

**Vijeće
građana
Rijeke**

**Report on activities and
recommendations of the Citizens'
Assembly of Rijeka on how the City
of Rijeka could enhance the system
of community-level self-
government and enhance citizen
participation in the development of
the local community**

Citizens' Assembly of Rijeka

Rijeka, December 2023

Introduction

Citizens' Assembly of Rijeka

The Citizens' Assembly of Rijeka is an informal body composed of 33 randomly selected citizens of different ages, genders, and residential areas, representing a microcosm of Rijeka. The Citizens' Assembly of Rijeka was established upon the proposal of the Mayor of Rijeka to address the question: **"How can the City of Rijeka improve the system of community-level self-government and enhance citizen participation in the development of the local community?"**

The tasks of the Citizens' Assembly of Rijeka were as follows:

- Familiarize themselves with the system of local self-government and ways of citizen participation in the development of the local community, both in theory and practice.
- Consider and discuss how to improve the system of community-level self-government and enhance citizen participation in the development of the local community.
- Collaboratively draft and adopt proposals and recommendations for measures that the City of Rijeka should take to improve the system of community-level self-government and enhance citizen participation in the development of the local community.

The work of the Citizens' Assembly of Rijeka was prepared and coordinated by the Association for Civil Society Development SMART with the support of the City of Rijeka and the Friedrich Ebert Foundation.

Members of the Citizens' Assembly of Rijeka

The Citizens' Assembly of Rijeka has 33 members, of which 16 are men and 17 are women. The Assembly's members live on 33 different streets in the City of Rijeka and in 24 local boards. The work status of the members is as follows: 42 % are employed, 33 % are retired, 18 % are unemployed, and 6 % are studying. Out of 33 members of the Citizens' Assembly of Rijeka, 48 % graduated from the university, 42 % completed secondary education, and 9 % holds a master's or doctoral degree. The youngest Assembly member is 22 years old, while the oldest members (a man and a woman) are 74 years old.

Work of the Citizens' Assembly of Rijeka

The work of the Citizens' Assembly of Rijeka's included **six meetings between 3 November and 1 December 2023.**

The first meeting took place in RiHub, on Friday, 3 November, from 6 pm to 8 pm. It was dedicated to meeting and getting to know members of the Assembly; discussions in small groups about the expectations of the Assembly's members regarding their participation in the Assembly; learning about the manner of work in the Assembly; and a discussion about working rules in the Assembly and their adoption. 32 members of the Assembly participated in the first meeting.

The second meeting took place in RiHub, on Saturday, 4 November, from 9 am to 4 pm. The meeting was dedicated to familiarizing the members of the Assembly with the concept and the system of community-level self-government in Rijeka. An introductory presentation on community-level self-government in Croatia was given by Vedran Đulabić, a full professor at the Department of Administrative Science, Faculty of Law, University of Zagreb, while Dragica Fadljević, the Head of the Local Self-Government Division in the City of Rijeka, gave three lectures during which she presented in detail the community-level self-government system in the City of Rijeka, the way it functions and how it is financed. In the final part of this meeting, the members of the Assembly received a summary of the results of consultations with key stakeholders in the community-level self-government system, which included representatives in the local boards' councils, secretaries of local boards, representatives of associations and civil initiatives that implement their activities and projects in local boards, and citizens. The members of the Assembly discussed the received information in small groups and with Dragica Fadljević. 29 members of the Assembly participated in the second meeting.

The third meeting took place in RiHub, on Saturday, 11 November, from 9 am to 4 pm. The meeting was dedicated to familiarizing the members of the Assembly with different ways of citizen participation in the decision-making processes. The introductory presentations on the modern understanding of democracy and types of political participation were given by Berto Šalaj, a full professor at the Faculty of Political Sciences of the University of Zagreb, while Vedran Đulabić, a full professor at the Department of Administrative Science, Faculty of Law, University of Zagreb, gave lectures on different forms of citizen participation in decision-making processes and democratic innovations in the area. Additionally, presentations were held on tools and practices for including citizens in decision making and communication with the citizens in Rijeka, on the examples of good practice of the work of associations in local boards in Rijeka. Finally, a presentation on the Program of Small Communal Actions and the Local Partnership Programme of Rijeka was held by Dragica Fadljević, the Head of the Local Self-Government Division in the City of Rijeka. During the final part of the meeting, the members of the Assembly discussed in small groups the received information, and how to increase citizen participation in the development of the local community. At the very end of the meeting, the members of the Assembly discussed their opinions and suggestions with professors Đulabić and Šalaj. 28 members of the Assembly participated in the third meeting.

The fourth meeting took place in the Rijeka's City Hall on Saturday, 25 November, from 9 am to 4 pm. The meeting was dedicated to introducing the members of the Assembly to the representatives of the key actors in the community-level self-government system and to the discussion with them about the main challenges in the community-level self-government system and citizen participation, as well as about the ideas and proposals for improvement. The first part of the meeting was dedicated to discussions of the members of the Assembly with the representatives of local board's councils, and then with the secretaries of the local boards. The members of the Assembly also talked with Maja Malnar, the Head of the Administrative Department of Utility Services and Transport, and with Ljiljana Buljan, the Head of the Administrative Department of Urban Planning, Physical Planning and Construction. Finally, in the final part of the meeting, the members of the Assembly talked with the representatives of Rijeka's associations and civil initiatives. 26 members of the Assembly participated in the fourth meeting.

The fifth meeting took place in RiHub, on Sunday, 26 November, from 9 am to 4 pm. It was entirely devoted to the preparation of proposals and recommendations of the Assembly for improving the system of community-level self-government and enhancing citizen participation in the development of the local

community. The members of the Assembly worked on recommendations in small groups through five thematic units and five sub-questions that arose from previous meetings and the work of the Assembly:

- **Informing:** How to increase the level of information and interest of citizens about the community-level self-government and the possibilities of inclusion in the development of the local community?
- **Education:** How to improve/increase the knowledge and skills of all relevant stakeholders (members of the local boards' councils, secretaries of local boards, citizens, city officials, associations) in the system of community-level self-government? Which topics should be covered?
- **Inclusion:** In which ways could inclusion and participation of citizens in local boards and activities for the development of the local community be enhanced?
- **Participation:** In which ways could the participation of citizens in the decision-making processes in local boards and local community be enhanced?
- **Community-level self-government:** How to increase efficiency in meeting the needs of citizens and solving problems in the system of community-level self-government?

