

# BORDERS TO CROSS

Title:	"New modes of governance"
Name workshop:	Changing Relations in Public Service Delivery
Projects presented:	1. People Talk 2. The Workshop Project
Workshop director(s):	Laura Billings, Edmond Grace,
Name rapporteur(s):	Eva Lekkerkerker
Date and time of workshop:	30-10-13, 14.30

Heading: three lines leading the reader into the topic:

Governments are putting more attention on the user's perspective of the services they provide. These innovations have in common that public service providers are getting more responsive to the ideas and needs of citizens. Different kind of institutional and organizational arrangements can be made to reach this goal, like the presentation of the two projects: People Talk and The Workshop Project.

What triggered me: 5 lines:

- gathering together information on all small, local initiatives and housing them under one project to get a helicopter view, enabling to bring complementing initiatives into contact with each other to enhance effectiveness
- Learning by doing, all experience is valuable
- Assets model: not starting from people needs, but capacities and resources
- New legitimate institutions to funnel public opinion can be created, but the administration needs to acknowledge them
- The importance of dialogue, transparency and mutual cooperation between residents and public services

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

## The Work Shop

This project envisions moving away from a serviced community to a collaborative community, by recognizing people with needs and assets. Needs can be facilitated by the administration, such as education, streetlighting etc. while assets are resident's own capacities to facilitate remainder services, The Work Shops offer one space where all information on local initiatives is collected and available informally. People can come in, chat with a cup tea, give their input in meetings facilitated by the organization, or quietly walk around the exhibition and deliver their suggestions on paper. Besides this The Work Shop tests methods, introduces new methods and aims to reduce hierarchy in dialogue between citizens, initiatives and the administration. The local council was enthusiastic about this project and The Work Shop has people working in collaboration with the municipality.

## People Talk

A local person known to the initiative taker became prime minister of Ireland. He took particular interest in initiatives from his own neighborhood and therefore collaboration between the project and the government could be established. The project's aim was to create dialogue between people of different backgrounds, gather this input and present it to public service. They set up a citizen's jury consisting of 6 males and 6 females, chosen aselectively apart from the equally represented gender criteria from amongst interested people. The jury is active for 2 years before being rechosen. People get frustrated with the administration, but their angre can have positive outcomes if used to create constructive input for the (local) government. This jury will hold public listening sessions to draw up an agenda of issues. Dialogue will be started with public service agents and recommendations made to improve these services. The driving force for systemic change has to come from the administartion themselves, they need to have a passion about serving the citizens. Communication needs to reformed, because regular broadcast methods don't work. Trust is key in all these initiatives, as are horizontal relations between actors involved. Transparency is needed for trust and horizontal relations.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

- Public actors were positive to change and dialogue, this boosted the effectiveness of the projects.
- New modes of democratic innovations are being created. In the case of The Work Shop, they want the municipality to commission the society, after networks have been firmly established, so that the resident's themselves can designate money from a fund to initiatives they deem most important. How to generalize this method to regional or national level however?
- The future success of these initiatives may be examples of new modes of governance that could be an examplary to other countries on 1) a national and local level (People Talk) and 2) a local level (The Work Shop).

Extra information: