

English summary Integrated Action Plan Skane

1. WHY did you join the CHANGE! network

The goal of the Change network was to coproduce action plans with local stakeholders about how to transform (re-design) existing social services towards a more collaborative provision, towards a people-powered service delivery. This was in line with our on-going work. That is why we joined the project

2. HOW did the CHANGE! network help you?

Knowledge inputs.

3. NOW – what is the outcome?

At the national level in Sweden there is a network for the municipalities that actively work with citizens dialogue. Here we highlight good examples, current research in the field etc. In our discussions through the reverse pyramid method of our ULG, we found that a corresponding regional network in Skåne for municipalities and state authorities would be a good way to develop the citizens dialogue in our region.

WHY: Why did you join the CHANGE! network?

1) Describe the challenges your city was facing at the start of the CHANGE! Project

The core question that we have been working with in Skåne is: *How can we in Skåne improve the dialogue between the citizens and the public sector?*

2) Describe the key objectives facing these challenges (what do you want to achieve?)

One very important question is how to reach those who are seldom heard.

How do we avoid the problem that is often raised today, namely that citizen dialogue means giving those who already have resources yet another way to influence?

How do we listen to everyone, not just to lobby groups and those who shout the loudest?

It is important to stress, however, that there are already people who try to influence by “shouting the loudest,” and lobby groups who seek out elected representatives to give their views on particular issues. Experience shows that when local authorities have carried out citizen dialogue, it has generally been through invitations to places and forums that the politicians and officers are familiar with. To many groups in the society, it feels neither natural nor comfortable to come to these meetings. An international trend for coming to grips with this problem is to both invite and reach out to people in

the community. It is a matter of gaining a good understanding of how the citizens want to communicate and engage in dialogue with the local authority. This means that using the same dialogue approach for all citizens is not enough. When only a few people turn up to the meeting that you have arranged, you cannot draw the conclusion that nobody is interested and be satisfied with that. If you seriously want to know people's values, priorities and opinions, you have to actively take responsibility to find the methods that suit different groups in the community. International experience shows that you have to depart from traditional meetings and develop new approaches to dialogue. You can do this by using new technology, through outreach activities and through cooperation with civil society organizations or key individuals who are well networked in particular fractions of the community.

- 3) Explain why and how the CHANGE! network could help you in meeting these objectives (why was the CHANGE! network - or specific partners within the network - interesting for your city?)

In the URBACT family, the County Administrative Board of Skåne has the status as "Infra-municipal tiers of government". This means that we are a large geographical district and not a self-governing local unit/municipality.

The County Administrative Board of Skåne is a regional management and development authority working directly under the Swedish government. Together with the 33 local selfgoverning municipalities in Skåne we work very hard to find ways to boost the innovation process in Skåne.

But, unlike our friends in the Change project, we are not a city and we have no jurisdiction over a particular geographic area. This means that, unlike our project partners, we have no direct opportunity to say that "We shall develop this in our city or in our village". That kind of initiative must always come from the self-governing municipality.

This in turn means that the ULG model for development has proven less effective for our part than for our project partners in Change. And this has meant that the discussions in our ULG have been held at a more general and philosophical level, rather than a concrete and substantive level. This explains our low number of ULG meetings. Instead, we have chosen to work mainly with meetings and discussions with individual actors; instead of group meetings according to the ULG model. These talks with different actors, and members of our ULG, have led us to the results we present in our IAP.

HOW: How did the CHANGE! network actually help you to meet your key objectives?

- 4) Describe how you involved your ULG and external stakeholders in the project and explain their impact (Did involving a ULG help you? Did a process of collaboration actually take place? If so, how did this improve your situation? Briefly describe this process.)

See bulletpoint 3 under “WHY”.

- 5) Explain how transnational meetings, best practises /study visits and staff exchanges helped you to develop a solution to meet your objectives and face your challenges. Please give specific examples related to partners (*You can use the learning contracts you filled in after transnational meetings and staff exchanges*).

During the project, we have been to staff exchanges in Riga and Forli. What impressed us most on both of these visits was how they managed to create a commitment among their citizens in Riga and Forli in terms of social responsibility. It has been possible in both cities to create the conditions for voluntary work and commitment. This would be interesting to implement in Sweden.

However, we can see that much of this work is something that society, through state authorities and local municipalities, takes responsibility for through statutory measures in Sweden.

NOW: what is the result of participating in the CHANGE! network

- 6) Describe the actions of your Integrated Action Plan

The County Administrative Board of Skåne will take the following actions:

- Trial period to carry out two networking meetings in 2018 directed to state, region and municipality (80 actors in total). If it is successful it will be a permanent network.

- Meetings are held half-days; once in the spring and one in the fall.

- Each networking session has a clear theme. This may for example be:

- User surveys
- E-dialogues - How do we use social media for citizens dialogue?
- Citizens' dialogue in the EU perspective
- Working with focus groups

- Practically, the networking is conducted as one or two shorter lectures with plenty of time for intermediate mingles and informal conversations.

7) Describe the (expected) outcome and benefits of your Integrated Action Plan (what is the best case scenario?)

That we manage to establish the network.

- The risk we can predict today is that we are not given the opportunity for funding due to changed policy decisions.
- Another risk is that the partners are not interested in joining the network.