ACTION PLAN

O.T2.2. + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: **Aschau i.Chiemgau**

PROCESS CONSULTANT   **Gabriele Greußing**

STATUS: **Final**

DELIVERY DATE: **October 14th 2019**

Table of contents

1. Introduction

The action plan is based on the analysis, assessment and lessons learned on the application (online tool) of the Social Planning Instrument (SPI).

Social planning fosters social cohesion and development in communities and regions. The SPI supports mid and long-term social planning to take the interests of both the local natives and the new residents into account.

One of the results of the application of the SPI is the action plan. It is a collection of ideas and suggestions for measures to improve the quality of life in the community. The perspective of immigrants is given special consideration. The prime focus lies on the following main questions:

- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
- Which services and provisions in the municipality foster a quick integration for all types of immigration – from internal to forced migration?

How the action plan will be developed with broad participation of the population is described in detail below.

It should be noted that the group of local and regional stakeholders is not an official body of the municipality and therefore cannot take decisions. For the action plan, the group can only collect ideas and make suggestions about measures. The action plan should then be submitted to the municipal council for information. However, the measures have to be decided individually when they are worked out in detail, when costs and financial coverage are available. This only makes sense when the implementation is to take place.

Further information on the SPI and the Action Plan can be found in the handbook, which can either be requested directly from the community network "Alliance in the Alps" (see point 3 "contact and information) or downloaded from the following link:
https://www.alpine-space.eu/projects/pluralps/en/project-results/social-planning-instrument

1.1. The process in the municipality

The "Alliance in the Alps" network of municipalities is responsible for the administration of the online tool. If required, a list of possible process consultants trained in the use of the SPI will also be made available.

1.1.1. Steps

o Resolution adopted by the competent municipal committee to implement the SPI
o Getting in touch with a process consultant
o Establishment of a steering group (competent persons on political level and in administration)
o Presentation of the online tool through the process consultant or "Alliance in the Alps" in the project steering group, including all individuals directly involved in the project
o Training of municipal employees
o Completion of the online tool by the municipal employees
o Establishment of a working group with local and regional stakeholders
o Organisation of two workshops:
  ▪ Adding services and provisions to the online tool
  ▪ Assessment of the individual indicators (self-assessment)
  ▪ Elaboration of an action plan including measures
  ▪ Prioritisation of the measures
  ▪ Proposal for the implementation of at least one measure in the project period
o A public event in the municipality to present the results
o Feedback on the process for the future development of the tool (ongoing feedback from the process consultants)

1.1.2. Results

These will be the results obtained at the end of the process:
o An assessment of the status quo of the current quality of life in the municipality
o A graphic representation of the assessment, upon which publications will be based
o An overview of the services and provisions to serve as a basis for further developments
o An action plan with ideas for improvements and adaptations
o Proposals for the implementation of the first measures

1.1.3. Continuation

Repeating the process on a regular basis (e.g. every two or three years) is essential for mid and long-term social planning in the municipality. It is planned to include the possibility of observing development in the online tool. After completing the tools two or three years later, an indicator trend can be retrieved, which will show the changes in the municipality made in that period of time.

1.2. Training of municipal employees:

In addition to training and instructions given by means of the "Technical Manual for the Use of the Online Tool" in the handbook, it is also important to determine how information will be gathered (collaboration of other employees, contact with other institutions and facilities, or similar).

The assessment of the indicators should be verifiable. This is of great importance, both for the municipality itself in order to continue the process and for an external certification. It is therefore important to upload relevant documentation, if available, in order to verify the rating or assessment (such as mission statements, minutes, screenshots or similar).

It is recommended to first collect these references in a digital folder and only upload all documentation at the end of the process, once everything has been reviewed for completeness. Simultaneously, a list with file name and content will be created.

1.3. Working group with local and regional stakeholders

Ideally, this working group should be very diverse, in order to cover all the action fields. The regional level should also be considered. Depending on the size of the municipality, the working group should be comprised of 10 to 20 members:

o Project leader and steering group
o Municipal council, perhaps also committees and the municipal administration
o Representatives of as many facilities/institutions possible that are located in the municipality and dedicated to one of the action fields (e.g. schools, parish, library, nursing home)
o Key actors or multipliers (e.g. private individuals who are very active in a specific area or possess knowledge about the municipality, members of municipal clubs and associations, representatives of initiatives, local suppliers, representatives of immigrant groups)
o Representative of the region

1.4. Organisation of two workshops:

1.4.1. Participants

All members of the aforementioned working group shall be invited. It is also possible to invite the public, if the municipality so desires.

1.4.2. Framework conditions

o The two workshops should not be more than three to six months apart. The recommended duration per workshop is 2.5 to 3 hours. In order to facilitate the participation of the voluntary members, the workshops should be held in the morning or evening hours, whenever possible.

o In order to create an appreciative atmosphere, it is important to provide food and drinks.

1.4.3. Content

o Additions to the data in the online tool

o Assessment of the individual indicators (self-evaluation) according to the proposal by the steering group

o Elaboration of an action plan including measures

o Prioritisation of the measures

o Proposal for the implementation of at least one measure in the project period

1.4.4. Procedure Workshop 1

o The process consultant acts as moderator

o Kick-off with official welcome and presentation of the participants

o The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)

o Presentation of the process and the SPI

o Results of the information inserted into the online tool so far

o Possible additions to and amendments of it

o Joint evaluation of the proposals made by the steering group. If at this stage ideas for possible measures are presented, they should be written down without commenting on them.

o Further steps and future dates

1.4.5. Procedure Workshop 2

o The process consultant acts as moderator

o Official welcome and, if applicable, presentation of new participants

o Summary of everything that has been developed so far (incl. changes)

o Detailed review of every action field and compilation of proposals for improvements

o Compilation of measures

o Prioritisation of measures (with sticky dots or another method)

- o Brief, further development of the prioritised measures: what, who, until when, with whom?
- o Preparation of the public presentation event (time and place, invited audience, preparation of the invitations, invitation of the media etc.)

1.5.   Organisation of the public presentation event

1.5.1. Participants
The whole population is invited. In addition, all those involved in the process receive a personal invitation. Sending and publicising the invitation via the media is also recommended.
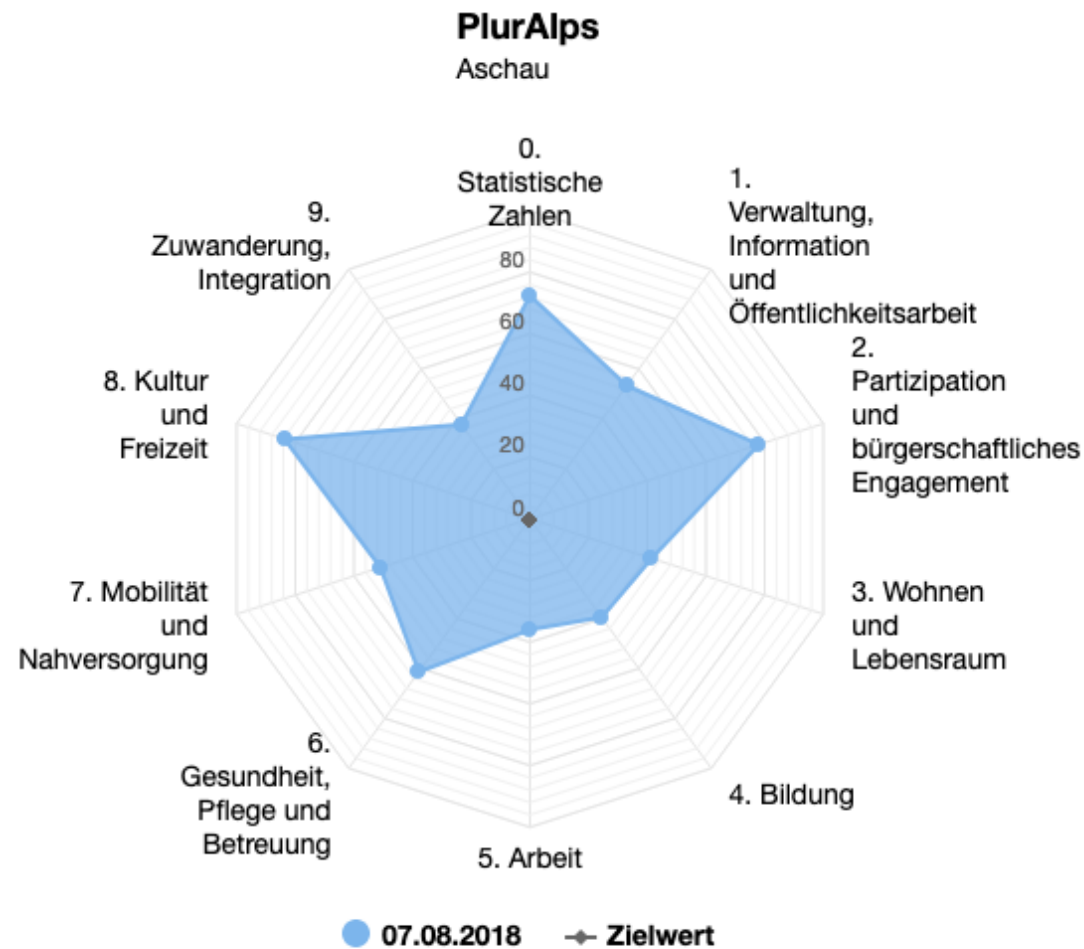
1.5.2. Content
The content of the event is to present the results and to collect more ideas. Take into account that all measures and ideas developed during the event require a decision by the respective municipal committees before they can be implemented.

1.5.3. Procedure:
- o The process consultant could act as the moderator.
- o Official welcome given by the municipality.
- o Greetings or welcoming address given by higher-ranking political representatives.
- o Explaining the reasons for the municipality participation in the project and its goals.
- o The process consultant presents the project and the tool (briefly).
- o The working group presents the results of the status quo and the assessment of the quality of life.
- o Possible further steps (in accordance with the situation and needs):
    - Members of the working group present reports (highlights, short stories etc.).
    - Presentation of the measures that have been developed so far (please note: consult the competent committees).
    - Table talks on the different action fields to gather more ideas.
    - Elaboration of the first implementation steps for one or several measures.
- o Gathering ideas for the continuation of the process in the municipality.
- o Thanking everyone involved.

