


# 'Putting the Citizen First'

## What have we learned?



Ieper 14 Sept 2007







## The five partners

- The Mid-West Regional Authority of Ireland – who also oversaw the whole project
- Cambridgeshire County Council in the UK
- The Regional Authority of Eindhoven in the Netherlands
- The municipality of Ieper in Belgium
- The municipality of Kortrijk in Belgium

## The Mid West Region of Ireland

- Led the whole project,
- Focused on digital One-Stop-Shops and [Public Internet Access Points](#) delivering public information and services.
- Linked up with a number of other projects in their region with similar aims to promote common learning.








## Cambridgeshire

Focused on Community Access Points:




- community venues equipped with one or two internet enabled PCs
- that use technology as an enabler, both to empower individuals and communities.

CitizenFirst funded 20 [CAPs](#) and supported a range of other activities based in the CAP network – including multi-media work with [young people](#).

## Eindhoven

- Focused on innovation and cross-sector collaboration.
- Roll out of fibre across the region
- The metaphor of the '[Virtual Town Square](#)'
- The idea of local '[shop-courts](#)'
- Although their focus was on pioneering use of technology, the main challenges they faced were people oriented

## Ieper and Kortrijk

A similar focus to each other

- Public internet access via both dedicated kiosks and [conventional PCs](#),
- Basic [internet training](#)
- Special support for disadvantaged people, particularly people with [disabilities](#)
- Powerful [marketing programmes](#)
- Ieper also focused on local web portal sites and online consultation





## Real achievements

- Training
- Public internet access
- Pushing the technology
- Work on disability issues
- Real learning
- Significant long term assets



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## Reasons for success

- Based on thorough research
- Effective publicity and communication
- Support from the other CitizenFirst partners
- Participation of local partners




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## Key issues

- Top down or bottom up
- Working with partners – benefits and challenges




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## Top down/bottom up

Different models

- Top down
- Bottom up
- Top down/bottom up together
- Top down for general/bottom up for detail
- Top down  $\Rightarrow$  community empowerment
- Sideways in




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## What next..?

Let us know if you would like:


- to be emailed when the Evaluation and Monitoring Report and the Good Practice Guidelines and Sustainability report are on the website
- to receive the CitizenFirst Newsletter
- to join the CitizenFirst online discussions



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## Who has the first question?



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