After three rounds of work and rotation of the members of the Assembly in small groups, recommendations and proposals were presented to all members of the Assembly and an approach to amending recommendations prior to voting on them at the next meeting was agreed upon. 27 members of the Assembly participated in the fifth meeting.

The sixth meeting took place in RiHub, on Friday, 1 December, from 6 pm to 8 pm. It was dedicated to the adoption of the recommendations of the Assembly by voting. The voting was anonymous and in person, via ballot papers. All present members of the Assembly received five ballot papers with thematically grouped recommendations, as determined at the previous meeting. They also received an additional sixth ballot paper with recommendations that were specially revised or supplemented after the fifth meeting. The voting results for each of the recommendations were briefly presented at the end of the meeting, and an agreement was reached on the next steps in the work of the Assembly and handing over the recommendations to Mayor Filipović at the **seventh meeting** of the Assembly on 8 December 2023. 31 members of the Assembly participated in the sixth meeting.

In addition to the representatives of the Association SMART, the members of the Assembly received support from facilitators Maša Cek, Ema Žufić, Diana Kovačić, Sara Sušan, and Ivan Cerovac during their work at all of the meetings. During the preparation phase for the establishment of the Assembly and its work, the coordinator of the Assembly received strong support from the employees of the city administration of the City of Rijeka.

Information about the preparations and work of the Citizens' Assembly of Rijeka was continuously published on its website (<https://vijecegradanarijeke.org/>) and Facebook page (<https://www.facebook.com/VijecegradanaRijeke/>), while the reports on the work of the Assembly were regularly published on the portal of the City of Rijeka.

Upon the completion of the implementation of the "Citizens' Assembly of Rijeka" project, the Association SMART will prepare and publish a full report on the project's implementation.

The Association for Civil Society Development SMART would like to thank the Mayor of the City of Rijeka and the City of Rijeka for their trust and support during the preparation for the establishment and the work of the

Citizens' Assembly of Rijeka, as well as to thank all the employees of the city administration. SMART would also like to thank the Friedrich Ebert Foundation.

A special thank you from SMART goes to interviewers, facilitators, lecturers and all external associates who contributed to the preparation and in the work of the Assembly, as well as to all the members of the Rijeka local boards' councils, secretaries of local boards, representatives of the city administration, representatives of associations and civil initiatives, and to citizens who contributed to the work of the Assembly and preparation of the recommendations through consultations or direct conversations.

Finally, SMART expresses its utmost gratitude to all the members of the first Citizens' Assembly of Rijeka for their extraordinarily responsible and dedicated participation and work in the Assembly, for their openness, sincerity, and great atmosphere that prevailed at the Assembly's meetings!

Letter from the members of the Citizens' Assembly of Rijeka to the Mayor

Dear Mr. Mayor,

We, the invited and elected members of the Citizens' Assembly of Rijeka, are honoured and proud to have been able to contribute to the drafting of the proposals that will help you, and all the citizens of the City of Rijeka, to improve the system of community-level self-government and increase our, the citizens', participation in the development of the local community.

Participation in the work of the Citizens' Assembly of Rijeka provided us with numerous new information and knowledge on community-level self-government and active citizenship. Our recommendations are based on joint reflections of all members of the Assembly, and the following statements served as our guidelines:

- We love our city infinitely, and we want to contribute to and work towards its improvement; we want to serve as an example.
- It is particularly important to provide a space where the citizens of Rijeka can express their needs, be included in the life of the city, and enable them to actively engage for the benefit of everyone.
- Regardless of the group of people that wants to initiate an action, it is important to enable and encourage the interaction and cooperation of all stakeholders who can contribute to the achievement of positive changes and spreading of good ideas for creating a better and more pleasant neighbourhood and city life.
- Active citizens can significantly contribute to the improvement of life in Rijeka, even through small actions.

Attached please find 90 recommendations and proposals of the measures which we believe can contribute to the improvement of the system of community-level self-government and enhance the participation of citizens in the development of the local community. We grouped those recommendations and proposals into five thematic units:

1. Informing;
2. Education;
3. Inclusion;
4. Participation;
5. Local self-government.

Finally, we would like to thank you for enabling the establishment of the Citizens' Assembly of Rijeka, and we would also like to mention that we were incredibly pleased to participate in its work. Hopefully, you will find ways to further improve the already developed and existing system of community-level self-government and citizen participation, through amendments to local regulations and securing the necessary funds in the city budget, by following our recommendations and proposals. Therefore, we would like to invite you to accept and adopt our proposals for the

betterment of our city and to serve as an example to other cities of how to actively include citizens in the life of the local community.

Sincerely,
Members of the Citizens' Assembly of Rijeka

Proposals and recommendations of measures by the Citizens' Assembly of Rijeka

Below is a presentation of the proposals and recommendations of the measures of the first Citizens' Assembly of Rijeka on how the City of Rijeka can improve the system of community-level self-government and enhance the participation of citizens in the development of the local community. The recommendations were drafted by the members of the Assembly, and the Mayor of the City of Rijeka, Marko Filipović, was presented with all the recommendations that received the support of at least 75 % of the members of the Assembly at the secret in-person voting on the recommendations held at the sixth meeting of the Assembly on Friday, 1 December 2023. 31 out of a total of 33 members of the Assembly participated in that meeting. The recommendations are divided into five thematic units, and the percentage next to each recommendation shows how many members of the Assembly voted for that recommendation by selecting the options "Agree" and "Strongly agree" with the proposed recommendation.

Abbreviations used in these recommendations

LBC – local board(s)' council(s)

LB – local board(s)

INFORMING

- How to increase the level of information and interest of citizens about the community-level self-government and the possibilities of inclusion in the development of the local community?

