

8th European CAF Users' Event "Leading Quality into the Future"
12 April 2018, Sofia, Bulgaria

Sustainable Territories Sustainable Organisations



CESOP
LOCAL



CATÓLICA
CESOP • CENTRO DE ESTUDOS
E SONDAJENS DE OPINIÃO

Tânia Correia



INSTITUTE OF PUBLIC
ADMINISTRATION



eu2018bg.bg

Bulgarian Presidency of the Council
of the European Union



european public administration network

1. Background & Context of the organisation

Recognized by the Portuguese Government as a free, independent university of public interest,



UNIVERSIDADE
CATÓLICA
PORTUGUESA



the Catholic University of Portugal is an academic institution, that, due to the high-quality of its research, education and other provided services, contributes to the development of social and cultural value.

1967 Opening year

4 Regional Centres
(Lisboa, Viseu, Braga and Porto)

15 Educational facilities

16 Research centers

18 Scientific fields

540 Staff members

815 Lecturers

10.904 Students, in 2016/2017

1. Background & Context of the organisation

Católica-CESOP (Research and opinion polls centre) is part of the Catholic University of Portugal since 1991. Its research aims at increasing the public knowledge of political, social and cultural realities in Portugal.

Católica-CESOP has created a research unit, called CESOP-Local – an observatory of social dynamics -, which aims at developing applied research in the Portuguese administrative districts

