



GŘ pro vzdělávání a kulturu

Program „Evropa pro občany“



MOST MEPPPEL

## Symposium Most/Meppel „Citizens as a key element of public decision making”

### Programme of Symposium

Version 26. March

**28/03/2010**

19:00 *Dinner in Cascade*

**29/03/2010**

08:30 - 09:00 *Registration*

#### 1. Initial meeting

- 09:00 - 09:10 \* Mayor of the city of Most Vlastimil Vozka  
- Start of the meeting, introductory word
- 09:10 - 09:20 \* Mayor Jan Westmaas of Meppel  
- Introduction of the Meppel delegation
- 09:20 – 09:35 \* Most (Jiří Mysík)  
- General introduction to operations office.
- 09:35 - 09:50 \* Meppel (Annet ten Hoff)  
- Policy of municipal council for citizen involvement
- 09:50 - 10:10 \* Peter de Visser, Managing director of Stad en Esch school  
- Planning of a new complex of schools for secondary and tertiary education.

10:10 – 10:30 *coffee break*

#### 2. Usage of ICT for governance in the city

- 10:30 - 10:40 \* Deputy Mayor  
- Introductory word
- 10:40 - 11:10 \* Jiří Mysík, secretary  
- Innovative systems in the way of the Office operations
- 11:10 - 11:40 \* Robert Scholten, Department of Communication  
- Policy for the use of ICT in communication
- 11:40 - 12:10 \* Václav Novák, Head of ICT department  
- Electronic communication with Citizens

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12:10 - 12:40 \* Jaroslav Mareš, Head of administrative activities department  
-The possibility of electronic ordering specific date for processing the application

12:50 - 13:40 *Lunch*

### **3. Communication with disadvantaged inhabitants**

13:50 - 14:00 \* Deputy Mayor

- Introductory word

14:00 - 14:30 \* Margita Pištorová, Diakonie of Bohemian Brethren Evangelical Church

- Social support center - communication with social disadvantaged families with children

14:30 - 15:00 \* Věra Rybáková, National minority club

- Communication with foreigners

15:00 - 15:30 \* Najib Ouaamar

- Municipal policy for contacts with citizens in districts and villages

15:30 - 15:45 *coffeebreak*

15:45 - 16:15 \* Werner Hoff, Foundation Wellness care

- Contacts with citizens in city- districts and villages

16:15 - 16:45 \* Hans van Zalen, Municipal Police

- a. Policy for contacts with citizens in the districts

- b. Kickbox project. A project for minority-youth with problems

16:45 - 17:15 \* Vlasta Jakubcová, Social services administration

- Communication with seniors

17:15 - 17:45 \* Ilona Kozlová, Municipal Police

- Information Center - public safety

18:00 *Dinner Hotel Cascade*

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#### **4. Public opinion as a part of decision making in the city**

09:00 - 09:10 \* Hana Jeníčková, Deputy Mayor

- Introductory word

09:10 - 09:40 \* Iva Mazurová

- Opportunity to express to the discussed issues in the town.

09:40 - 10:10 \* Lidy van de Vijver

- Rendering of service in the town-hall (presented in a film)

10:10 - 10:40 \* Adam Haris

- Dissatisfaction of citizen with public decision-making (complaints, petitions, demonstrations).

*10:40 - 10:55 coffeebreak*

10:55 - 11:25 \* Jan Vos

- Mediation, a new way of preventing complaints

11:25 - 11:55 \* Zdeňka Brotánková

- Service town for certain group of citizens

11:55 - 12:25 \* Wendy Donker

- Service by telephone, including handling of complaints

12:50-13:40 *Lunch*

#### **5. Study visit**

Study visit will practically demonstrate the empowerment of disadvantaged groups of citizen through assistance of local NGO. Purpose is that participants will be faced with environment and equipment of the NGO office as a important factor of trust among client and NGO representative and will see practical demonstration of consultation with client of the NGO.

14:00 - 15:00 National minority club

15:30 - 16:00 Azyl house

16:30 - 17:00 Social services administration - Home for elderly people

18:30 *Departure of bus from Cascade to Braňany*

19:00 *Dinner in Selsky Dvur, Braňany (8 kms. from Most centre)*

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## **6. Plenary session - Conclusions and presentations**

08:00 - 09:00 Presentations of results of all workshops and form of guidebook

09:00 - 10:00 Presentation of mainstreaming and dissemination of project results

10:00 - 11:00 Discussion and reconciliation the project outputs

+/- 11:00 *Departure to Prague*

19.30 *Dinner in Restaurace Budvarka, Most*



Občanství