Recommendation	Percentage of CAR's support
1. Encourage LBC to publish their periodicals (newsletters and the like) with information on current affairs in the area of the LB, invitations to events, reports on the LB's activities, and the like.	84 %
2. Provide support to the LBS' secretaries in summarizing current news to publish in print media and on social networks, especially by the Division of media relations, online communication and projects relating to transparency in the work of the administration, and to support stronger cooperation between the Division and the LBS' secretaries.	94 %
3. Explore the possibility of cooperation with Novi list on the design and publication of a monthly supplement (a monthly feature) on community-based self-government in Rijeka with special emphasis on examples of good practices in the implementation of different activities, projects, and initiatives of the LBCs and other stakeholders in the LB, and other topics and news related to community-based self-government.	90 %
4. Explore the possibility of encouraging other local media to publish articles, stories, and reports on examples of good practices in the implementation of different activities, projects, and initiatives of the LBCs and other stakeholders in the LB, and other topics and news related to community-based self-government as a part of the annual public call of the City of Rijeka for financial support for the editorial content of electronic media.	87 %
5. Use the city's billboards, poster bases along Korzo, and information panels in buses to inform citizens about events in the LBS.	94 %
6. Come up with ways to promote the ReciGlasno section and check the possibility of creating a forum for direct communication with citizens.	90 %
7. Determine the way of using the LBC's social networks with clear rules on administration and etiquette for the LBC's members and the LB's secretaries.	77 %
8. Encourage the LB's secretaries to communicate relevant information from the territory of the LB and the work of the LBC to the IT, i.e. PR service of the City of Rijeka for publication on social media of the City of Rijeka.	90 %
9. Encourage the cooperation between the LBC and the Association of tenants – co-owners of residential buildings, and tenants' authorised representatives to inform tenants of the activities, projects, and initiatives of the LBC and other stakeholders in the LB, and to encourage tenants to participate in the latter.	94 %
10. Encourage and support the organisation of local boards' days, LBS' open-door days, neighbourhood days, local boards' fairs, and other similar events to additionally and directly present the work of the LBC to the general public and citizens.	100 %
11. Use the implementation of the LBC's programme activities (sports, ecological, cultural, commemorative, etc.) to inform citizens about the activities, projects,	97 %

and initiatives of the LBC and other stakeholders in the LB, and to encourage their involvement in the latter, as well as for informal learning about community-level self-government, including encouraging conversations and discussions about current topics in the LB.

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| 12. Include children and the youth in the creation of LB's social media content. | 84 % |
| 13. It is necessary to set up (where there are none at the moment) and actively use notice boards of the LB to increase citizens' awareness about the work and activities of the LB. In addition to posting information about the work of the LBC and other important information for the residents of the LB, individuals, associations, sports associations, and informal groups of citizens should have access to and use the notice boards to invite citizens to participate in their activities. | 90 % |
| 14. In the period leading to elections for the LBC it is necessary to conduct activities of informing and including citizens, which must include different channels. It is necessary to create leaflets containing more information about the candidates, their programmes, and basic information about the elections, and to slip them into the citizens' mailboxes; it is also necessary to organize in-person meetings with the candidates at various public events. | 94 % |
| 15. It is necessary to create a registry of citizens who wish to receive information about the work of the LBC and activities in the area of the LB (for example, about elections, meetings of the LBC, and other information about activities, projects, and initiatives of the LBC and other stakeholders in the LB). The registry would be available to the LBCs and secretaries of the LB. | 90 % |
| 16. It is necessary to set up an "LB checkpoint" in the City, not connected to a particular LB. It should be a location where citizens can get all relevant information (i.e. competencies, news) and educational material in one place. | 87 % |

EDUCATION

- How to improve/increase the knowledge and skills of all relevant stakeholders (members of the local boards' councils, secretaries of local boards, citizens, city officials, associations) in the system of community-level self-government? Which topics should be covered?

Recommendation	Percentage of CAR's support
1. Encourage and conduct comprehensive education of citizens on the importance and usefulness of civil participation and civil rights and obligations. Education should tackle principles of democracy, the scope and manner of work of the LBC, community-level self-government and national administration, and (self-)organization of citizens.	94 %
2. Local boards should be turned into places for education of citizens on different topics by the invited local and other experts. Topics should be determined according to the citizens' interests expressed in surveys.	97 %
3. Young people completing the final year of high school should be educated about their civil rights and responsibilities, with an emphasis on clarifying the roles and relationships of community-based and local self-government, and national administration, and especially about voting. Education should present young people with ways and opportunities to get involved in the work of the LBC and the life of a local community.	97 %
4. The LBC should organize at least an annual visit of children and the youth to educate them about community-based self-government. For this purpose, the recommendation on visiting the LB should be emphasised in the education of civic education implementers in schools.	94 %
5. It is necessary to design and implement models of education for existing groups of citizens regarding ways of cooperation with the LB and activities in the local community: civil initiatives, associations, supporter groups, etc.	84 %
6. After the elections, the city and external experts should ensure more long-term, interactive education to the members of the LBCs. It is necessary to cover topics about the scope of work of the LB, the way local self-government works, legal regulations, ways of managing the budget, and ways of examining the needs and inclusion of citizens. Education should encourage collaborative, inclusive work processes of the LBC and create connections between different LBs.	84 %
7. Educate the LBS' secretaries and members of the LBCs about digital tools that can facilitate informing the citizens on the activities of the LB and their inclusion in the activities.	94 %
8. The website of the City of Rijeka should be upgraded to include educational materials about community-level and local self-government that enable the acquisition of new knowledge interactively and contain answers to the most frequently asked questions, as well as an index of the most important terms.	94 %
9. City officials should be trained on how to respond to the citizens' requests and how to act if those requests are continuously repeated.	93 %

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| 10. City officials should be educated on community-level self-government, and especially on how to cooperate with colleagues who work in the LB (secretaries). | 91 % |
| 11. Visits by elementary school pupils to the facilities of the LB and learning about community-level self-government should be re-introduced as a part of civic education. | 81 % |
| 12. Youth associations and associations for the youth should be enabled to carry out education for children and youth in the premises of the LB. | 87 % |
| 13. It should be ensured that civic education is implemented in all elementary and secondary schools in Rijeka as an elective or extracurricular activity. | 94 % |
| 14. Encourage education of primary and secondary school pupils about community-level self-government and about the function of local boards as a part of civic education. | 90 % |

INCLUSION

- In which ways could the inclusion and participation of citizens in local boards and activities for the development of the local community be enhanced?

