physiotherapy at your service”)
- we have ensure sustainability of this activities

CITY

- new City program for Youth 2021.-2025. has been created
- new projects that require active involvement of young have been applied

ORGANISATIONS

- benefits of volunteerism are promoted continuously among children and youngs (Kindergarten, schools)
- many projects that include young volunteers have been applied

Participative Budget: Project “Get the money and do something for youngs! March/April 2019

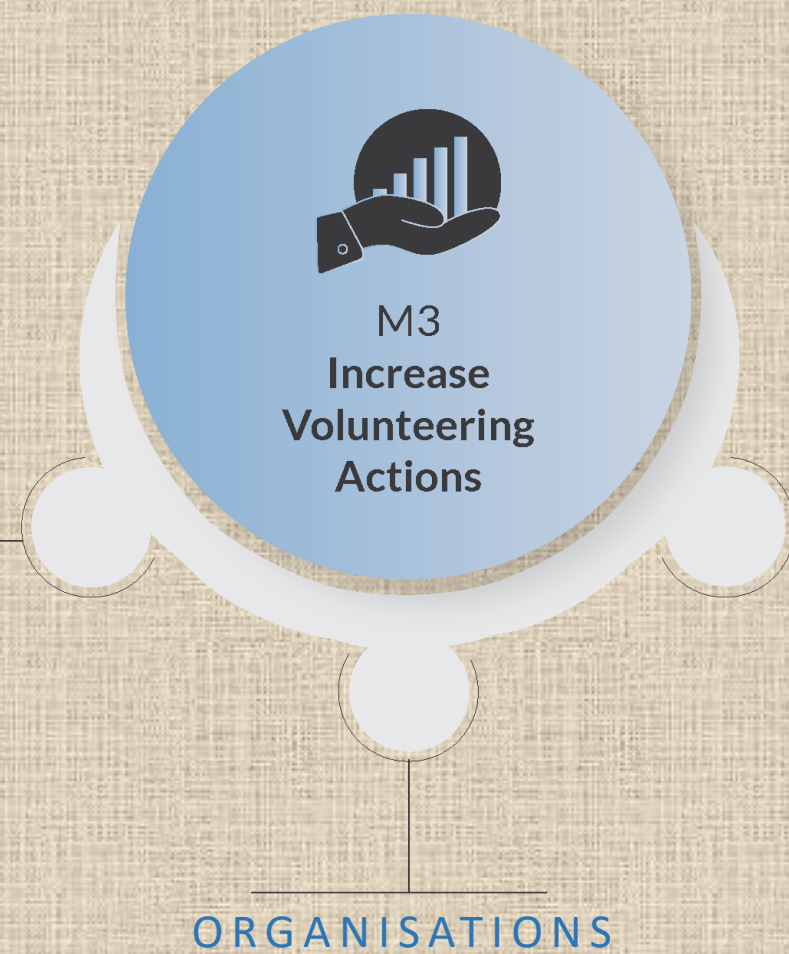
DECEMBER 2020

IVANA GRILEC...ENTRIE HOLIDAY CAKES

To all of us, and to me, it is wonderful to help other, but in reality, when the need arises, something more important, that can be rescheduled, take precedent.
 But, once you decide to give up coffee or hanging out to make a good deed, it's addictive. The feeling which settles after you make someone who truly needs it happy, it becomes your spiritual food.
 As every holiday season, and this Christmas we decided to bake cake for those in need, those who have no one, who have no opportunity or will to enjoy the abundance as most of people today.
 As hard and trying it was, the happiness and enthusiasm were always high while baking. There was flour and chaos everywhere, but the music was in the air, every night.
 When everything was done, our heart were filled with pride.
 The very thought of how this little gift might make someone's dull holidays, brought tears to my eyes.



KEY LEARNINGS



INDIVIDUALS

- the youth should be actively involved in the planning of activities for the project, so they can be formed by their needs and expectations;
- it is necessary to build trust for a true and open dialogue with the decision makers;
- work methods should be adjusted to expectations of the youth, and enough space to openly state opinions should be secured. It should be kept in mind that the youth is a very heterogenic group, so the facilitators should be able to deal with various wishes and expectations;
- the youth have to see the results of their involvement



Sweets for those in need; December 2020.

- it is necessary to keep in mind the accessibility of activities to the youth, and talking about the rural area, that is covering the transportation of the youth living out of town's centre



Red Cross delivery of food; December 2020.