POLITICAL POLLS



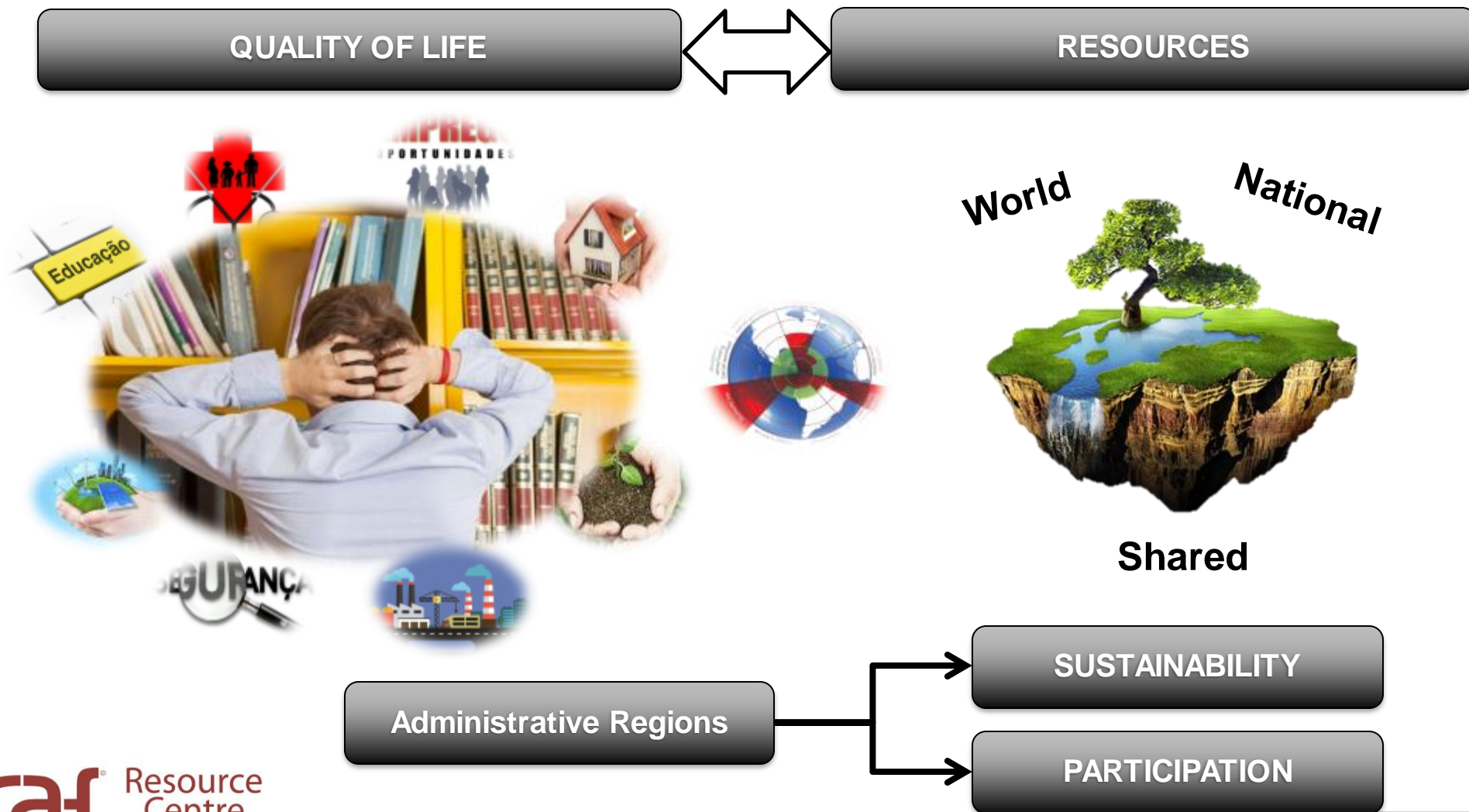
OPINION STUDIES



OBSERVATORY



2. Background of the case

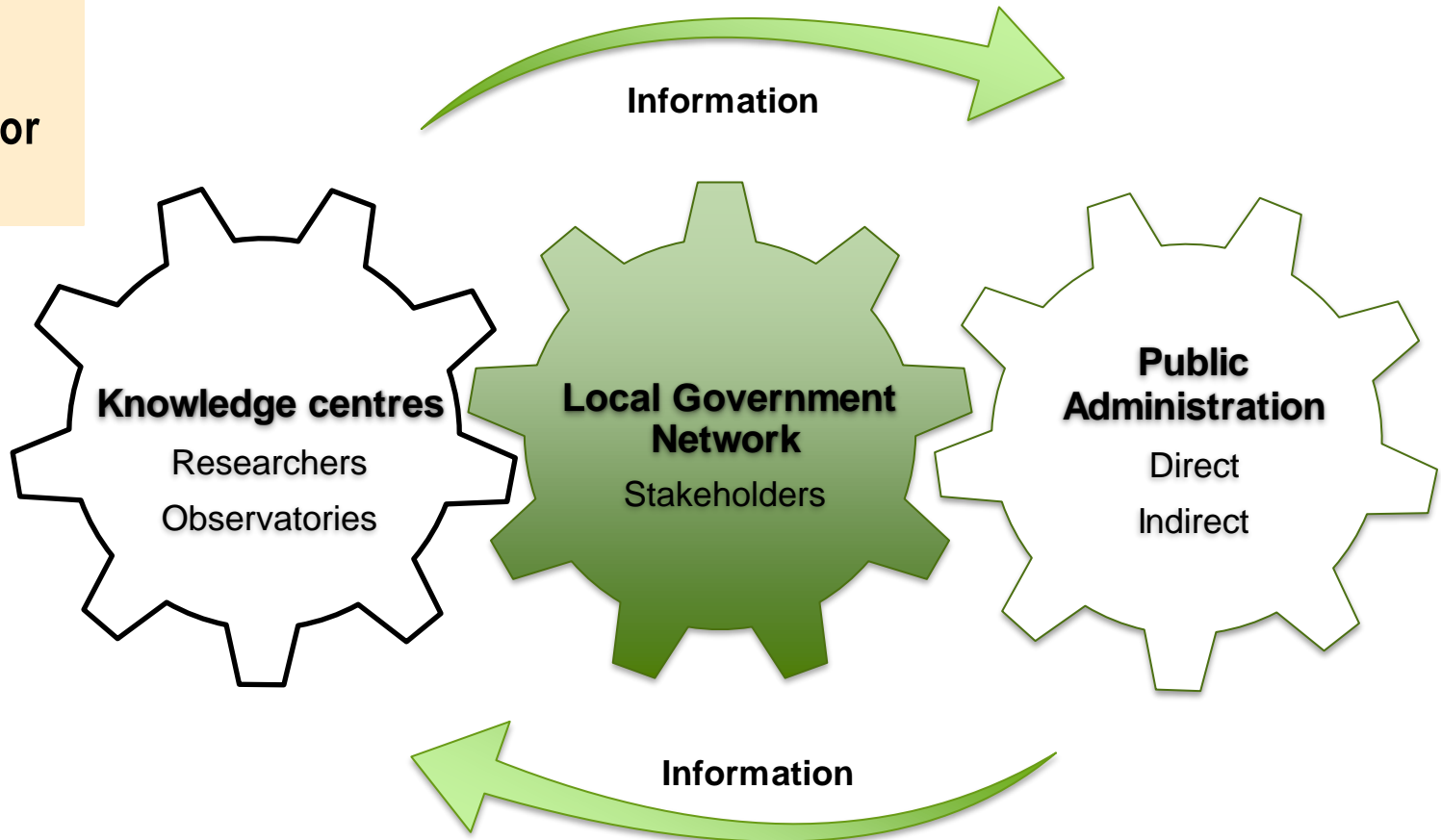


2. Background of the case

Since it has been agreed that sustainable development is the solution for several society contemporary problems, why haven't the local institutions implemented transitional measures for sustainable development?

2. Background of the case

Promotion of the
implementation of
transitional measures for
local sustainability



2. Background of the case

Why Local Governments?



- 1) Due to its key functions, they can improve the life quality of their community
- 2) Due to its key position (proximity), they can influence other local development stakeholders and involve the community
- 3) Because they are both employers and consumers and they have the responsibility to manage their own production according to the principles of sustainable development

2. Background of the case



Developing

Talent and social connectivity



According to shared policies on local development, which aim at building a better future for the next generations



Monitoring

Citizens and Organisations