Recommendation	Percentage of CAR's support
1. Keeping in mind the different characteristics, abilities, and living conditions of citizens, when choosing channels of information, and communication and inviting them to participate in the activities, projects, and initiatives of the LBC and other stakeholders in the LB, it is necessary to use several tools that will reach out to different groups of citizens. It is recommended to combine the following tools and channels: "door-to-door"/"face-to-face" approach, leaflets and posters, printed and electronic media, online tools, and social networks, posters on Korzo, the facilities of the LB's for activities and other public areas in the territory of the LB, public events that will combine free time entertaining activities with activities of information and education, other public events that are not necessarily related to the work of the LBC, but can be connected (e.g. a stand or one activity in the program of other stakeholders).	90 %
2. It is necessary to set up mailboxes at each building where there is the LB's seat (where there are currently none) and to inform citizens that they can slip their queries, suggestions, praises, complaints, and the like into the mailbox.	87 %
3. It is necessary to examine the needs of citizens in the territory of the LB, especially before the call for proposals for small communal actions and the Local Partnership Programme of Rijeka through surveys (online, mailboxes, and physical facilities of the LB to include different groups of citizens).	100 %
4. Encourage LBCs to conduct a survey once a year (at the end of the year) in which citizens will evaluate the actions, content, and programmes implemented in that year and make suggestions for the next year.	94 %
5. Encourage LBCs to go out "in the field" more often and to meet people who live in an area, so that they can more easily and quickly share and collect information on the needs, ideas, and interests of citizens.	94 %
6. Encourage organising "active hours", i.e. the periods when the representatives will be at disposal to the interested citizens in the facilities of the LB.	81 %
7. The City of Rijeka should additionally promote the existing tools for the inclusion of citizens and inform citizens through the media (radio, newspapers, TV), online (social networks, invest in PR, podcasts with the Mayor), electronic ads in buses and on public areas, posters and checkpoints in places that a lot of people visit (sports halls, markets) and the like.	97 %
8. It is necessary to systematically encourage cooperation of different stakeholders in the community: LBC, principals, institutions, community wardens, and citizens, through financing and encouraging networking programmes. Such events and activities should serve to motivate citizens to	94 %

encourage each other to be active in the community and to share examples of successful practices.

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| 9. It is necessary to devise a reward system for the local board that has mobilised and activated its community the most in a year or in a certain period. The assessment criteria should be determined in advance, and the LB to be awarded could be selected by combining public online voting by the citizens of the area and the opinion of the commission for assessing the quality of work. The reward could be material. | 87 % |
| 10. It is necessary to encourage and support the work of associations and initiatives that deal with topics related to active citizenship and participation of citizens in the life of the LBs. | 97 % |
| 11. Encourage cooperation and inclusion of educational institutions and local associations in the work of the LBC and the life of the LB to motivate children and the youth to be active citizens. | 94 % |
| 12. Pay attention to the needs of children and the youth to include their needs and ideas in the LBC's programme of work. For example, by conducting surveys among the youth before the adoption of the Programme of work and a financial plan, and through questioning their satisfaction with the implemented and achieved work. | 87 % |
| 13. Explore the possibilities of using innovative models of inclusion of children and the youth in the decision-making process and learning about the system of active citizenship and community-level self-government (for example, the establishment of the Children's City Council of the City of Rijeka, the Council of Children, the Youth Council) | 87 % |
| 14. Encourage cooperation between the LBC and associations and include other stakeholders in creating stronger connections among the citizens and in the development of the community. | 94 % |

DECISION MAKING

- In which ways could the participation of citizens in the decision-making processes in local boards and local community be enhanced?

Recommendation	Percentage of CAR's support
1. Adopt a Decision on the manner of convening, working, and making decisions at the local citizens' meetings, after a prior public discussion which will include the experts, as well as a public consultation on the proposal of the Decision.	90 %
2. The possibility of holding online local citizens' meetings and/or broadcasting of the local citizens' meetings, as well as enabling online expressions of citizens' opinions on the questions and topics of the local citizens' meetings should be provided for in the Decision on the manner of convening, work and making decisions at the local citizens' meetings .	87 %
3. Explain in the Decision on the manner of convening, working, and making decisions at the local citizens' meetings the following provision of the Law on Local and Regional Self-Government and the Referendum Law: "A decision made at the local citizens' meeting is binding for the local board, and advisory for the City Council and the Mayor."	81 %
4. Encourage holding thematic local citizens' meetings in the LB as a part of the process of selecting and deciding on the priorities of small communal actions and planning the work programme of the LBC.	84 %
5. Encourage the holding of at least two local citizens' meeting in a year in each LB, on which the LB's residents would be informed about the current topics in the LB, the implementation of small communal actions, and could discuss other topics, or even suggest initiatives and proposals to initiate and address larger infrastructural investments and projects in the area of the LB to be submitted to the Mayor and the City Council.	90 %
6. Improve the competencies of the members of the LBC and the secretary of the LB to facilitate local citizens' meeting and other public events and/or enable the engagement of external experts to facilitate these events.	84 %
7. Use the potential of associations and civil initiatives to initiate local citizens' meeting, inform citizens about the meetings of citizens' assemblies, and invite citizens to participate.	90 %
8. Adopt the Decision on the submission of citizens' proposals and petitions after a prior public discussion which will include the experts, and a conducted public consultation on the proposition of the Decision.	94 %
9. In the Decision on the submission of citizens' proposals and petitions it should be provided that the City Council can also discuss proposals and petitions supported by the signature of at least 1 % of citizens or voters in a certain area.	87 %

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| 10. The Decision on the submission of citizens' proposals and petitions should provide for electronic collection and submission of the proposals and petitions. | 94 % |
| 11. Implement a pilot project of participatory budgeting in local boards. | 90 % |
| 12. Design a brochure for the citizens on the work of the first Citizens' Assembly of Rijeka containing all basic information, conclusions, and recommendations, as well as important contacts. | 90 % |
| 13. Continue to promote and learn about citizens' assemblies through the preparation and implementation of international projects, study visits, exchange of knowledge and experiences, and in other ways. | 97 % |
| 14. Include citizens' assemblies as an advisory body and a form of personal participation of citizens in the Statute of the City of Rijeka. | 87 % |
| 15. Prepare and adopt a detailed Decision on the ways of convening the citizens' assembly and on its work to express citizens' opinions on certain issues and proposals from the self-governing scope of work of the City of Rijeka, and to discuss the needs and interests of citizens that are locally significant after a prior public discussion which will include the experts, and a conducted public consultation on the proposal of the Decision. | 94 % |
| 16. Convene the citizens' assembly that will discuss and provide proposals on the possibilities of institutionalizing the citizens' assembly on a local level. | 97 % |

COMMUNITY-LEVEL SELF-GOVERNMENT

- How to increase the level of information and inclusion of LBCs in the decision-making processes in the City?
- How to improve communication, cooperation, and coordination in the system of community-level self-government?
- How to increase efficiency in meeting the needs of citizens and solving problems in the system of community-level self-government?

