



# PUTTING THE CITIZEN FIRST

## HOW TECHNOLOGY CAN HELP

CONFERENCE

City Hall, Ieper, Belgium  
13<sup>th</sup> & 14<sup>th</sup> September 2007



## **INTRODUCTION TO CONFERENCE:**

Services for citizens are increasingly being deployed by Public Agencies on a supply-side efficiency basis, without actually determining the needs and wishes of the citizen. This has led to low usage of the services by many citizens, especially those with special needs. However technology can help to address this by providing opportunities to put each citizen at the centre of the services being provided to them in the context of their needs and community, leading to an engagement that improves the quality of life and reduces the social and spatial isolation of all citizens.

## **WHO SHOULD ATTEND:**

This conference will consider the issues and share the experience and best practice of the 5 regions in the CitizenFirst project that have been exploring this over the last 3 years. This should be of interest to all regional or local authority officers and politicians involved in, or concerned with, social inclusion, e-inclusion, e-democracy, e-participation and people empowerment.

## **WHAT IS CITIZENFIRST:**

CitizenFirst is an INTERREG IIIB North West Europe co-funded project which aims to reduce the digital divide that affects communities and citizens in the territories of Mid-West Region (Ireland), Eindhoven Region (Netherlands), West Flanders (Belgium) and Cambridgeshire (UK). The project's key objective is "to empower citizens by engaging with their communities to deliver the services that they require in an inclusive Information Society that overcomes social & spatial isolation.

## **THE VENUE:**

The Conference will take place in the City Hall of Ieper, Belgium. The Ieper City Hall is part of the Cloth Hall (Lakenhallen). This mighty building was originally built in the 13<sup>th</sup> century as a trading centre and a symbol of the power of Ieper as an international commercial centre in the Middle Ages. Rebuilt by 1967 it now houses the In Flanders Fields Museum, which preserves the memory of the First World War, together with several concert and exhibition halls.



Ieper is a city with a rich and various past. During the Middle Ages Ieper was a flourishing trading centre. In those days Ieper was one of the main Flemish cloth centres next to Bruges and Ghent. The Menin Gate is the largest war memorial under which the Last Post is sounded every evening at 8pm to keep the memory of the many victims alive. The surroundings of Ieper have a great deal to offer also. More information on the City of Ieper can be found on [www.ieper.be](http://www.ieper.be).

# Conference Programme

## Day 1 - 13<sup>th</sup> September 2007

|                |   |
|----------------|---|
| 14.00h         | Registration & Welcome                      |
| 14.30 – 17.00h | Workshop with visits to several subprojects |
| 18.00h         | Nocturne In Flanders Field Museum           |
| <i>19.00h</i>  | <i>Reception in the City Council Hall</i>   |
| 20.00h         | Last Post Ceremony                          |
| 20.20h         | End of Programme Day 1                      |

## Day 2 – 14<sup>th</sup> September 2007

|               |  |
|---------------|--|
| 09.00h        | Registration & Welcome Coffee  |
| 10.00h        | Welcome Address by <i>Mr. Luc Dehaene, City Mayor of Ieper</i>   |
| 10.15h        | Keynote Address by <i>Mr. Fernando Coehlo Moniz, National Expert Desk Officer, Territorial Cooperation, DG Regio</i>   |
| 10.45h        | Address by <i>Mr. Jan Deprest, Chairman of FOD ICT, the Federal Public Service for Communication and Information, responsible for deploying e-government in Belgium.</i> |
| <i>11.00h</i> | <i>Coffee Break</i>  |
| 11.30h        | Presentation on CitizenFirst Lessons Learned by <i>Mr. Michael Mulquin, CitizenFirst Project</i>   |
| 12.00h        | Panel Discussion ~ Questions & Answers   |
| 12.40h        | Introduction to Parallel Workshop Sessions<br>Chaired by <i>Cllr. Lilly Wallace, Mid-West Regional Authority Ireland</i>   |
| <i>12.50h</i> | <i>Lunch</i>   |
| 14.00h        | Parallel Workshop Sessions:  |

**Theme 1: Empowering Communities**

**Theme 3: Inclusion of People with Special Needs**

**Theme 2: Engaging Young People**

**Theme 4: Training & eLearning**

|               |  |
|---------------|--|
| 14.00h-15.00h | Workshop – Round 1                                     |
| 15.00h-16.00h | Workshop – Round 2                                     |
| 16.30h        | Report from Workshop Rappatours<br>Questions & Answers |
| 17.00h        | Closing Address  |
| 17.15h        | Reception in City Council Hall                         |

**REGISTRATION DETAILS:**

Registration for this Conference has started!  
If you are interested in attending the Conference you can register online at [www.citizen-first.net](http://www.citizen-first.net).

Conference fees:  
Main Programme ~ €75.00 (€100.00 after 1<sup>st</sup> September 2007)  
Companion Programme ~ €60.00 (details available online)

**HOTEL ACCOMMODATION:**

Delegates are responsible for their own hotel reservation. The Conference Organisers have negotiated a special rate with Novotel Ieper Centrum Hotel, Sint-Jacobsstraat 15, 8900 Ieper.

The reduced rate for a single room from 13<sup>th</sup> September is EUR 97.00, which includes breakfast. Extra nights are available at the same rate. (Normal rate: EUR 127.00)

The Contact is Mme. Magalie Parmentier  
Phone : 00 32 57 42 96 00  
Email : [H3172-SB@accor.com](mailto:H3172-SB@accor.com)  
Web : [www.novotel.com](http://www.novotel.com)

Please mention the CitizenFirst Conference when booking.



**TRAVEL INFORMATION:**

By Rail : Belgian Railways Station, Colaertplein 35, 8900 Ypres  
Ticket Sales: tel. 056 263 540 fax. 056 263 541  
Train Surveillance: tel. 056 263 523 fax. 056 263 521

Web: [www.b-rail.be](http://www.b-rail.be)

By Air: The closest airports are:  
Brussels Airport: [www.brusselsairport.be](http://www.brusselsairport.be)  
Charleroi Airport: [www.charleroi-airport.be](http://www.charleroi-airport.be)  
Lille Airport: [www.lille.aeroport.fr](http://www.lille.aeroport.fr)

**USEFUL LINKS:**  
[www.citizen-first.net](http://www.citizen-first.net)  
[www.ieper.be](http://www.ieper.be)  
[www.nweurope.org](http://www.nweurope.org)

**CITIZENFIRST PARTNERS**