To use organisations and citizens' information, ideas, and resources as a means to innovate and satisfy all stakeholders' interests



Empowering

Different actors and local initiatives



By objectively and publically benchmarking actors and initiatives, which enable residents, visitors and investors to reliably compare the community's wellbeing and quality of life

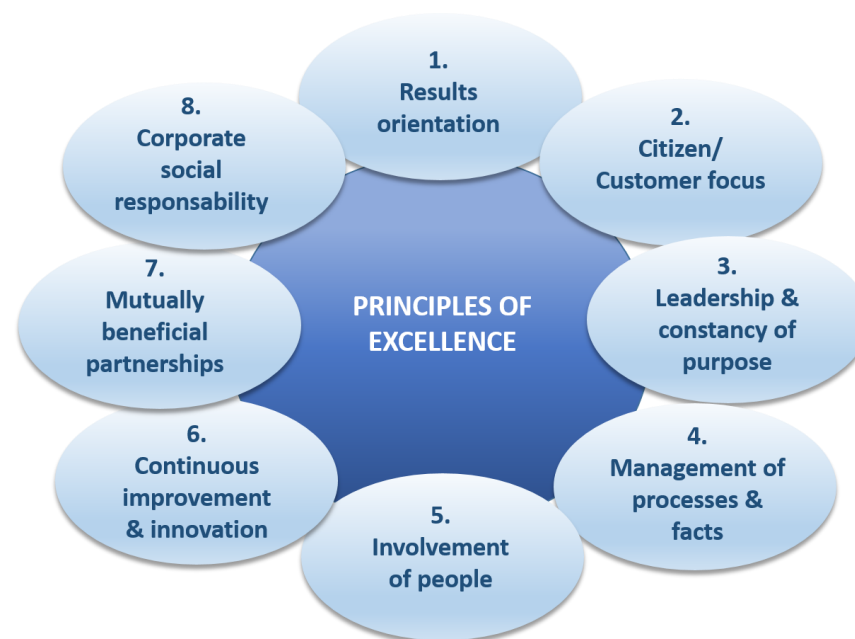
2. Background of the case

2030 Agenda for Sustainable Development



Developing indicators that successfully monitor the sustainable development at the local level

CAF Common Assessment Framework



Adapting CAF to the local governments' specificities

2. Background of the case

- Creating and training municipal teams for self-evaluation
- Writing a “CAF- Local governments” manual
 - [(re)defining the CAF’s subcriteria and indicators/ examples]

Simplification and clarification of the planning and decision-making public procedures

Promotion of active citizenship, participation and shared responsibility

2. Background of the case

CAF-Education

CAF-Municipalities

Around 3.900 european public organisations are already using CAF.

In Portugal, there are 425 CAF users and 771 actions implementing CAF.