Recommendation	Percentage of CAR's support
1. Encourage territorial, thematic, programmatic, and financial cooperation of several neighbouring local boards to solve related or similar needs and problems more efficiently, as well as to connect or pool the LBCs' resources for the implementation of projects whose budgets exceed the annual budgets of individual LBs.	100 %
2. At the beginning of the mandate, the LBC should hold meetings for the neighbouring local boards on which the LBC's members will be familiarised with the key development plans of the City of Rijeka in their area.	94 %
3. Encourage the preparation of mandate programme and financial plans and/or strategic plans of the LBC.	90 %
4. Hold an annual meeting of all the LBCs with the Mayor on the priorities of the work and development of the City, the LBCs, and community-level self-government.	97 %
5. Hold regular coordination meetings of the LBCs (all of them or groups of neighbouring LBCs) and representatives of the city administration.	90 %
6. Encourage organizing (thematically related) meetings of the LBC before the coordination meetings of the LBC and representatives of the city administration to make these meetings more efficient.	94 %
7. Encourage the city administration bodies to consult and involve the LBC in the processes of planning and decision-making regarding major infrastructure investments and projects in the area of the LB.	97 %
8. The city administration should inform the LBCs promptly about plans and/or the start of communal and similar works and interventions in the area of the LB.	97 %
9. The citizens, residents of the LB, should be informed promptly about the plans and/or the start of communal and similar works and interventions in the area through the communication channels of the LB.	100 %
10. The city administration should provide concrete, precise, and detailed answers to the inquiries of the LBC (and citizens whose inquiries the LBC submits), not just answers "for the form's sake". The city administration should also find an effective way to implement these recommendations in practice.	97 %

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| 11. While respecting professional standards, regulations, etc., the city administration should try to respect more the proposals and recommendations received from the LBC, especially in the part of its work that is also a part of the scope of activities of the LBCs. | 97 % |
| 12. Consider the possibility of more detailed regulation and definition of the scope and manners of operation of the LBC in the Rules after prior consultations with the LBCs and secretaries of the LBCs, and public consultation and participation of the experts. | 87 % |
| 13. Enable the LBCs to monitor project performance, that is, specific works and interventions within small communal actions. | 90 % |
| 14. Enable the LBCs to give proposals and opinions on the performed works within small communal actions as a basis for the analysis of the quality of project performance, i.e. performed works. | 94 % |
| 15. Encourage the LBCs to open their facilities, where possible, to the community (citizens, associations, and others) for the implementation of activities for citizens and community development. | 100 % |
| 16. Encourage the arrangement and maintenance of the LB's facilities and provide sufficient funds for that. | 97 % |
| 17. Ensure that secretaries' travel expenses for field work are covered. | 84 % |
| 18. Encourage cooperation between associations and the LBCs on the collection of funds for the local community when and where it is possible. | 94 % |
| 19. Analyse the secretary's workload and consider the possibility of new systematisation of job descriptions and the number of local boards for which each secretary is responsible. | 84 % |
| 20. Support the work of the LBs' secretaries and hold regular meetings with the secretaries, providing an opportunity to exchange experiences and provide mutual support in the performance of the secretary's duties, especially in communication and cooperation with the LBC. | 90 % |
| 21. Consider the possibility of holding the elections for the LBC at the same time when local elections are held to increase the number of voters who chose their representatives in the LBC and to reduce the cost of preparing and implementing the elections for the LBC. | 84 % |
| 22. Establish a good practice of conducting an annual evaluation of the LBC's programme activities. | 97 % |
| 23. Continue to question the ways of financing the activities of local boards and the criteria for allocating financial resources for the work of the LBC. | 87 % |
| 24. Include heads of the competent city administrative departments and directors of utility companies in meetings of the LBs' secretaries at least once every three months. | 97 % |
| 25. It is necessary to organize assemblies with all key stakeholders at least once a year, and if, necessary, more often for specific topics proposed by citizens or the LBC (the following groups should participate: representatives of the | 97 % |