2. **Action plan – Spider diagram**

The spider diagram (analysis and assessment) is based on the application of the Social Planning Instrument.

3. Action plan - list of all measures:

The measures can for the most part only be taken after the local council and mayor elections in spring 2020. They will only be worked out in detail when implementation is imminent. This procedure is considered to be reasonable, since general conditions and prerequisites can change until then. In this way, possible additional work can be avoided.

Action field	Title	Short description	Next step	Time schedule	Board
9	Welcome activities	Aim: Making it easier for newcomers to find their way around the community For this purpose, a concept with the following contents is developed by the responsible employee in the administration: • Design of a regular welcome event for new arrivals. • Revision of the welcome folder. • - Communication concept for the municipal media in order to focus more on the topic "Immigrants in Aschau", with reports on immigrants. After discussion and decision-making in the community committees, the order for implementation is given to the responsible employees.	Preparation of a proposal by the municipal administration for discussion in political committees		
9	Support of the volunteers, accompanying the asylum seekers	The starting situation: The volunteers have reached their limits. They	Round tables and discussions with all responsible people		

		must be supported and accompanied so that they do not stop being engaged. Aim: Establishing a functioning mentoring system for asylum seekers A concept with the following contents will be developed by employees in the municipal administration: • Organization of the mentoring system • Support of the volunteers • Attracting new volunteers To develop this concept, employees receive input and suggestions from experts (Caritas etc).			
9	Establishment of a consultation hour for women's and family issues	Aim: Create better reception conditions for families by focusing more on the needs of women. By addressing women in a systematic way, a low-threshold offer of individual counselling and support for women is to be created. To this end, roundtable discussions will be organised between the circle of helpers, the municipal administra-	Development of a proposal with responsible people		

		tion, the organisation and institutions that could be potential partners. Afterwards, a concept with the following content for a women's consultation hour is to be developed: • Organisation (structure, financing, responsibility and competence) • Place • Personnel			
1	Improved communication in municipal media	The population is not sufficiently informed about community activities, especially in the social sector. Discussions are held with the department responsible for public relations. A concept is to be developed.	Discussion between the mayor, the responsible staff and the public relations department		First mayor, public relation department
1	Development of a municipal mission statement	There are individual guiding principles on different topics. A community development process is currently in progress. All of this is to be incorporated into a common mission statement. Existing guiding principles and mission statements are to be reviewed in this process.	Discussions on a mission statement at the end of the current process		Municipal council
2	Implementation of the results of the citizen survey of 2016	In 2016, a citizen survey on satisfaction with the municipal administration took place. The suggestions received are to be re-examined and, if possible, implemented.	Discussion between the mayor, the responsible staff and departments and the municipal councils		First mayor, municipal council

3	Creation of housing for young people from Aschau	• Survey of vacant living space as part of the ongoing revision of the zoning plan. • Establishment of a list of housing seekers with an assessment of demand.	Discussion between the mayor and the working group "zoning plan". Talk between municipality and district about existing assessment systems.		First mayor
4	Lunchtime childcare for children	Expansion of the existing care (expansion of age, etc.)	Discussions with the various partner organisations (community education institutions)		First mayor
4	Expansion of educational offers	Concept for environmental education, cooperation with the adult education centre	Discussions with the various partner organisations (community education institutions)		
5	Exchange between the municipality and the business sector	At present there is too less exchange between the municipality and the business sector. This should be promoted.	Forwarding to the competent committee		
6	Guidance on health services	A comprehensive guide to existing health services is to be developed for senior citizens and those in need of long-term care.	Round table with all organisations concerned		
6	Concept on the subject of health in the tourism sector	Development of a concept for cardio trekking hiking trails	Discussions with responsible people	January 2020	First mayor, tourist head
7	Optimisation of public transport	• Coordination and improvement of timetables (e.g. ring bus line Geigelstein). • Development of a strategy for more safety on roads (speed control etc.). • Creation of barrier-free access in the station area, cycle paths.	Discussions with all responsible people and organisations	Summer 2019	

7	Improvement of local supply	Funding Hohenaschau	Discussion with all responsible people		
8	Youth work compact	Better networking of all associations and organisations working with young people with the municipality.	Discussion in the political committes and council		
8	Rooms for project work	Creating creative spaces, open meeting zones for multifaceted get-togethers	Round table with youth and municipality		First mayor
8	Target group-oriented tourism offers	Tourism offers for children and seniors, creation of flyers	Development with all responsible people		First mayor, tourist information

4.   Contact and information:

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e-mail info@alpenallianz.org, phone +49 8642 6531.

ACTION PLAN

O.T2.2. + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: **Budoia**

PROCESS CONSULTANT   **Francesco Pastorelli / CIPRA Italia**

STATUS: **Final (to be submitted for approval by the next municipal council, elected on May 26th)**

DELIVERY DATE: 28/05/2019

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- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
- Which services and provisions in the municipality foster a quick integration for all types of immigration – from internal to forced migration?

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o Presentation of the process and the SPI
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o Joint evaluation of the proposals made by the steering group. If at this stage ideas for possible measures are presented, they should be written down without commenting on them.
o Further steps and future dates

1.4.5. Procedure Workshop 2

o The process consultant acts as moderator
o Official welcome and, if applicable, presentation of new participants
o Summary of everything that has been developed so far (incl. changes)
o Detailed review of every action field and compilation of proposals for improvements
o Compilation of measures
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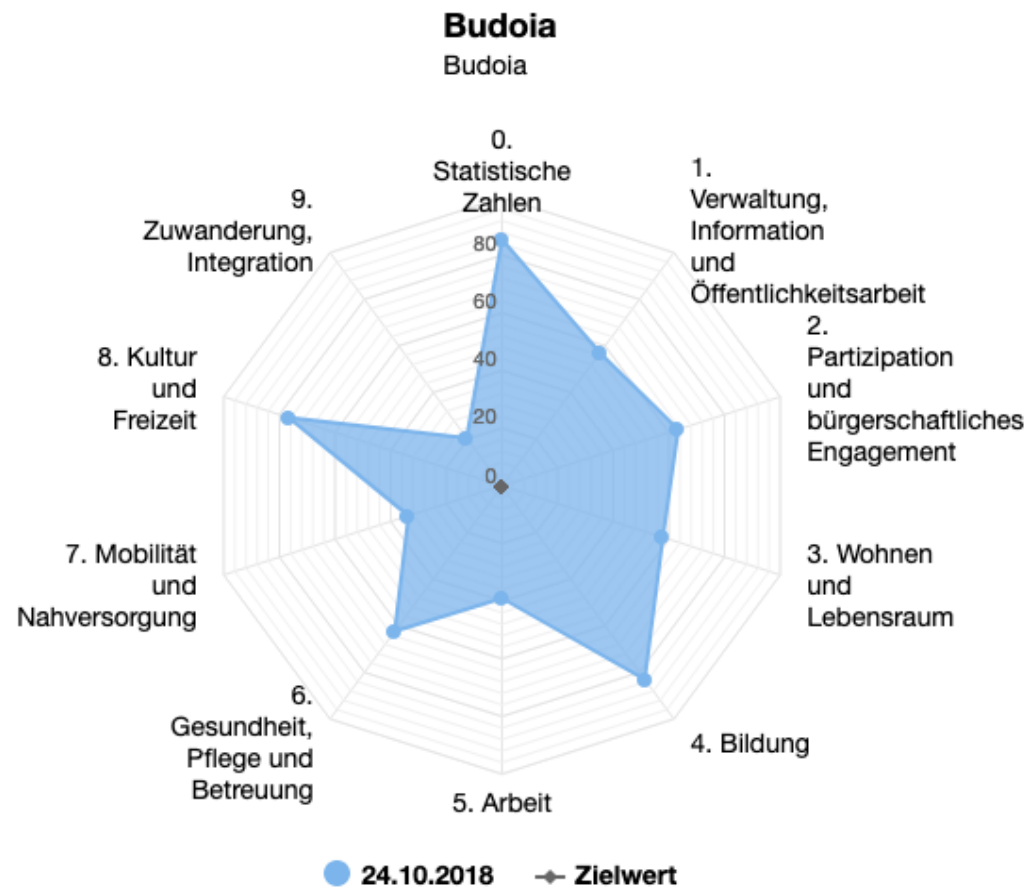
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- o Possible further steps (in accordance with the situation and needs):
  - ▪ Members of the working group present reports (highlights, short stories etc.).
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2. Action plan – Spider diagram

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Budoia
Budoia

3.   Action plan - list of all measures:

The measures can only be taken after the local council and mayor elections in spring 2020. They will only be worked out in detail when implementation is imminent. This procedure is considered to be reasonable, since general conditions and prerequisites can change until then. In this way, possible additional work can be avoided.