SECTOR	N° OF USERS	
	PORTUGAL 2017	EUROPE 2017
Education and research	311	1102
General policy and oversight, coordination	48	44
Local administration	22	938
Social security and social services	19	418
Health	8	149
Culture	4	58
Economy, Agriculture, Fisheries and Trade	4	88
Police and Security	4	177
Transport, Infrastructures, Public Works, Utilities	3	89
Home affaires	1	53
Others	1	853
TOTAL	425	3969

2. Background of the case



NUT II	Total	Respondents	%
North	86	49	57,0
Center	100	52	52,0
Lisbon Metropolitan Area	18	11	61,1
Alentejo	58	22	37,9
Algarve	16	9	56,2
Azores	19	14	73,7
Madeira	11	4	36,4
Total	308	162	52,6%

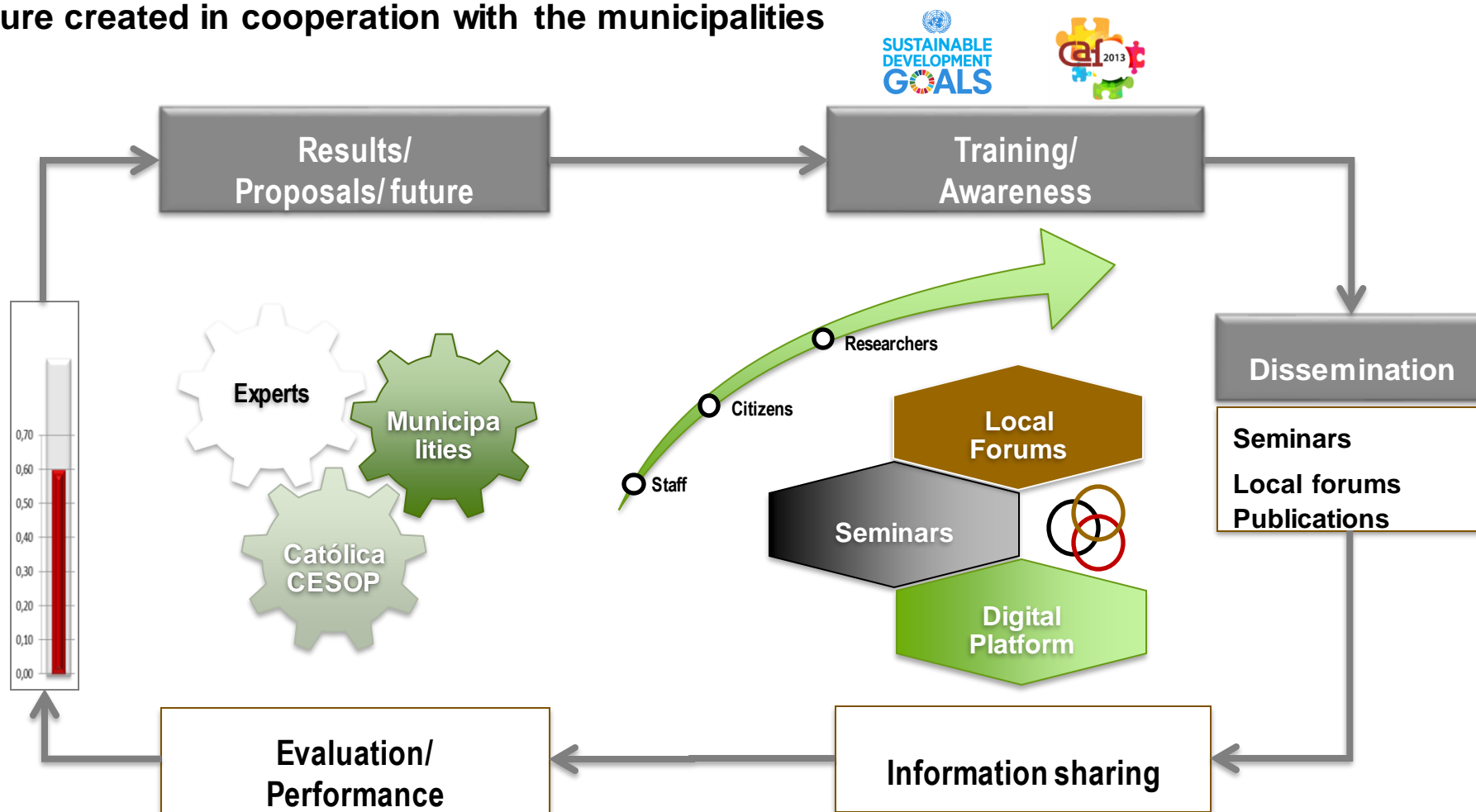
2. Background of the case

CAF in the Portuguese Municipalities

- Most have heard about CAF
- Among those who were not familiar with CAF, there is a manifested interest in getting to know it
- There is some availability to implement CAF
- Only a few municipalities have implemented CAF (17 in 162)
- Only 8 out of 17 Municipalities have implemented IAP (Improvement Action Plan)
 - None of the Municipalities has concluded the implementation of IAP
- Reasons for not implementing CAF:
 - Lack of Human and technical resources
 - Lack of knowledge about CAF