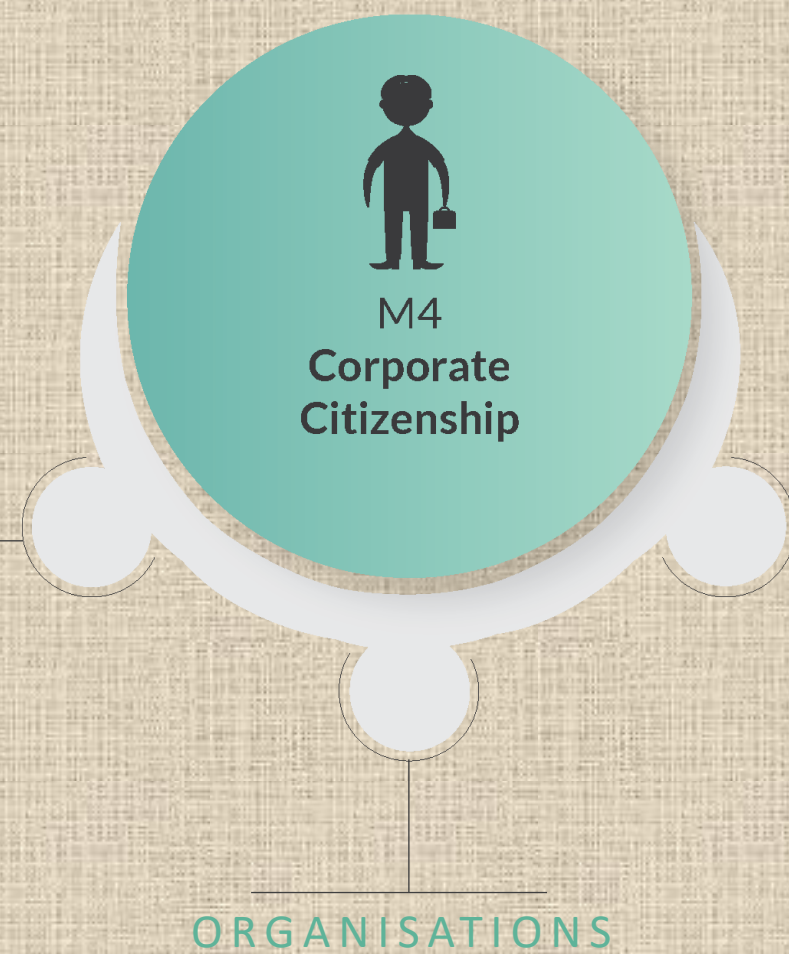
CITY

- a political will to talk is just a step in the right direction. It should be followed by the administrative capacity for implementation, along with the active Youth Council or a youth initiative in the community, serving as activities initiators;
- it is important to have structure through which children and youth can make decisions about what they want in their community to change or be done, to present their ideas and actions to local government /City Children Council, Youth Council
- support of kindergarten, schools, public institutions is crucial



Childrens week; every year first week in October we are celebration Childrens week: in order to promote childrens rights, benefits of volunteerism, importance of their involvement in the community, intergenerationality...There are lots of activities that involve engagement of members of City Youth Council and Children City council...

EXPECTED CHANGES



INDIVIDUALS

- *involve them in decision making process (ULG)*
- *inform them about activities*
- *get information in what they are interested at*

ORGANISATIONS

- *involve them in decision making process*
- *became aware that we have common interests*

CITY

- *show our “business plan”/ added value of our project*
- *offer support of local government/local public organization*
- *present our project special contribution to future development of participative governance*
- *show them/present them how will money and resources mobilized have impact*
- *create and promote a visible and recognizable identity in the form of logo for SRC*
- *show them that their resources will make difference (that their help count)*
- *to convince them that supporting our activities/ our project goals is likely to lead to a successful intervention, one they can be proud to claim involvement with*
- *to offer them public promotion/ building their reputation*



WHAT HAS CHANGED



INDIVIDUALS

- mutual communication is regular and open
- they became aware that they can help not just by giving money, but with their knowledge, ideas



- ORGANISATIONS
- mutual communication is regular and open
 - they have shown interest in providing help
 - they became aware of their “power” and role in providing help to members of the community
 - they became aware that together we can make some difference in the community
 - they became owners of local projects (building Tennis Courts, reconstruction of football courts)



Reconstruction of football courts; local entrepreneurs, young volunteers; July 2020

CITY

- city is supporting local entrepreneurs- financially and by public promotion
- strong connection has been built
- mutual regular and open communication is being performed
- city created logo for SRC that will be given to most involved/ active companies/entrepreneurs



Redecorating the space of the sports community, February 2020.





KEY LEARNINGS



- set out “Road map” from our needs to desired resource mobilization and fundraising
- list the resource needed (for each of planned activities/ goals)
- know who is going to be interested/willing to participate (according to experience)
- show our “business plan”/ added value of our project
- build strong relationship with them
- keep them up-to- date on what is going on in the project
- invite them and involve them in activities/ events
- be always available for them
- keep communication open all the time
- always know/ be interested what they are hoping to gain from relationship, and then provide it



DIARY ENTRIES HIGH SCHOOL PREGRADA

„The feeling of humanity is the most precious human feeling for me. Helping the other fulfils me and makes me truly happy.“

„The feeling itself of helping someone and making someone happy by a gesture is what made me a volunteer. I feel fulfilled for making someone's Christmas better this way.“

„I agreed to volunteer to make those in need happy. The little we made means a lot to these people, and it made me, and I hope all of you, satisfied for doing this little deed.“

GORDANA LOVRENIČIĆ

DIANA OBREŽ JAGIĆ

BOŽENA BELOŠEVIĆ

DECEMBER 2020



Sweets for those in need, December 2020



Pregrada Learning Log



Educational program for elderly people- how to use smart phones, tablets...



Pregrada Learning Log



Open project presentation September 2020.