Action field	Title	Short description	Next step	Time schedule	Board
Immigration, integration	Responsible for migrants: Establish in the municipality a manager in the administration and among the employees.	Objective: Clear responsibilities in the administration for the topic "immigration". Currently, no one in the municipal administration feels responsible for the needs of immigrants. However, some departments are affected or entrusted with this task. The creation and filling of a new position is intended to support the administration in carrying out its tasks. Its main task is to coordinate the accompaniment and support of immigrants. To this end, various things such as detailed tasks and competences must be clarified. First steps: • Search for similar positions in the Italian administration: "Manager for Immigration • Preparation of a proposal with employment profile and costs.	Development of a concept	To be defined by the next administration	Municipal council
Immigration, integration	Linguistic competence	Aim: to ensure that the newcomers are adequately informed.	Development of a concept	To be defined by the next administration	Municipal council

		Information about the municipality is only available in Italian. A concept is to be developed as to which information is to be translated into which languages. First steps: • Review of existing materials • Revision and addition • Decision on the choice of languages to be used.			
Immigration, integration	Emergencies and social distress	Aim: Dealing with refugee migration in an orderly manner Budoia has been surprised by the number of refugees. This led to an overtaxing of the administration in the organization. This led to strong rejection of the immigrants by the population. In order to be prepared for the future, a management plan has to be developed. This requires the involvement of all stakeholders (administration, politics, organisations, civil society). Content: • Definition of a suitable number for a possible admission • Distribution within the municipal territory = accommodation • Care management by the community and participating organisations • Calculation of costs	Developing a strategy unter Einbezug von Experten	To be defined by the next administration	Municipal council

Administration, information and public relations	Contact point in the municipality	Identify, both at administrative level and in the framework of municipal officials, reference figures for citizens (competent councillor, competent official). Define competences.	Planning, developing strategy	To be defined by the next administration	Municipal council
Administration, information and public relations	Services on the territory.	Strengthen the existing service centre by considering the possibility of extending opening hours and days. Inform citizens on the opportunities it offers. Organise moments for specific targets (old people, young, immigrants)....	Planning, developing strategy	To be defined by the next administration	Municipal council
Housing, living space	Unused buildings	Mapping of the semi-utilised or unused buildings to find out how to recover it.	Census of buildings	To be defined by the next administration	Municipal council
Housing, living space	Cohausing for older people	Renovation and construction of additional cohausing apartment for the older people.	Under construction	Contracted out. Conclusion expected for the end of the year 2020.	
Training and education	Training centres	Provide physical space for on-site training sessions.	Identification of available spaces and needs.	To be defined by the next administration	Municipal council
Jobs and employment	Socially useful work	Organise and intensify this opportunity for job seekers.	Develop a strategy working with Employment Agency	To be defined by the next administration	Municipal council
Jobs and employment	Training support and job search	Build networks with companies and training centres. The municipality should facilitate contact with the business community by acting as a guarantor with respect of them. In particular, with reference to people with employment difficulties (those	Planning, developing strategy	To be defined by the next administration	Municipal council

		who have lost their jobs, those with low schooling, people with disabilities, immigrants, etc.).			
Health, care, assistance	Health clinics /outpatient clinic	Reorganize and strengthen time slots; increase opening days. Set up a strategy to improve a service that in the past gave good results.	Assessing the scale of the problem; define realistic objectives	To be defined by the next administration	Municipal council
Health, care, assistance	Access to the outpatient clinic of Aviano	To find solution to allow access to this service, in particular to the vulnerable section of the population.		To be defined by the next administration	Municipal council
Mobility and proximity services	Extension of the transport service	Find solutions so that the public transport service can also be extended to those who do not have the economic requirements (low value of ISEE), allowing access against payment of a fee to be paid by the user.	Define objectives; establish competencies	To be defined by the next administration	Municipal council
Mobility and proximity services	Local public transport	Lobbying actions with the other municipalities of the territory in order to improve public transport for and from the town of Pordenone.	Build synergies with adjacent municipalities	To be defined by the next administration	Municipal council
Mobility and proximity services	On-call transport service	Think about organising an on-call transport service	Research similar projects from which to learn	To be defined by the next administration	Municipal council
Culture, leisure	University of the third age	Launched in January 2019, to be supported and strengthened in order to increase the cultural offer for the elderly.	Increase activities	To be defined by the next administration	Municipal council
Immigration, integration	Schools and foreigners	Adaptation of the canteen to the needs of newcomers.	Evaluate the needs of newcomers	To be defined by the next administration	Municipal council

Immigration, integration	Volunteers	Coordinate, inform about opportunities.	Establish competencies, give information	To be defined by the next administration	Municipal council
Immigration, integration	Relations between communities from different countries	Language courses for foreigners, Italian cooking courses for foreigners and foreign cooking courses for Italians. Coordination by the municipality.		To be defined by the next administration	Municipal council
Immigration, integration	American families	Create cultural links with people who stay for short periods of time	Establish competencies	To be defined by the next administration	Municipal council

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ACTION PLAN

O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: **Gaschurn**

PROCESS CONSULTANT: **Gabriele Greußing**

STATUS: **Final**

DELIVERY DATE: **October 11th 2019**

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1.1.2. Results

These will be the results obtained at the end of the process:
o An assessment of the status quo of the current quality of life in the municipality
o A graphic representation of the assessment, upon which publications will be based
o An overview of the services and provisions to serve as a basis for further developments
o An action plan with ideas for improvements and adaptations
o Proposals for the implementation of the first measures

1.1.3. Continuation

Repeating the process on a regular basis (e.g. every two or three years) is essential for mid and long-term social planning in the municipality. It is planned to include the possibility of observing development in the online tool. After completing the tools two or three years later, an indicator trend can be retrieved, which will show the changes in the municipality made in that period of time.

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1.4.   Organisation of two workshops:

1.4.1. Participants

All members of the aforementioned working group shall be invited. It is also possible to invite the public, if the municipality so desires.

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o The two workshops should not be more than three to six months apart. The recommended duration per workshop is 2.5 to 3 hours. In order to facilitate the participation of the voluntary members, the workshops should be held in the morning or evening hours, whenever possible.
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- o Brief, further development of the prioritised measures: what, who, until when, with whom?
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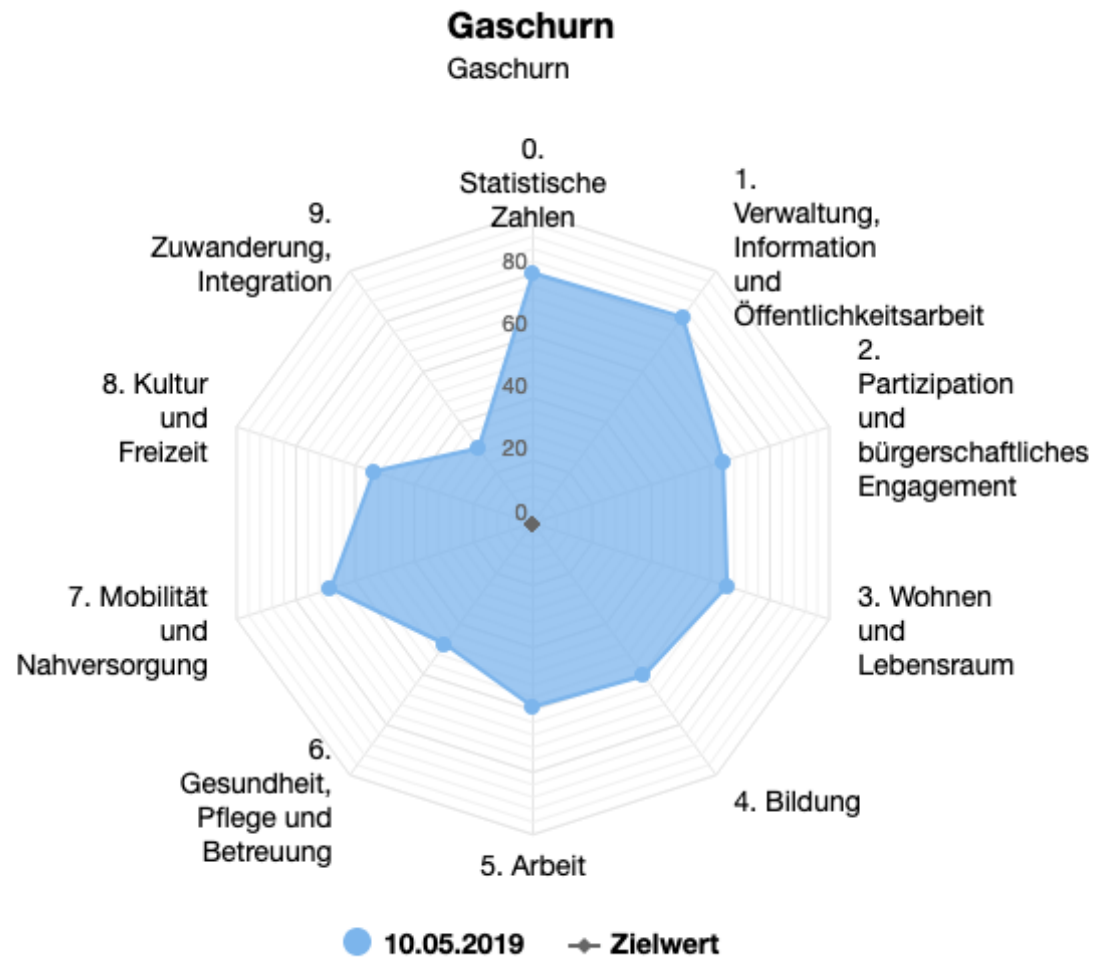
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  - ▪ Table talks on the different action fields to gather more ideas.
  - ▪ Elaboration of the first implementation steps for one or several measures.
- o Gathering ideas for the continuation of the process in the municipality.
- o Thanking everyone involved.

2. Action plan – Spider diagram

The spider diagram (analysis and assessment) is based on the application of the Social Planning Instrument.

3.   Action plan - list of all measures:

The first three measures have already been planned in detail, because their implementation is to be started after the end of the project. The other measures will only be worked out in detail when implementation is imminent. This procedure is considered to be reasonable, since general conditions and prerequisites can change until then. In this way, possible additional work can be avoided.

Action field	Title	Short description	Next step	Time schedule	Board
Education	Inter-company offer for employees in tourism	Aim: Better integration of employees in tourism Initial situation: Tourism employs a particularly large number of migrants, most of whom remain on their own. The tourism enterprises are looking for solutions to integrate these employees more strongly in the community and to interest them in a longer stay. The transition from the focus on "ski tourism" to year-round tourism is very advanced. Idea: Educational offers are to be developed and advertised jointly and cross-company for the employees of all companies, e.g. language courses, information about community procedures, offers in the community, professional courses. First steps: • Discussion in the economic community • Preparation of pilot offers • Establishment of a partner network to which ideally all companies belong • Development of a concept for implementation (organisation and responsibility, public relations, costs, role of the municipality and possible financial support through the municipality).	Discussion with economic community Discussion of the role of the municipality and possible financial support through the municipality		

| Immigration | Guiding principles | Aim: To ensure a regulated approach to immigration in the long term.

Initial situation: The mission statement of the municipality is currently being revised.

Idea: 2 - 3 guiding principles for the basic attitude towards immigration (open-mindedness towards newcomers and the like) are formulated in the new mission statement.

Next steps: This proposal will be discussed in the responsible committees. If it is accepted, the topic "immigration" will be discussed with the population and affected persons in the open workshops on the mission statement. | Political discussion | | Mayor |
|---|---|---|---|---|---|
| Immigration | Information brochure | Objective: Up-to-date information about the municipality is available to newcomers when they register.

Initial situation: The current information brochure is outdated and is hardly used any more.