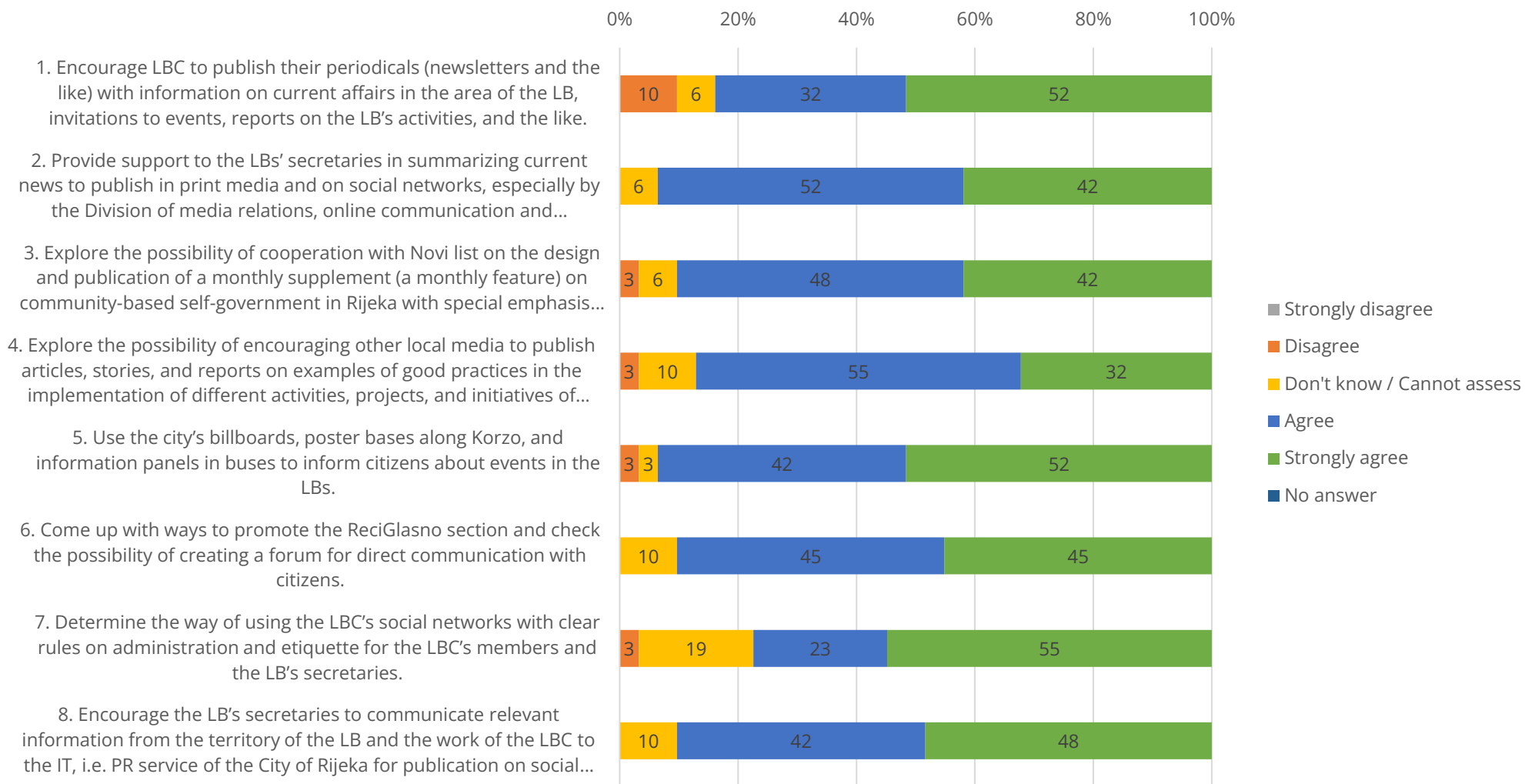
LBC, secretaries, representatives of utility companies, heads/employees of relevant committees).

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|--|------|
| 26. It is necessary to improve communication and cooperation within city departments and between the secretaries and the city administration (heads of departments) so that the secretaries know exactly who they can turn to with a certain issue because they often do not receive enough feedback on citizens' inquiries. | 81 % |
| 27. It is necessary to encourage community wardens to respond to the citizens' inquiries more promptly. | 81 % |
| 28. Encourage and enable occasional meetings between the LBC and LB's secretary with the employees of the Community Wardens Division. | 97 % |
| 29. Enable additional checks of the purposefulness and feasibility of proposals of small communal actions ranked among larger and more expensive projects with the applicants of these proposals during the phase of their processing and before the creation of the priority list and reaching the decision on the adoption of the priority list to avoid investing funds in the preparation and/or the implementation of projects that do not correspond to the real needs of citizens, do not fit into the existing situation on the ground or do not represent an optimal solution of the problem. | 97 % |
| 30. Make a list of small communal actions proposed each year, which were adopted as priorities, but which were never realised, and determine an adequate approach for their implementation. | 97 % |

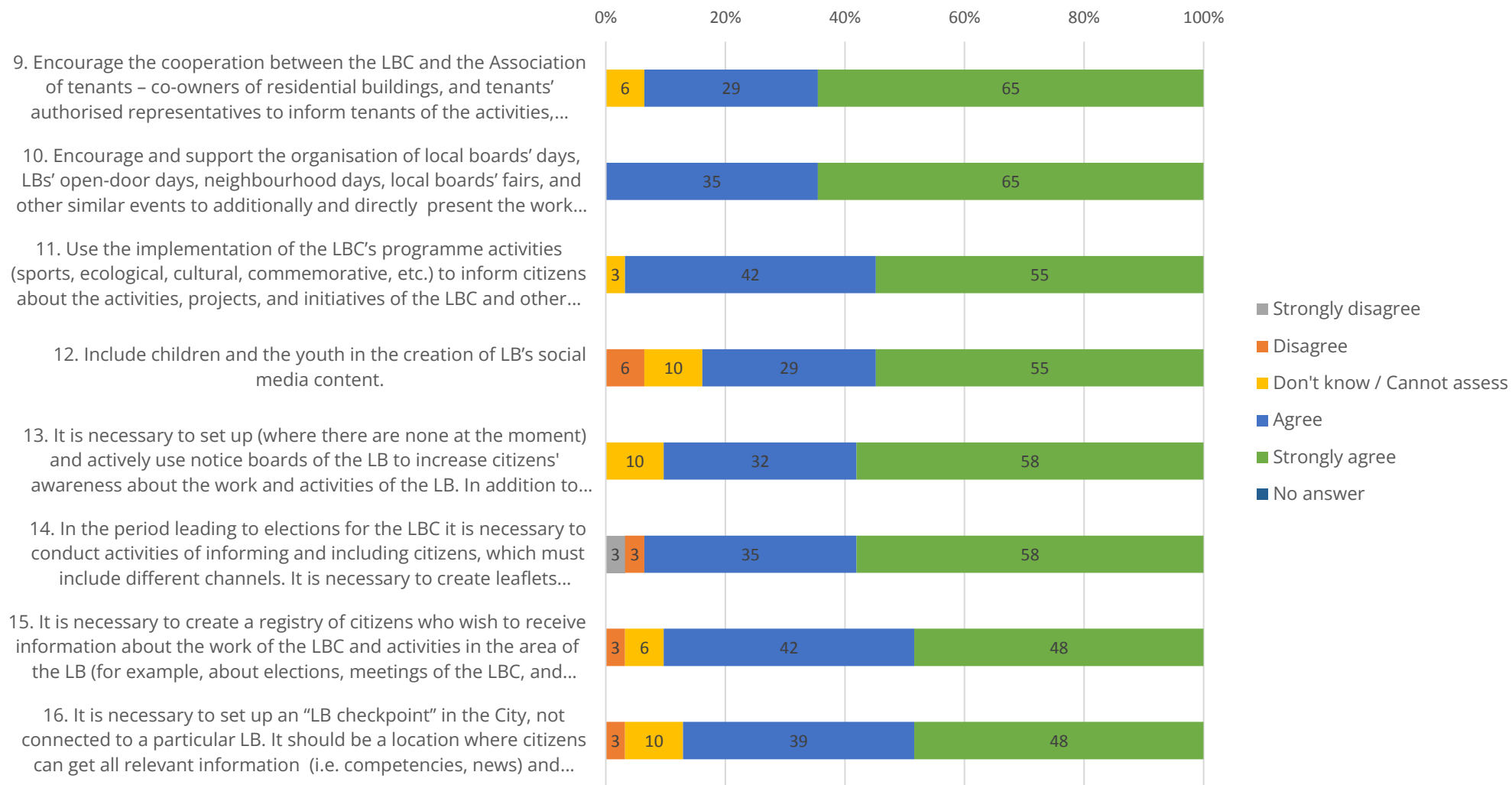
Detailed presentation of the voted proposals and recommendations of measures by the Citizens' Assembly of Rijeka

Below we give a detailed presentation of the results of voting of the members of the Citizens' Assembly of Rijeka on the recommendations.