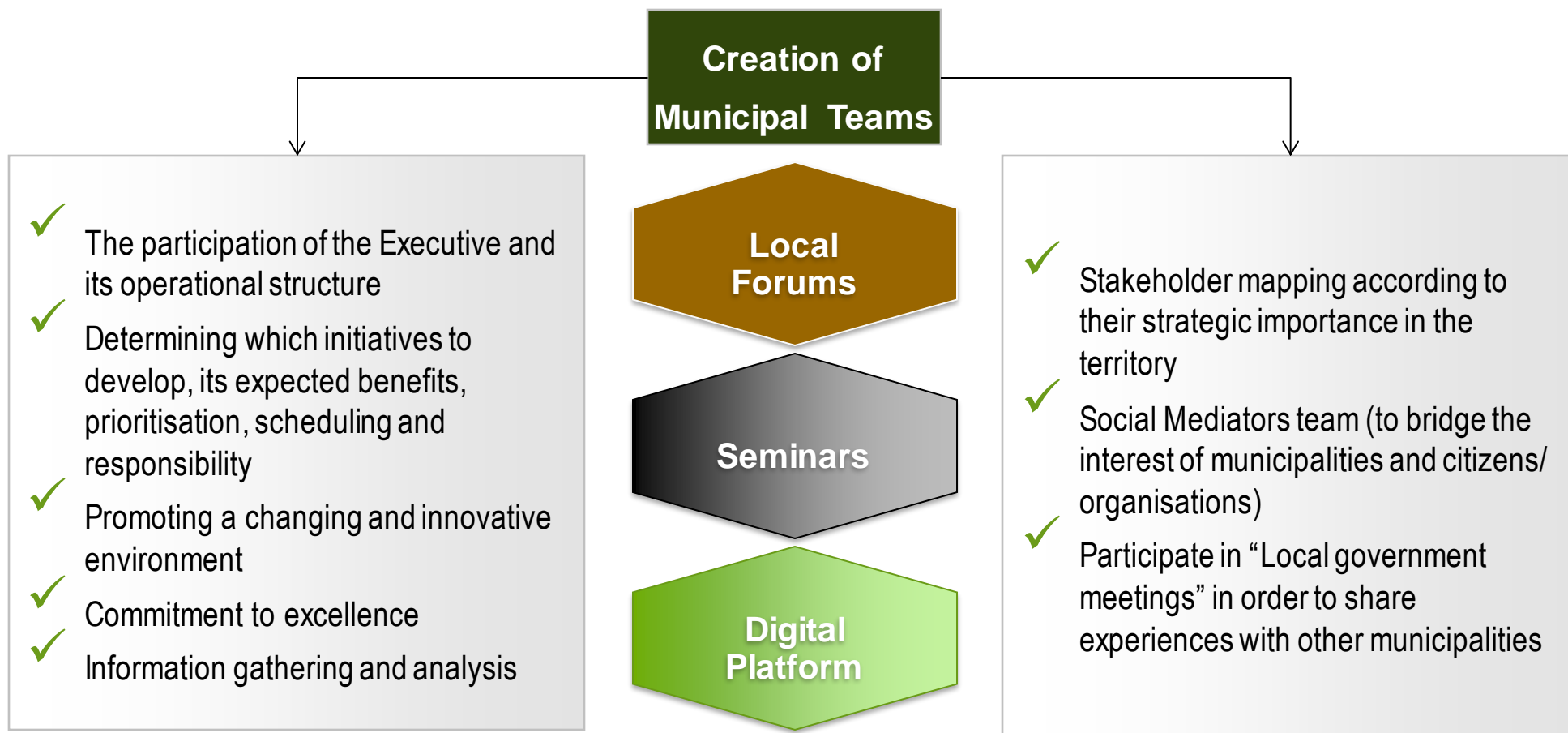
3. Process/dynamics

Procedure created in cooperation with the municipalities



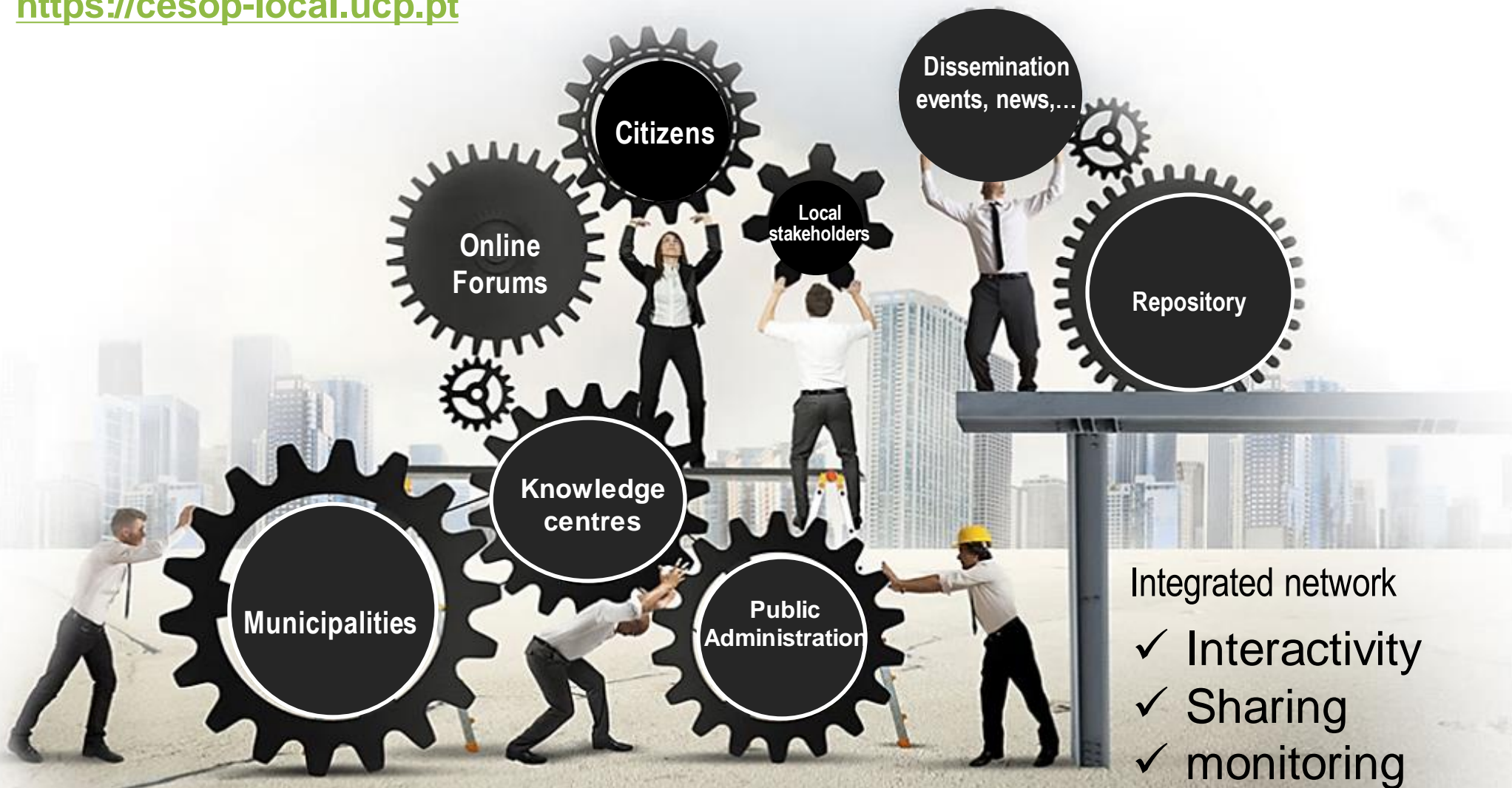
3. Process/dynamics

Awareness/ Training/ Mentorship/ Data Processing/ Monitoring



3. Process/dynamics

<https://cesop-local.ucp.pt>



3. Process/dynamics

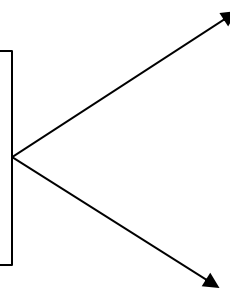
Sustainable Development Goal 6: Clean water and sanitation