Idea: The brochure is revised and supplemented by the administration. For the many migrants in the tourism sector, English is suggested as a second language. At least the basic information should be available in English.

Next steps:
- Preparation of a proposal for the brochure by the local administration.
- Order for translation into English by the political bodies.
- Translation by employees in the administration. | Discussion in the administration | | Administration |

Public relations	Homepage	Objective: Attractive design of the homepage, especially for newcomers. Initial situation: The homepage is incomplete from the point of view of migrants. The basic information cannot be found quickly. Idea: Clearer design so that important information can be found immediately, especially by migrants, and is possibly available in English as in the brochure. Contact persons for topics that are important for newcomers should be listed. First steps: • Meeting with the supervisors of the homepage • Development of a concept for the revision from the perspective of immigrants including costs • Coordination with the information brochure • Decision of the municipal bodies • Assignment of the supervisors by the office management	Meeting with the supervisors of the homepage		Mayor / Administration
Education	Participation of young inhabitants	Activities at the registration office: on departure and deregistration asking to send the local newspaper, invitations to events, event calendars	Discussion in the administration		Administration
All areas		Regionales räumliches Entwicklungskonzept mit BürgerInnenbeteiligung	Themed Workshops		Municipal council
Mobility	Montafon train	Extension of the MBS train from Schruns to Gaschurn	Awareness raising and dialogue with decision makers		Regional committee „Stand Montafon"
Housing construction		15 housing units in Partenen, 3 3 of which acquired by interested parties (not subsidisable),			

		the others are rental appartments or lease-purchase apartments;			
Mobility		Go and Ko collective taxi for the periphery or for the destinations not located on the bus line;			
Leisure		Further implementation steps in accordance with the play area concept.			

4. Contact and information:

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e-mail info@alpenallianz.org, phone +49 8642 6531.

ACTION PLAN

O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: Guillestre

PROCESS CONSULTANT: Adrets / CIPRA France / claret-conseil

STATUS: in construction   final version

DELIVERY DATE: 15/09/2019

Table of contents

1.   Introduction

The action plan is based on the analysis, assessment and lessons learned on the application (online tool) of the Social Planning Instrument (SPI).

Social planning fosters social cohesion and development in communities and regions. The SPI supports mid and long-term social planning to take the interests of both the local natives and the new residents into account.

One of the results of the application of the SPI is the action plan. It is a collection of ideas and suggestions for measures to improve the quality of life in the community. The perspective of immigrants is given special consideration. The prime focus lies on the following main questions:

- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
- Which services and provisions in the municipality foster a quick integration for all types of immigration – from internal to forced migration?

How the action plan will be developed with broad participation of the population is described in detail below.

It should be noted that the group of local and regional stakeholders is not an official body of the municipality and therefore cannot take decisions. For the action plan, the group can only collect ideas and make suggestions about measures. The action plan should then be submitted to the municipal council for information. However, the measures have to be decided individually when they are worked out in detail, when costs and financial coverage are available. This only makes sense when the implementation is to take place.

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1.1.   The process in the municipality
The "Alliance in the Alps" network of municipalities is responsible for the administration of the online tool. If required, a list of possible process consultants trained in the use of the SPI will also be made available.

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Guillestre

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0.
Statistische
Zahlen

1.
Verwaltung,
Information
und
Öffentlichkeitsarbeit

2.
Partizipation
und
bürgerschaftliches
Engagement

3. Wohnen
und
Lebensraum

4. Bildung

5. Arbeit

6.
Gesundheit,
Pflege und
Betreuung

7. Mobilität
und
Nahversorgung

8. Kultur
und
Freizeit

9.
Zuwanderung,
Integration

80
60
40
20
0

● **06.09.2018**   ✦ **Zielwert**

The action plan is based on the application of the Social Planning Instrument.

List of all measures:

Action field	Title	Short description	Next step	Time schedule	Board
All action fields	Evaluation of realised actions	Evaluation of the realised actions during the last election period (2016 - 2020)	Working groups for each thematic field	after 06/2020	Municipal council
All action fields	Development of actions and priorities	Development of actions and priorities for the upcoming election period (2020 - 2024)	Creationg think tank for each action field who will work on a 4 years actions plan	after 06/2020	Municipal council
Administration, information and public relations	Social networking	Developing a communciation strategy regarding the use of social networks	Adapt the communication strategy	To be defined	Municipal council
Participation and active citizenship	Cooperations with other municipalities	Increase cooperations with other municipalities in regard to experience exchange	Research similar projects from which to learn	In discussion process	Municipal council
Participation and active citizenship	Renforcing cooperations with local associations	Renforcing cooperations with local associations on this subject	Participation of local politicians of the municipality in different discussion debats	In process	Municipal council
Culture, leisure	Development of a "culture" activities plan	Set up a cultural animation plan	Define objectives; establish competencies	To be defined	Municipal council
Culture, leisure	Communication and valorisation	Inform the local population (and tourists) about cultural activities	Adapt the communication strategy	To be defined	Municipal council
Culture, leisure	Cooperation	Valorise and communicate the existing cooperations with local stakehoders	Adapt the communication strategy	To be defined	Municipal council
Culture, leisure	Meeting room for local associations	Possibility to give a space for the associations to meet (room avaiable for free for local associations)		In progress	Municipal council
Immigration, integration	Evaluation	Evaluation of the realisation of strategy which means „Could the planned objectives have been realised?", „What needs to be continued or/and adapted?"	Adaption of indicators and criteria for the evaluation / Getting information for	In process	Municipal council

			answering the evaluation questions		
Immigration, integration	Welcome guide	Development of a welcome guide for newcomers to the municipality	Creation of a welcome guide	In process	Municipal council
Immigration, integration	Integration day	Organisation of an integration day for newcomers	Define objectives; establish competencies	To be defined	Municipal council

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ACTION PLAN

O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: Les Belleville / France

PROCESS CONSULTANT: Adrets / CIPRA France / claret-conseil

STATUS: in construction / discussion on next council meeting (planned for 11/2019)

DELIVERY DATE: 30/07/2019

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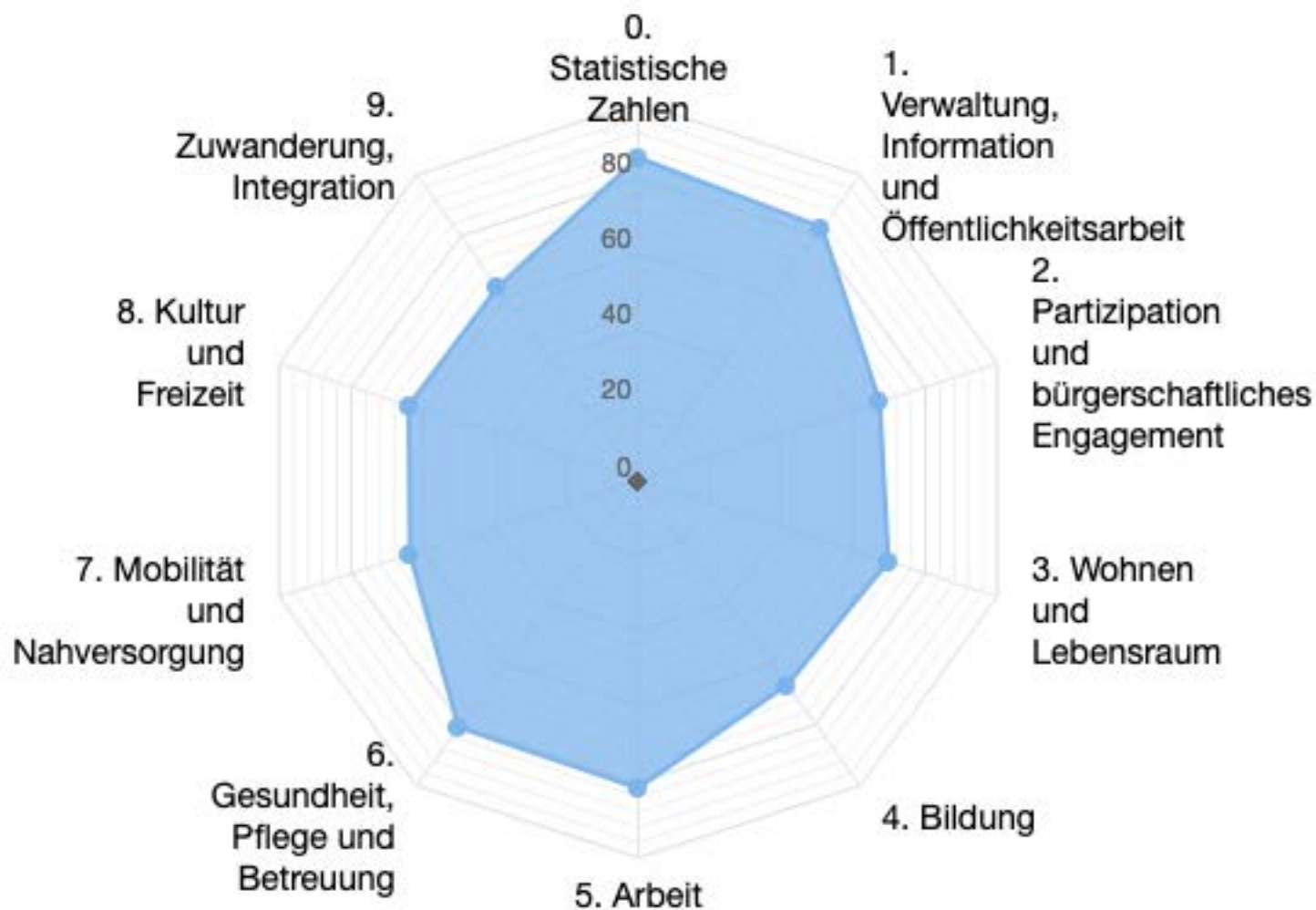
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    ▪ Elaboration of the first implementation steps for one or several measures.
o   Gathering ideas for the continuation of the process in the municipality.
o   Thanking everyone involved.