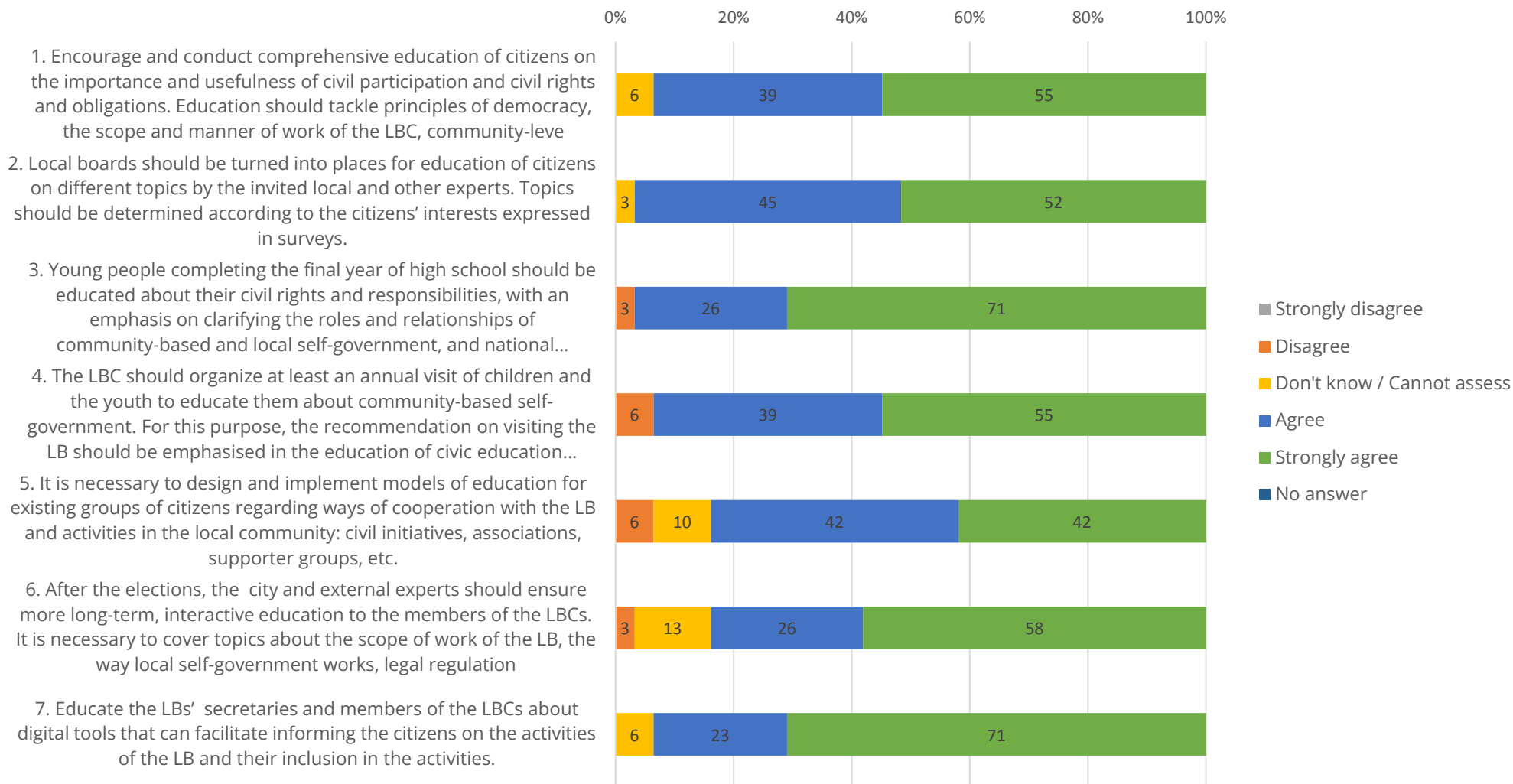
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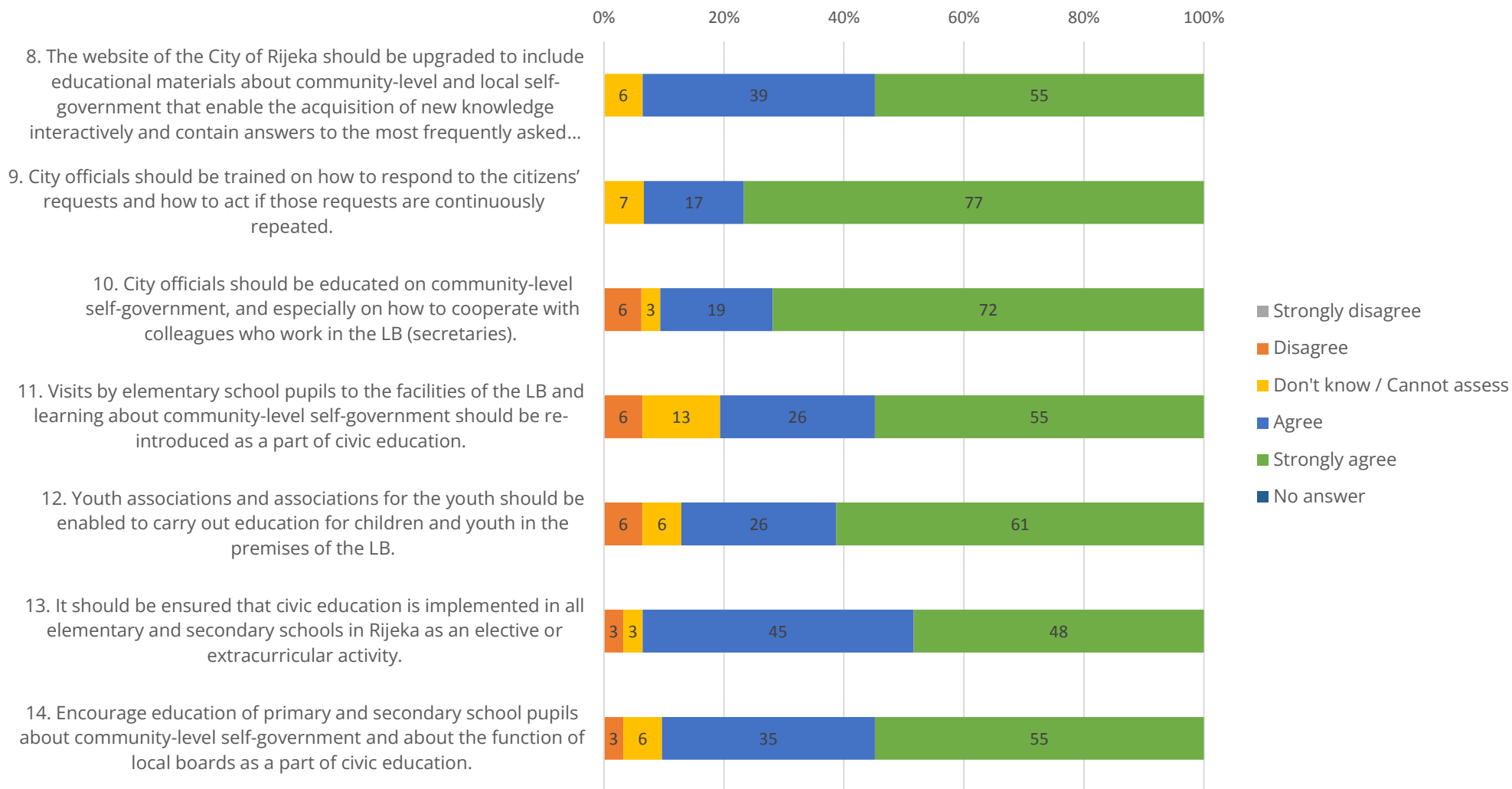