By 2030, achieve universal and equitable access to safe and affordable drinking water for all



Proportion of population using safely managed drinking water services (%)



Level of coverage

Citizen satisfaction

Score

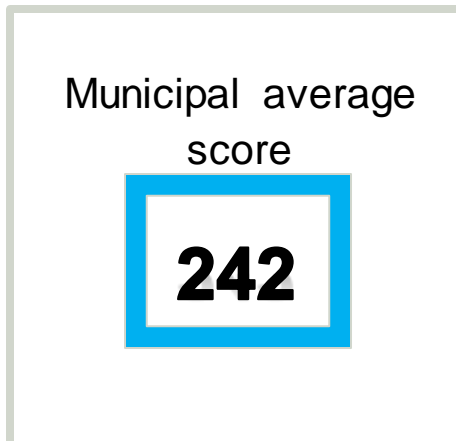
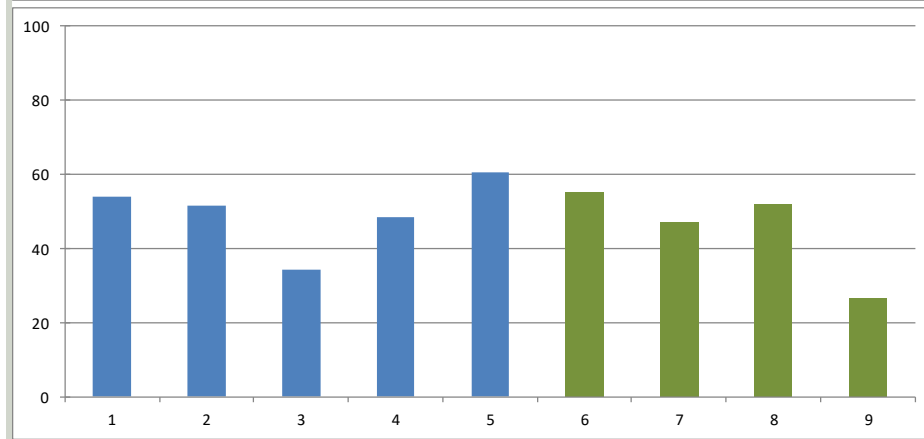
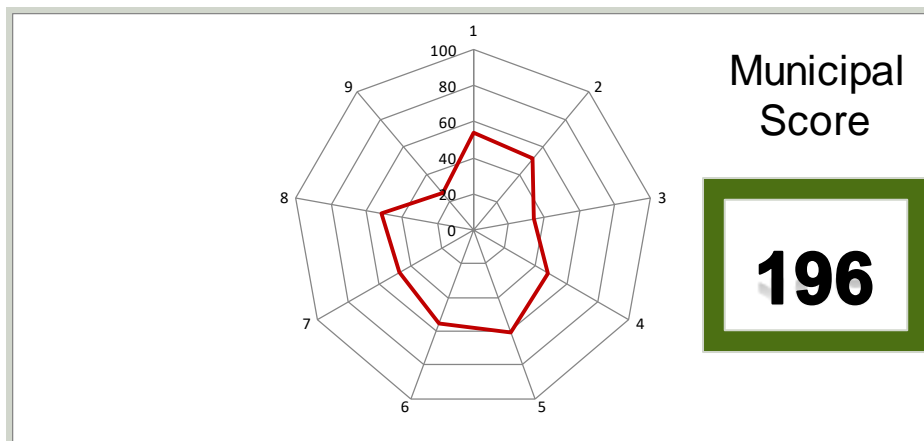
4. Results/outcome

<https://cesop-local.ucp.pt>



Identification of:

- ✓ Criteria, subcriteria and indicators/ examples
- ✓ Total score and score by criteria
- ✓ National comparison
- ✓ Tips on how to improve their score



4. Results/outcome

Opening Session:

(CUP, Lisbon) 21-march 2017

- **2** members of the national Government
- **10** Indirect Public Administration
- **15** Researchers
- **37** members of local governments

Network partners:

20 Municipalities

(Currently awaiting the accession of other 15 municipalities).

5 Entities:

DGAEP; APQ and researchers (from excellence centres in UCP and others) – We wish to expand this network

Training of 387 municipal technicians:

(Sustainable territories; Sustainable organisations; Digital Platform)

Local Sessions (+ 400 participants):

Águeda, Cascais, Horta, Lagos e Santo Tirso
(technicians, politicians and citizens)

National Survey:

- Total Quality Management Systems (**162** municipalities)

DGAEP (Direção-geral da Administração e Emprego Público)

- Participatory practices: **746** Citizens
68 Communes
23 Municipalities

- Sustainable practices

5. Lessons learned & key recommendations

- The local governments are not very familiar with CAF
- Those who know CAF, are not fully convinced of its usefulness
- The municipal organisational structure is vertical and communication is mostly one-way
- Citizens do not participate often in the local decision-making procedures, but they have (few) interest in participating more
- Pilot-study in 3 municipalities:
 - Main limitations
 - Proposal of a CAF Manual/Index, which will be presented to the remaining local governments

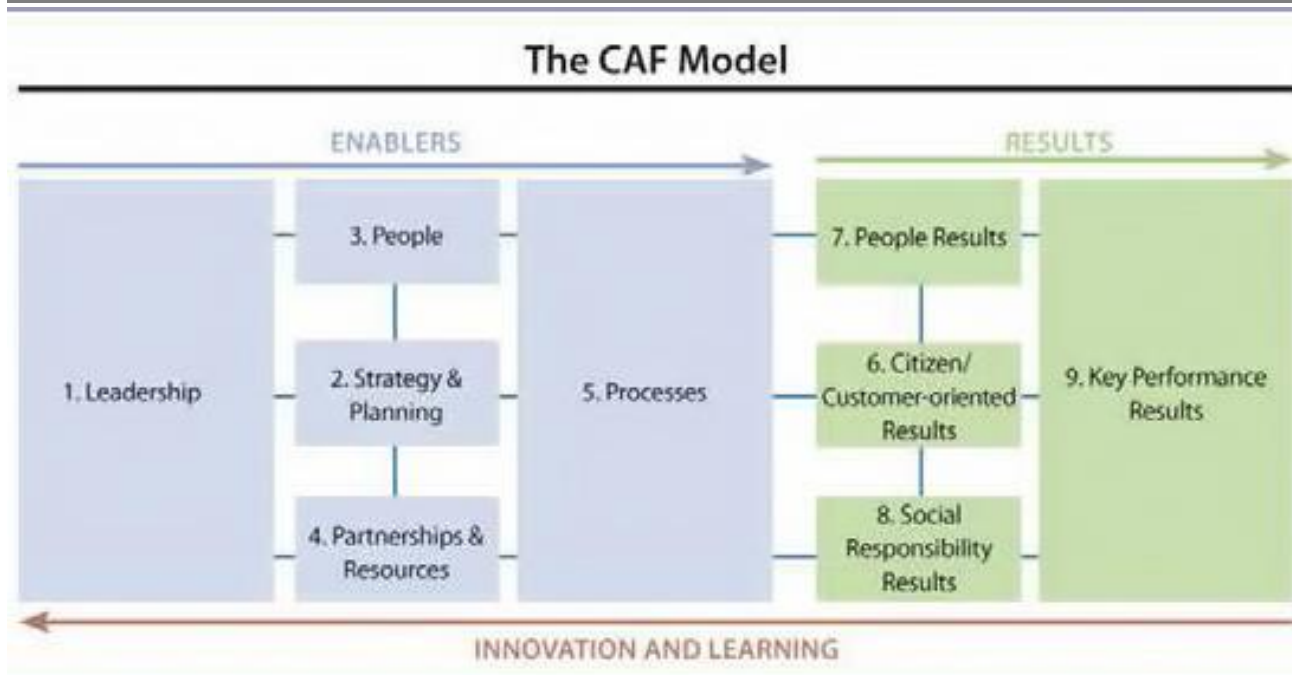
4. Results/outcome

Municipality

Definition of the **self-evaluation process**
(Diagnosis, Improvement
Action Plan, and
Monitorization).

STAKEHOLDERS

CAF Local Governments Manual



Simplification and clarification of the planning and decision-making public procedures

Questions



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