Les Belleville

Les Belleville

0.
Statistische
Zahlen

1.
Verwaltung,
Information
und
Öffentlichkeitsarbeit

2.
Partizipation
und
bürgerschaftliches
Engagement

3. Wohnen
und
Lebensraum

4. Bildung

5. Arbeit

6.
Gesundheit,
Pflege und
Betreuung

7. Mobilität
und
Nahversorgung

8. Kultur
und
Freizeit

9.
Zuwanderung,
Integration

80
60
40
20
0

● 23.04.2018   ✦ Zielwert

The action plan is based on the application of the Social Planning Instrument.

List of all measures:

Action field	Title	Short description	Next step	Time schedule	Board
Participation and active citizenship	Creation of a think tank	Creation of a think tank to work on the strategy plan in regard to this subject	Thinking of potential group members and organisation of first meeting	To be defined	Municipal council
Participation and active citizenship	Elected referents	Appoint a field manager "participation" (elected referents)	Define objectives; establish competencies	To be defined	Municipal council
Participation and active citizenship	Develop a strategy plan	Development of a strategic plan	Define objectives; establish competencies	To be defined	Think Tank / Communication services / Education services / Social Services
Participation and active citizenship	Work session with local students	Make the yearly meeting with students a reality	Define methodology and animation of the meeting with local students	In process / meeting held in 12/2019	Education services / Social Services
Participation and active citizenship	Cooperations	Développer des coopérations divers sur cette question	Research similar projects from which to learn / Organise an exchange web conference with AidA network in France	In discussion process	Municipal council
Housing, living space	Urban planning comitee – new members	Integration of the various services at the urban planning comitee	Invite the differents services to next Urban planning comitee meeting	To be defined	Municipal council / Urban planning comitee
Housing, living space	Strategic plan of construction	Development of a strategic plan on the long-term construction	Define objectives; establish competencies	To be defined	Urban planning comitee
Housing, living space	Unused buildings	Develop actions regarding unused buildings for and with the local population	Research similar projects from which to learn	To be defined	Urban planning comitee
Housing,	Meeting places	Creation of meeting places in the stations	Checking out the places	To be defined	Communication

living space	in ski stations	and a better communication	where people met and communicate on the already existing ones		services / Social services
Mobility and proximity services	Strengthen carpooling	Integrate carpooling as a strategic axis of communication in the municipality	Adapt the communication strategy	To be defined in 11/2019	Municipal council / Communication services
Mobility and proximity services	Create à local „What's App" group	Develop an inter-village "What'sApp" group for strengthing the carpooling	Adapt the communication strategy	To be defined in 11/2019	Municipal council / Communication services
Mobility and proximity services	Valorise existing charing stations for electric cars	Inform the local population (and tourists) about existing charging stations for electric cars	Adapt the communication strategy	To be defined in 11/2019	Municipal council / Communication services
Mobility and proximity services	Soft mobility	Develop a strategic axes in the communication on "soft mobility".	Adapt the communication strategy	To be defined in 11/2019	Municipal council / Communication services
Mobility and proximity services	Counting of passengers using public transport	Organisation of the counting of all bus lines more regularly / probably an automatic system	Define objectives; establish competencies	To be defined in 11/2019	Municipal council
Mobility and proximity services	Local supply of agricultural local products	Develop collaboration with other municipalities on supply issues	Build synergies with adjacent municipalities	To be defined	Municipal council
Mobility and proximity services	Local supply of agricultural local products	Develop collaboration with other municipalities on supply issues	Research similar projects from which to learn	In process	
Mobility and proximity services	Communicate on local supply of agricultural local products	Develop common orders of local products int the local population	Adapt the communication strategy	To be defined in 11/2019	Municipal council
Mobility and proximity services	Construction of pedestrian paths to connect	Develop inter-village pedestrian paths	in process	in process	urban planning committee of the municipality

	villages				
Mobility and proximity services	Bicycle paths to connect the villages	Develop bicycle paths between villages	Define objectives; establish competencies	To be defined	urban planning committee of the municipality
Mobility and proximity services	Map of pedestrian paths	Develop and communication on a map of pedestrian paths in the municipality	Define objectives; establish competencies	To be defined	Communication services / urban planning committee
Mobility and proximity services	Construction of carpooling areas	Develop carpooling areas	Define objectives; establish competencies		Municipal council
Mobility and proximity services	Carsharing – Cooperation with companies	Develop cooperation with companies	Define objectives; establish competencies		Municipal council / Social services
Mobility and proximity services	Information of local products	Integration of local procurement information into the welcome guide	Development of a welcome guide	In process	Communication services
Mobility and proximity services	AMAP	Develop a focus on AMAP (group of consumers and farmers) initiatives and local products in the communication strategy	Adapt the communication strategy	To be defined	Communication services
Mobility and proximity services	Local products in canteens	Integrate local products into the community's canteens	Define objectives; establish competencies	To be defined	Municipal council / Education committee
Mobility and proximity services	Adaption of opening hours of supermarket	Adapt supermarket hours in villages in the off-season		To be defined	Municipal council
Culture, leisure	Communication and valorisation	Améliorer la communication (agenda, bulletin d'information, ...) / create a commun agenda of activities	See communication strategy	In process	Communication services
Culture, leisure	Intergenerational activities	Development of activities intergenerational	Define objectives; establish competencies	To be defined	Municipal council
Culture, leisure	Action plan regarding „ Culture"	Development of a "Culture" action plan and within more cultural activities / budget line for cultural aspects	Define objectives; establish competencies	To be defined	Culture and eductaion commitee
Culture, leisure	„Culture" referee	Appoint a referee for the follow-up of the cultural axis	Define role; establish competencies	To be defined	Municipal council

Culture, leisure	Workshop	Organize a workshop between elected officials and adolescents on their needs	First discussion possible in the Youth Council meetings and the local students meeting	12/2020	Municipal council / Social Services
Immigration, integration	Welcome guide	Development of a welcome guide for newcomers to the municipality	Creation of a welcome guide in cooperation with other AidA municipalities in France	In process	Municipal council / Social Services / Communication services / AidA France
Immigration, integration	Integration day	Organize an integration day for newcomers		To be defined	Municipal council

4. **Contact and information:**

If you are interested in using the Social Planning Instrument (SPI), please contact the community network "Alliance in the Alps":
e-mail info@alpenallianz.org, phone +49 8642 6531.

ACTION PLAN

O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: **Ruggell / Liechtenstein**

PROCESS CONSULTANT: **Gabriele Greussing**

STATUS: **Final**

DELIVERY DATE: **September 19th 2019**

Table of contents

1.   Introduction

The action plan is based on the analysis, assessment and lessons learned on the application (online tool) of the Social Planning Instrument (SPI).

Social planning fosters social cohesion and development in communities and regions. The SPI supports mid and long-term social planning to take the interests of both the local natives and the new residents into account.

One of the results of the application of the SPI is the action plan. It is a collection of ideas and suggestions for measures to improve the quality of life in the community. The perspective of immigrants is given special consideration. The prime focus lies on the following main questions:

- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
- Which services and provisions in the municipality foster a quick integration for all types of immigration – from internal to forced migration?

How the action plan will be developed with broad participation of the population is described in detail below.

It should be noted that the group of local and regional stakeholders is not an official body of the municipality and therefore cannot take decisions. For the action plan, the group can only collect ideas and make suggestions about measures. The action plan should then be submitted to the municipal council for information. However, the measures have to be decided individually when they are worked out in detail, when costs and financial coverage are available. This only makes sense when the implementation is to take place.

Further information on the SPI and the Action Plan can be found in the handbook, which can either be requested directly from the community network "Alliance in the Alps" (see point 3 "contact and information) or downloaded from the following link:
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1.1.   The process in the municipality
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1.1.1. Steps
o Resolution adopted by the competent municipal committee to implement the SPI
o Getting in touch with a process consultant
o Establishment of a steering group (competent persons on political level and in administration)
o Presentation of the online tool through the process consultant or "Alliance in the Alps" in the project steering group, including all individuals directly involved in the project
o Training of municipal employees
o Completion of the online tool by the municipal employees
o Establishment of a working group with local and regional stakeholders
o Organisation of two workshops:
  ▪ Adding services and provisions to the online tool
  ▪ Assessment of the individual indicators (self-assessment)
  ▪ Elaboration of an action plan including measures
  ▪ Prioritisation of the measures
  ▪ Proposal for the implementation of at least one measure in the project period
o A public event in the municipality to present the results
o Feedback on the process for the future development of the tool (ongoing feedback from the process consultants)

1.1.2. Results
These will be the results obtained at the end of the process:
o An assessment of the status quo of the current quality of life in the municipality
o A graphic representation of the assessment, upon which publications will be based
o An overview of the services and provisions to serve as a basis for further developments
o An action plan with ideas for improvements and adaptations
o Proposals for the implementation of the first measures

1.1.3. Continuation
Repeating the process on a regular basis (e.g. every two or three years) is essential for mid and long-term social planning in the municipality. It is planned to include the possibility of observing development in the online tool. After completing the tools two or three years later, an indicator trend can be retrieved, which will show the changes in the municipality made in that period of time.

1.2.   Training of municipal employees:

In addition to training and instructions given by means of the "Technical Manual for the Use of the Online Tool" in the handbook, it is also important to determine how information will be gathered (collaboration of other employees, contact with other institutions and facilities, or similar).

The assessment of the indicators should be verifiable. This is of great importance, both for the municipality itself in order to continue the process and for an external certification. It is therefore important to upload relevant documentation, if available, in order to verify the rating or assessment (such as mission statements, minutes, screenshots or similar).

It is recommended to first collect these references in a digital folder and only upload all documentation at the end of the process, once everything has been reviewed for completeness. Simultaneously, a list with file name and content will be created.

1.3.   Working group with local and regional stakeholders

Ideally, this working group should be very diverse, in order to cover all the action fields. The regional level should also be considered. Depending on the size of the municipality, the working group should be comprised of 10 to 20 members:

o   Project leader and steering group
o   Municipal council, perhaps also committees and the municipal administration
o   Representatives of as many facilities/institutions possible that are located in the municipality and dedicated to one of the action fields (e.g. schools, parish, library, nursing home)
o   Key actors or multipliers (e.g. private individuals who are very active in a specific area or possess knowledge about the municipality, members of municipal clubs and associations, representatives of initiatives, local suppliers, representatives of immigrant groups)
o   Representative of the region

It should be noted that this group of stakeholders is not an official body of the municipality and therefore cannot take decisions. For the action plan, the group can only collect ideas and make suggestions about measures. The action plan should then be submitted to the municipal council for information. However, the measures have to be decided individually when they are worked out in detail, when costs and financial coverage are available. This only makes sense when the implementation is to take place.

1.4.   Organisation of two workshops:

1.4.1. Participants

All members of the aforementioned working group shall be invited. It is also possible to invite the public, if the municipality so desires.

1.4.2. Framework conditions
o The two workshops should not be more than three to six months apart. The recommended duration per workshop is 2.5 to 3 hours. In order to facilitate the participation of the voluntary members, the workshops should be held in the morning or evening hours, whenever possible.
o In order to create an appreciative atmosphere, it is important to provide food and drinks.

1.4.3. Content
o Additions to the data in the online tool
o Assessment of the individual indicators (self-evaluation) according to the proposal by the steering group
o Elaboration of an action plan including measures
o Prioritisation of the measures
o Proposal for the implementation of at least one measure in the project period

1.4.4. Procedure Workshop 1
o The process consultant acts as moderator
o Kick-off with official welcome and presentation of the participants
o The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
o Presentation of the process and the SPI
o Results of the information inserted into the online tool so far
o Possible additions to and amendments of it
o Joint evaluation of the proposals made by the steering group. If at this stage ideas for possible measures are presented, they should be written down without commenting on them.
o Further steps and future dates

1.4.5. Procedure Workshop 2
o The process consultant acts as moderator
o Official welcome and, if applicable, presentation of new participants
o Summary of everything that has been developed so far (incl. changes)
o Detailed review of every action field and compilation of proposals for improvements
o Compilation of measures

- o Prioritisation of measures (with sticky dots or another method)
- o Brief, further development of the prioritised measures: what, who, until when, with whom?
- o Preparation of the public presentation event (time and place, invited audience, preparation of the invitations, invitation of the media etc.)

1.5. Organisation of the public presentation event

1.5.1. Participants
The whole population is invited. In addition, all those involved in the process receive a personal invitation. Sending and publicising the invitation via the media is also recommended.

1.5.2. Content
The content of the event is to present the results and to collect more ideas. Take into account that all measures and ideas developed during the event require a decision by the respective municipal committees before they can be implemented.

1.5.3. Procedure:
- o The process consultant could act as the moderator.
- o Official welcome given by the municipality.
- o Greetings or welcoming address given by higher-ranking political representatives.
- o Explaining the reasons for the municipality participation in the project and its goals.
- o The process consultant presents the project and the tool (briefly).
- o The working group presents the results of the status quo and the assessment of the quality of life.
- o Possible further steps (in accordance with the situation and needs):
  - Members of the working group present reports (highlights, short stories etc.).
  - Presentation of the measures that have been developed so far (please note: consult the competent committees).
  - Table talks on the different action fields to gather more ideas.
  - Elaboration of the first implementation steps for one or several measures.
- o Gathering ideas for the continuation of the process in the municipality.
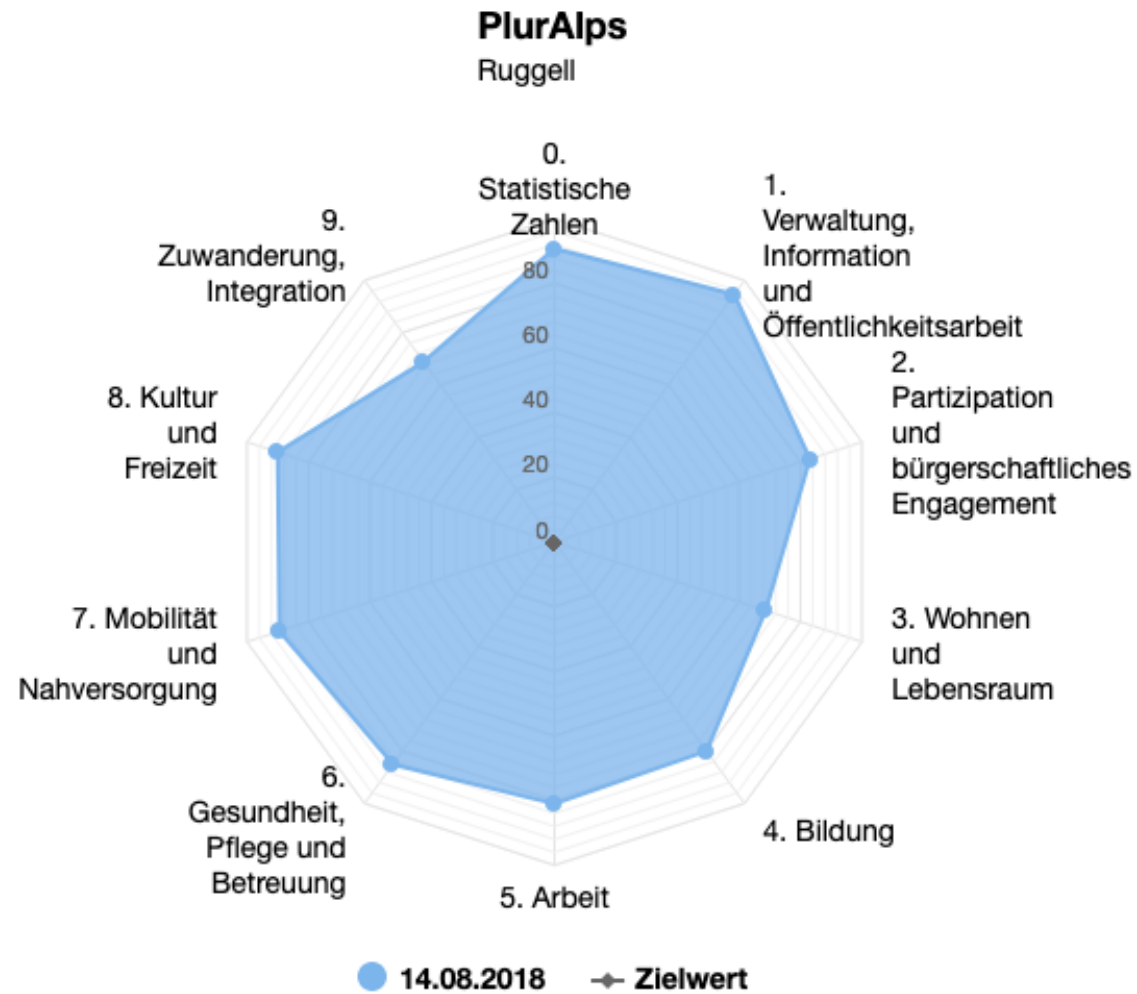- o Thanking everyone involved.

1.6. Changes of the process

The process design mentioned above has been developed and specified by "Alliance in the Alps". In each pilot municipality, the processes were modified slightly depending on the circumstances. In Ruggell the changes were as follows:

The steering group prepared the first workshop so intensively that most of the planned content of the second workshop could already be worked on. It should also be mentioned that the municipality of Ruggell had already gone through a certification process in the run-up to this project, from whose experience and results they were able to benefit here. Since the working group and the municipality wanted to include the viewpoint and needs of the migrants much more than planned, the second workshop was cancelled. In its place the workshop "Better start in Ruggell" was planned and elaborated.

2. Action plan – Spider diagram

The spider diagram (analysis and assessment) is based on the application of the Social Planning Instrument.

PlurAlps
Ruggell

0. Statistische Zahlen
1. Verwaltung, Information und Öffentlichkeitsarbeit
2. Partizipation und bürgerschaftliches Engagement
3. Wohnen und Lebensraum
4. Bildung
5. Arbeit
6. Gesundheit, Pflege und Betreuung
7. Mobilität und Nahversorgung
8. Kultur und Freizeit
9. Zuwanderung, Integration

● 14.08.2018   ┼ Zielwert

3. Action plan - list of all measures:

The first three measures ("Integration" field of action) have already been planned in detail, as their implementation was started during the term of the "PlurAlps" project. The other measures will only be worked out in detail when implementation is imminent. This procedure is considered to be reasonable, since general conditions and prerequisites can change until then. In this way, possible additional work can be avoided.

Action field	Title	Short description	Next step	Time schedule	Board
Integration	Workshop „Better start in Ruggell"	The <u>objective</u> is to find solutions together on how newcomers can integrate better and how we as a community can help them get a better start in Ruggell. The following questions, among others, will be discussed: - What was the first impression of Ruggell like? - What did you miss in Ruggell in the first year and what was particularly good? - What does it take to settle more easily in Ruggell? - What can be immediately improved with simple means? <u>Invitation</u>: Citizens who have moved in the last 5 years, by personal letter and telephone enquiries <u>Duration</u>: 3 hours, in the evening or on a Saturday <u>Method</u>: moderated storytelling; collection of the references to flipcharts in small groups; clustering into periods of time for implementation (fast, medium and long term); transfer of the results to the decision-making body.	First Implementation	April 2020	
Integration	Mother tongue	When registering with the municipality, the mother tongue could be checked.	Trial period	with immediate effect	

		Application forms in different languages are already available and could be complemented with information about the community.		2020: Extending information about the municipality in different languages.	
Integration	Standard German and dialect	The objective is, that major events to which the entire population is invited, are understandable for all attendants. Therefore these events will be held in High German in the future so that all persons are informed equally. The current language is the Liechtenstein dialect, which differs greatly from High German and is therefore not understood by those who speak German but do not know the dialect. Therefore, these events will be moderated in the future.	Trial period Information for those responsible for community events Discussion with all political representatives	With immediate effect Evaluation in early 2020	
Integration	Welcome package for newcomers	The existing materials are only available in German. The title page of the welcome package is to be adapted and extended with welcome greetings in different languages. Die Auswahl der Sprachen ist noch offen. The responsible employees in the administration are given the task of preparing a proposal. The Head of Office takes the final decision.	Review	January 2020	
Integration	Contact person for newcomer	There are contact persons in all areas. Therefore, a contact person should also be defined in the administration for new immigrants so that they can always turn to the same person for questions.	internal clarifications	April 2020	

		The contact person in the administration should at least be able to communicate in English well.			
Integration	Newcomer Apéro	Depending on the newcomer, the aperitif will be accompanied by interpreters who will translate the information at the aperitif and make integration easier.	Clarifications and a first test at the next Newcomer Apéro on 24th September 2019	September 2020	
Municipality magazine Underloft	New category	The community magazine Underloft introduces people who come from Ruggell and now live abroad. This category could be extended to include people who have moved to Ruggell with their culture.	Review	Spring edition 2020	
Municipality magazine Underloft	Foreign pages	Depending on possibilities and information, a page or a double page in the community magazine Underloft can be designed in another language. Newcomers as well as existing newcomers should be asked to help.	Clarification and request at Newcomer Apéro on 24th September 2019.	Spring edition 2020	
Mobility	Green shopper offer	We had an offer with the green shopper in 2018. The municipality has taken over part of the costs for the inhabitants, so that transports are easily possible on foot or by bicycle. This action was limited. Now the question arises whether this activity should be repeated.	Review beginning of 2020	Activity spring 2020 or 2021 (budget)	
Mobility	Car-Sharing	In the border triangle, the municipality is very well connected to public transport in Liechtenstein, but there are no direct connections to Switzerland or Austria. With the Car-Sharing project, the municipality wants to provide the population with an electric car, which can be booked at low prices directly in front of	Trial Period	2020: decision if continued	

		the town hall. A further goal is that some families can do without a second car.			
Children and Youth	Contact point for childen, youth and family matters	Children and young people, youth associations, parents, authorities and other interested parties are provided with general and specific information in an easily accessible manner. The contact point in the administration serves as a hub. It follows developments in the municipality and region from a youth policy point of view and makes its knowledge available to the authorities and interested parties in the municipality. In addition, the contact point organises consultation hours for young people and children at regular intervals. These are actively communicated by the municipality - including who will be present (OJA, mayor, administration, etc.).	Trial Period	Implemented by immediate effect, continuous upgrading and improvement	
Youth	Youth Commission	The youth mission statement of the municipality of Ruggell, which is to be implemented in the Youth Commission, serves as the basis. The commission serves as support for the contact point of the municipality for young people and children. The Youth Commission must include a member of the contact point of the municipality for young people and children as well as a member of the Liechtenstein Open Youth Work from Ruggell. Further members of the municipal school council and municipal council are to supplement this commission so that the youth mission statement can be implemented with sufficient emphasis. At least two seats in	Establishing the Commission	The Commission will be fully staffed by mid-2020	

		the Youth Commission are to be filled by young people.			
Children and Youth	Participation opportunities for children and young people	The children learn to take responsibility within the scope of their possibilities, which leads to a positive dynamic of their own and identification with themselves. By means of participation, the community can set the first foundation for children and young people in the awareness and exercise of democracy and promote the development of identification and quality of life. Every two or maximum three years, one children's participation day and one youth participation day are to be organised and carried out. Professional support for these participation events can be provided by membership of the Swiss children and youth promotion organisation "infoklick.ch".	Planning and organisation	Carrying out a youth conference and a youth participation day in mid 2020	
Youth	Places and occasions for young people	The public spaces in Ruggell are very busy in summer, both for young people and adults. Both age groups express the desire to make these places more lively, especially in summer. "In summer there is nothing for us in Ruggell in the evening. We are not allowed to leave and we are bored. Live music would be good in summer, now and then", a 15-year-old youth is quoted as saying. The young people therefore make their "own" celebration, which often ends with a lot of broken glass and partly also with damage to property. It is precisely during the summer months that such events are recorded. Most incidents take place at the Kemmi barbecue site just outside the village centre. Outside the village the young people find enough distance and	Youth conference	Important point at the Youth Conference 2020 Measures from 2021	

		can play "noisy" without having to take any consideration. The Youth Commission is to be instructed to work with OJA to find suitable measures. In order to gather the ideas and opinions of the young people, a youth evening can be organised.			
Mobility	Promotion and expansion of public transport	The young people make active use of the LIEmobil offer both during the week and at the weekend. This should be supported and promoted by the community. The SBB S-Bahn station Sennwald-Salez with connections to St. Gallen or Sargans / Chur is 2.8 kilometres from the town hall. With a bus connection to this S-Bahn station, the travel time of the young people, who have to attend their vocational school in St. Gallen, Buchs or Chur, for example, would be considerably shortened. Furthermore, there is no direct connection to the largest neighbouring community, the city of Feldkirch. The city can only be reached by public transport with a great loss of time. The community should search for possible solutions with the responsible persons of the LIEmobil as well as the state.		April / May 2018 presentation at the municipal council August 2018 Start subsidy of student student ticket subscriptions 2018 start further clarification to improve the offer	
Security	Speed reduction in the neighbourhoods - Creating a traffic direction plan for the municipality	14 years have passed since the negative vote on the introduction of the 30 km/h speed limit. Opinions may change, as may the target group to be surveyed. In the meantime, the topic has been discussed several times in the municipal council and various construction measures have been taken. The topic of speed reduction is an important concern	Second Population Workshop on Transport Plan on 9 September 2019. All measures will then be examined and prepared for possible implementation.	2020 Preparation and examination of the possibilities of introducing speed reductions	

		for the municipal council. At both the Children's Conference and the Children's Participation Day, children proposed various measures to make their way to school safer. Streets such as Spiegelstrasse, Langacker and Schlattstrasse have already been perfectly converted into neighbourhood streets. An important measure now is the visible introduction of speed reductions. The signs should show all road users (drivers and pedestrians) that you are in a family-friendly neighbourhood.			
Security	A safe way to the club house and tennis court	The municipality of Ruggell has built many footpaths in recent years. However, the transition of the industrial road for slow traffic remained a significant problem. Due to the legal basis and the bend, no crosswalk can be realised in the current situation. In the clubhouse you will find the scouts, the judo club, the youth fire brigade and the playgroups, which many children and young people visit. The transition point to the clubhouse is located in a bend. The situation is considered dangerous by the population. For the upcoming construction project, slow traffic and the safe transition to the clubhouse and tennis court will play an important role.		Was realized in May 2019. Depending on feedback, the safe footpath will be further extended.	
Infrastructure	Play facilities for older school children and new leisure facilities	The Widau playground is to be renovated. There is a need for a playground that is also attractive for older children. Important for the children is a long slide and a high swing. Climbing elements and a round plate lift are also to be installed.	Review of all playgrounds (completion in 2020) and further expansion of leisure facilities	The first playground will be adapted and expanded in spring 2020.	

		As a further option, the inclusion of various trampolines was tested. The combination of different trampolines as a parcour as well as huge airbags would increase the attractiveness of the playground. Taking into account the opinions of the experts, it would be possible to build a skill arena directly on the football pitch. The Skill Arena offers various training options for training with or without a ball, and different versions of trampolines could be used. All existing playgrounds should be supplemented with elements for older children so that the playground at Widau amusement park does not have the reverse effect of only being attractive for older children. The playground at Widau amusement park is intended to cater for all age groups in childhood. Already last year, a pump track facility was realized together with the children and teenagers as a new leisure facility. In a further step, this facility will be supplemented with a pump bowl and a skater area with a picnic area/lounge area - of course involving all children and young people.		Further playgrounds in 2020 and 2021 Construction of a pump bowl and skating rink with picnic area in 2020	
Infrastructure	Youth room game hall	The youth club is to be renovated into an inviting place, the walls are to be repainted and decorated with graffiti. New furniture will be purchased, opening hours will be adjusted and more events such as a game evening will take place. With the new drive many new children and young people are to be attracted.		2020 Pre-project 2021 Realization	

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ACTION PLAN

O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: Sattel

PROCESS CONSULTANT: Gabriele Greußing

STATUS: Final

DELIVERY DATE: October 11th 2019

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o A public event in the municipality to present the results
o Feedback on the process for the future development of the tool (ongoing feedback from the process consultants)

1.1.2. Results
These will be the results obtained at the end of the process:
o An assessment of the status quo of the current quality of life in the municipality
o A graphic representation of the assessment, upon which publications will be based
o An overview of the services and provisions to serve as a basis for further developments
o An action plan with ideas for improvements and adaptations
o Proposals for the implementation of the first measures

1.1.3. Continuation
Repeating the process on a regular basis (e.g. every two or three years) is essential for mid and long-term social planning in the municipality.
It is planned to include the possibility of observing development in the online tool. After completing the tools two or three years later, an indicator trend can be retrieved, which will show the changes in the municipality made in that period of time.

1.2.   Training of municipal employees:

In addition to training and instructions given by means of the "Technical Manual for the Use of the Online Tool" in the handbook, it is also important to determine how information will be gathered (collaboration of other employees, contact with other institutions and facilities, or similar).

The assessment of the indicators should be verifiable. This is of great importance, both for the municipality itself in order to continue the process and for an external certification. It is therefore important to upload relevant documentation, if available, in order to verify the rating or assessment (such as mission statements, minutes, screenshots or similar).

It is recommended to first collect these references in a digital folder and only upload all documentation at the end of the process, once everything has been reviewed for completeness. Simultaneously, a list with file name and content will be created.

1.3.   Working group with local and regional stakeholders

Ideally, this working group should be very diverse, in order to cover all the action fields. The regional level should also be considered. Depending on the size of the municipality, the working group should be comprised of 10 to 20 members:

o   Project leader and steering group
o   Municipal council, perhaps also committees and the municipal administration
o   Representatives of as many facilities/institutions possible that are located in the municipality and dedicated to one of the action fields (e.g. schools, parish, library, nursing home)
o   Key actors or multipliers (e.g. private individuals who are very active in a specific area or possess knowledge about the municipality, members of municipal clubs and associations, representatives of initiatives, local suppliers, representatives of immigrant groups)
o   Representative of the region

It should be noted that this group of stakeholders is not an official body of the municipality and therefore cannot take decisions. For the action plan, the group can only collect ideas and make suggestions about measures. The action plan should then be submitted to the municipal council for information. However, the measures have to be decided individually when they are worked out in detail, when costs and financial coverage are available. This only makes sense when the implementation is to take place.

1.4.   Organisation of two workshops:

1.4.1. Participants

All members of the aforementioned working group shall be invited. It is also possible to invite the public, if the municipality so desires.

1.4.2. Framework conditions

o The two workshops should not be more than three to six months apart. The recommended duration per workshop is 2.5 to 3 hours. In order to facilitate the participation of the voluntary members, the workshops should be held in the morning or evening hours, whenever possible.

o In order to create an appreciative atmosphere, it is important to provide food and drinks.

