Basic Facts

Population: 203,943 inhabitants
Minority groups: 0.5% (registered) Roma & Egyptian
Average age: 33.4 (young population)
Unemployment: 9.7%
Administrative units: 6
Business no: app. 5’622
Students/pupils: 27’359
Visitors: 700’000
[City evolution]
Youth (15-25)
The Elderly
The unemployed (Including Roma)
Employed low-income
Employed middle-income
Voters

City Council (legislative)
- CC secretary
- HoCC; D/HoCC
- Temporary commissions
- Permanent commissions
  - Economic development
  - Culture, sport Education
  - Social policies
  - Territorial Planning and management
  - Etc…

Mayer (executive)
- D/mayors Advisors Cabinet
- Directors of enterprises/ Municipal entities etc…
- Municipal staff/ Administration

Citizens’ commissions
- Advisory
- Statutory
- Institutional
- Ad-hoc

Local referendum
Institutional & Legal Set Up

Law no 8652, 2001 “On organization and functioning of local governance”

LGU FUNCTIONS

OWN
- Infrastructure & Public Services
- Social, Cultural & Sportive Services
- Local Economic Development

SHARED & DELEGATED
- Education (1&2)
- Health Care
- Social Protection & Poverty Reduction
- Public Order and Civic Protection
- Environmental protection etc.
SA & Policy Documents

National Level

(Strategies on Development & Integration, Social Inclusion, Social protection, Gender equality, Gender-Based Violence & Domestic Violence, Youth, People with Special Needs, Roma)

Regional Level


Local Level

(Strategy of Children Protection for Durres Municipality - 2008-2011; City Development Strategy for Durres (under revision); Urban Regulatory Plan for Durres Municipality (2009).)
SA & Legislative Support


The Law on ‘MTBP Elaboration’, no 7/1, 2010

The Law on ‘Budgetary System Management’, no 9936, 2008

The Law on ”For social benefit and services” no. 9355, date 10.03.2005

The Charter for Children’s Rights and the Law no.10 347, date 4.11.2010 “For the protection of Children’s rights”

Law no. 9970, date 24/07/2008 “For gender equality in society”

(Council of Ministers Decision no.334, 2011) LGU-s’ obligation to establish the Coordinated Community Response to Domestic Violence


The Law no.8503, 30.6.1999 on “The right to information for official publications and documents”

The Law no.10119, 2009 on “Territorial Planning”
DURRES 2020
3X population
5-6-7-?X surface
Informal settlements are considered as human settlements, which for a variety of reasons do not meet requirements for legal recognition lacking basic infrastructure, security of tenure, adequate housing.
Challenges in Service Delivery

Informal Settlements (‘Durrësi i ri’ ranks 2\textsuperscript{nd} biggest informal settlement in Albania)
Water supply (1-2hrs/day) – Durrësi i ri, Spitallë, Porto-romano
Sewage system
Solid waste management
Road infrastructure (internally in neighbourhoods)
Public transport (affordability & connectivity)

*Health Services - Education (Affordability) - Leisure Activities (youth) - Registration (ROMA)
Challenges in Service Provision (2)

Limitations in quality and access are not confined to vulnerable groups alone; rather they represent a challenge on a city level.

Affordability and availability: questionable > exclusive for vulnerable groups.
Current SA Practices

- Open Municipal Council Meetings (archived and viewable online)
- Center for Public Information Issues
- Participatory Planning and decision-making (CDS, BF, etc.)
- One-Stop Shop (est. 2004)
- e-government platform & e-kiosks (2 for citizen use)
- Weekly reception day (held by the Mayor)
- Annual publication ‘Buletini’
- A set of institutional and legal instruments (as part of the decentralisation process)
Participation – Opportunities:
Mayor holds open door days and there are participatory processes involved in the development of the City Strategy.

Participation – Engagement:
There is representation of vulnerable groups in the city council and through NGOs. Neighborhood councils are not seen as effective.

Transparency – Info Availability:
Council meetings, budgets and procurement available online although there is no open data policy and the website needs improvement.

Transparency – Info Access:
Information and one-stop-shop kiosk available as well as use of media. No ICT support.

Feedback:
Absence of effective redress and query systems.
How we got here?

Desk Research & Interviews (local & central) - 11 Focus Group Discussions - Participatory Scenario Development Workshop
Key SA Challenges

Information asymmetry

between citizens, government authorities and civil society organisations vis-à-vis one another’s rights and responsibilities.

Current, one-size fit social accountability practices further marginalize certain groups because they are not tailored to the special needs and circumstances of different community groups.

Poorly maintained and promoted current feedback and monitoring mechanisms with low institutional responsiveness rates to citizens’ requests and complaints.
Pillars of Change

SA practices integrated in CDS
Make social accountability a key component of the city development strategy

Effective participatory budgeting access
Involve consultative groups in participatory budget formulation

An operational & interactive city website
Make citizen feedback an integral part of local governance through an information and communication exchange and feedback system.
DURRES CITY PROPOSAL
The objectives

Increase accountability in the delivery of services and overall local governance through improved online information and communication exchange, and citizen engagement.

Increase the number of services made available online to meet the community’s needs.
Why a website?

Promotes collaborative governance through direct engagement and a working system of communication among all actors, starting with a functional, interactive city website.
Why a website?

Meets its community’s needs to the maximum extent possible (in such a setting).

Offers a number of services online (possibly) resulting in reduced use of time and human resources.

Serves as an effective, easily accessible institutional (business) card to reach out to potential partners and donors.
The process:

Engage stakeholders.
Clarify goals & make content choices
Calendar of events
Develop policies
Implement the site
Monitor usage & adapt
Elements:

A simple to use format with effective content organization:
FAQ;
Citizen rights and responsibilities;
e-form and tracking capabilities;
Calendar of events;
Weekly/monthly newsletters;
Service maps and provider contact information;
Online complaint system;
Online surveys;
Elements [2]

External links to useful governmental and non-governmental sites;

Public Works information;

Meeting agendas and minutes;

Site search;

Emergency services;

Tourism tools;

Online bill payment;

Downloadable forms;

Social media link;
Additional details

Requested budget: 18,600 $

(incl.: human resources, templates, technical expertise, maintenance, promotion, etc.)

Project duration: 1 year

Implemented by: The Municipality of Durrës, University ‘Aleksandër Mojsiu’, etc.
Public Consultation → share your views

- Recommendations of the financial advisory industry review (5 Mar - 4 Jun 2013)
- Personal Data Protection Act 2012 (PDPA) (5 Feb-19 Mar 2013)

Factually

We present the Facts here.

A two-way communication instrument for improved social accountability.

Your rights to information from Dublin City Council

You are entitled to request a variety of information from Dublin City Council. Some of this information can be accessed free of charge, while there is a nominal fee for others.

Request information from us

- Request information under the Freedom of Information Acts
- Find out how we protect any information that we have about you
- Request information about the environment
- Re-use our information

Come to a meeting of Dublin City Council

Dublin City Council holds a variety of public meetings in its role as a forum for city representatives. These meetings are convened in City Hall or other locations around the city. You may attend any of these meetings by contacting your local councillor or view City Council, Area and Strategic Policy Committee meetings on the internet (webcast).

Contact your local Councillor  View Meeting Webcasts
Thank you

Questions ?