1.4.3. Content

o Additions to the data in the online tool
o Assessment of the individual indicators (self-evaluation) according to the proposal by the steering group
o Elaboration of an action plan including measures
o Prioritisation of the measures
o Proposal for the implementation of at least one measure in the project period

1.4.4. Procedure Workshop 1

o The process consultant acts as moderator
o Kick-off with official welcome and presentation of the participants
o The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
o Presentation of the process and the SPI
o Results of the information inserted into the online tool so far
o Possible additions to and amendments of it
o Joint evaluation of the proposals made by the steering group. If at this stage ideas for possible measures are presented, they should be written down without commenting on them.
o Further steps and future dates

1.4.5. Procedure Workshop 2

o The process consultant acts as moderator
o Official welcome and, if applicable, presentation of new participants
o Summary of everything that has been developed so far (incl. changes)
o Detailed review of every action field and compilation of proposals for improvements
o Compilation of measures

- Prioritisation of measures (with sticky dots or another method)
- Brief, further development of the prioritised measures: what, who, until when, with whom?
- Preparation of the public presentation event (time and place, invited audience, preparation of the invitations, invitation of the media etc.)

1.5. Organisation of the public presentation event

1.5.1. Participants
The whole population is invited. In addition, all those involved in the process receive a personal invitation. Sending and publicising the invitation via the media is also recommended.
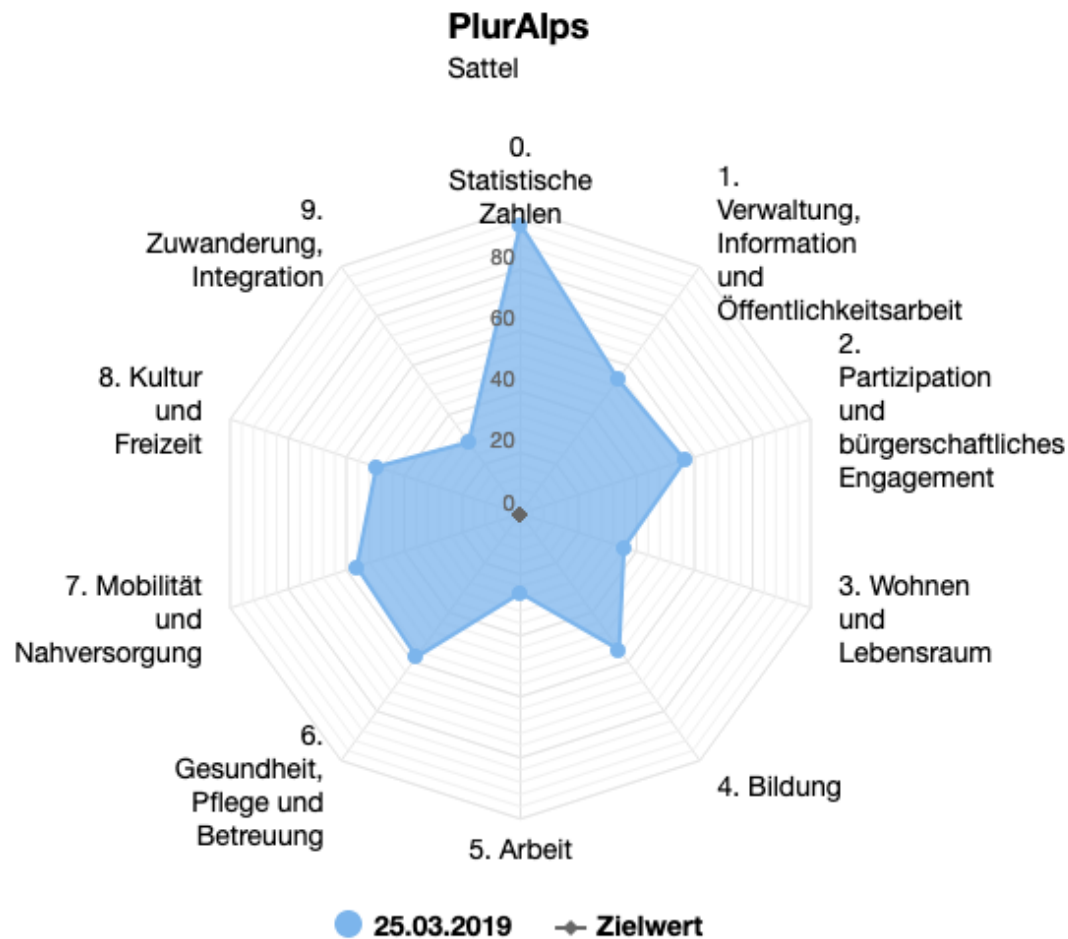
1.5.2. Content
The content of the event is to present the results and to collect more ideas. Take into account that all measures and ideas developed during the event require a decision by the respective municipal committees before they can be implemented.

1.5.3. Procedure:
- The process consultant could act as the moderator.
- Official welcome given by the municipality.
- Greetings or welcoming address given by higher-ranking political representatives.
- Explaining the reasons for the municipality participation in the project and its goals.
- The process consultant presents the project and the tool (briefly).
- The working group presents the results of the status quo and the assessment of the quality of life.
- Possible further steps (in accordance with the situation and needs):
  - Members of the working group present reports (highlights, short stories etc.).
  - Presentation of the measures that have been developed so far (please note: consult the competent committees).
  - Table talks on the different action fields to gather more ideas.
  - Elaboration of the first implementation steps for one or several measures.
- Gathering ideas for the continuation of the process in the municipality.
- Thanking everyone involved.

2. Action plan – Spider diagram

The spider diagram (analysis and assessment) is based on the application of the Social Planning Instrument.

3. Action plan - list of all measures:

The first three measures ("Integration" field of action) have already been planned in detail. The other measures will only be worked out in detail when implementation is imminent. This procedure is considered to be reasonable, since general conditions and prerequisites can change until then. In this way, possible additional work can be avoided.

Action field	Title	Short description	Next step	Time schedule	Board
8	Expansion of offers and services	Aim: Supporting the rapid integration of newcomers into village life by creating attractive leisure activities for all residents. Initial situation: The existing event planning is primarily oriented towards tourism. The population usually does not feel addressed. Newcomers have few opportunities to come into contact with locals. Idea: In the future, leisure activities and events should be designed in such a way that they are attractive for guests and the entire population. The application should include those who have moved to the area in the last five years as a separate target group. First steps: • Contact and discussion with tourism managers • Discussion in the relevant political body • Workshop with all stakeholders to develop a concrete plan for implementation	Discussion in the Tourism Committee		
8	Village fair	Targets: Dissemination of important information; strengthening of cohesion; getting to know each other; support of direct contacts between newcomers and residents.	Passing on to the working group "Revision of the mission statement" for inclusion in the catalogue of measures		

		Idea: To improve the integration of newcomers, a joint village festival should take place regularly. Associations, organisations, newcomers and long-time residents should be invited to participate in the planning and implementation. First steps: • Elaboration of the idea in the working group "Mission Statement Revision". • Development of an event design • Preparation of a cost plan with decision by the administration			
9	Mentoring system	Aim: Development of a mentoring system for new citizens Initial situation: There are influxes from the most diverse regions and countries. Idea: A mentoring system is to be established to speed up integration. En Mentor accompanies the first steps in the community, explains authorities and their procedures, provides information about suitable offers in the community and the region and helps to establish first contacts with networks, associations and locals. First steps: Research of existing mentoring systems by the administration Preparation of proposals for political decisions by the administration Development and establishment of management, either attached to the municipal administration or with a suitable institution or organisation.	Research by the administration on mentoring systems		Administration

1	Mission statement	After the SPI, the old mission statement will be revised. The results of this process will be incorporated as input from the population.	Internal meeting	7th to 9th April 2020	
1	Ongoing reporting	The local media should report more about current projects and plans. This requires a new concept with a change of image.	Passing on to the working group "Revision of the mission statement"	April to October 2020	Municipal council
2	Participation of youth	Increased involvement of young people in community work (possibly youth parliament, ...)	Discussion in the responsible committee	Autumn 2019	
2	Youth centre	As there is only a primary school in the community, the youth has hardly any places to stay in the village. However, there is a strong need for a meeting place.	Discussion in the responsible committee	Autumn 2019	
3	Living space in Sattel	The need for affordable housing for senior citizens in rent and ownership is great. We would also like to see apartments for the elderly in the city centre. To this end, a project must be defined and a concept drawn up following the revision of the mission statement.	Discussion at administrative and political level	From winter 2019/2020 on	Municipal council
3	Quality of stay	Analysis of public spaces, outdoor spaces. Creation of a concept for the preservation and development of these spaces.	Passing on to the working group "Revision of the mission statement"	From winter 2019/2020 on	Municipal council
4	Housing search	Assistance/accompaniment in finding housing	Discussion in the responsible committee		
4	Expansion of care services	As a service for the families, the existing services must be expanded, if necessary and if possible also in cooperation with other municipalities.	Passing on to the working group "Revision of the mission statement" for inclusion in the catalogue of measures		Municipal council
4	Attractive educational offer	Coordinate and initiate mini-courses and mini-training courses for providers.	Discussion with suppliers and associations/clubs		Administration
5	Attractive industrial area	Dedications, cooperations, digitization, creation of co-working space. Development of an own project.	Passing on to the working group "Revision of the mission statement" for inclusion in the catalogue of measures		Municipal council
5	Apprenticeship market	Joint application of apprenticeships in cooperation with other municipalities	Passing on to the working group "Revision of the mission statement" for		Municipal council

			inclusion in the catalogue of measures		
6	Living in old age	Concept for assisted living, shared flats, leisure activities.	Passing on to the working group "Revision of the mission statement" for inclusion in the catalogue of measures		
7	Improvement public transport	Transfer possibilities in the city centre, every half hour, night bus, express train stop	Discussions in the relevant regional committees		
7	Alternative Mobility	Concept for supplementary offers such as e-mobility, car sharing, pool car pools.	Passing on to the working group "Revision of the mission statement" for inclusion in the catalogue of measures		

4.   Contact and information:

If you are interested in using the Social Planning Instrument (SPI), please contact the community network "Alliance in the Alps":
e-mail info@alpenallianz.org, phone +49 8642 6531.