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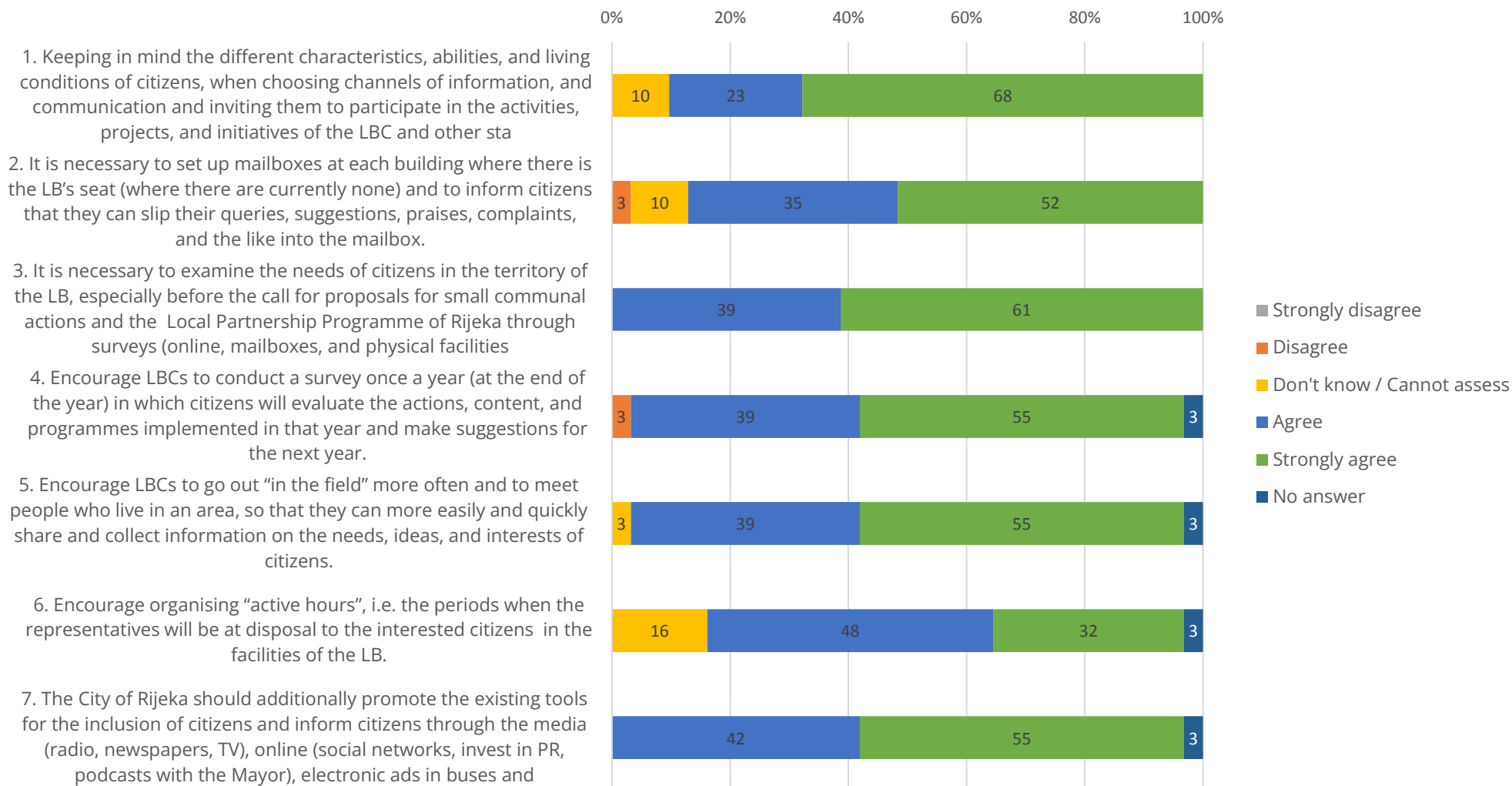
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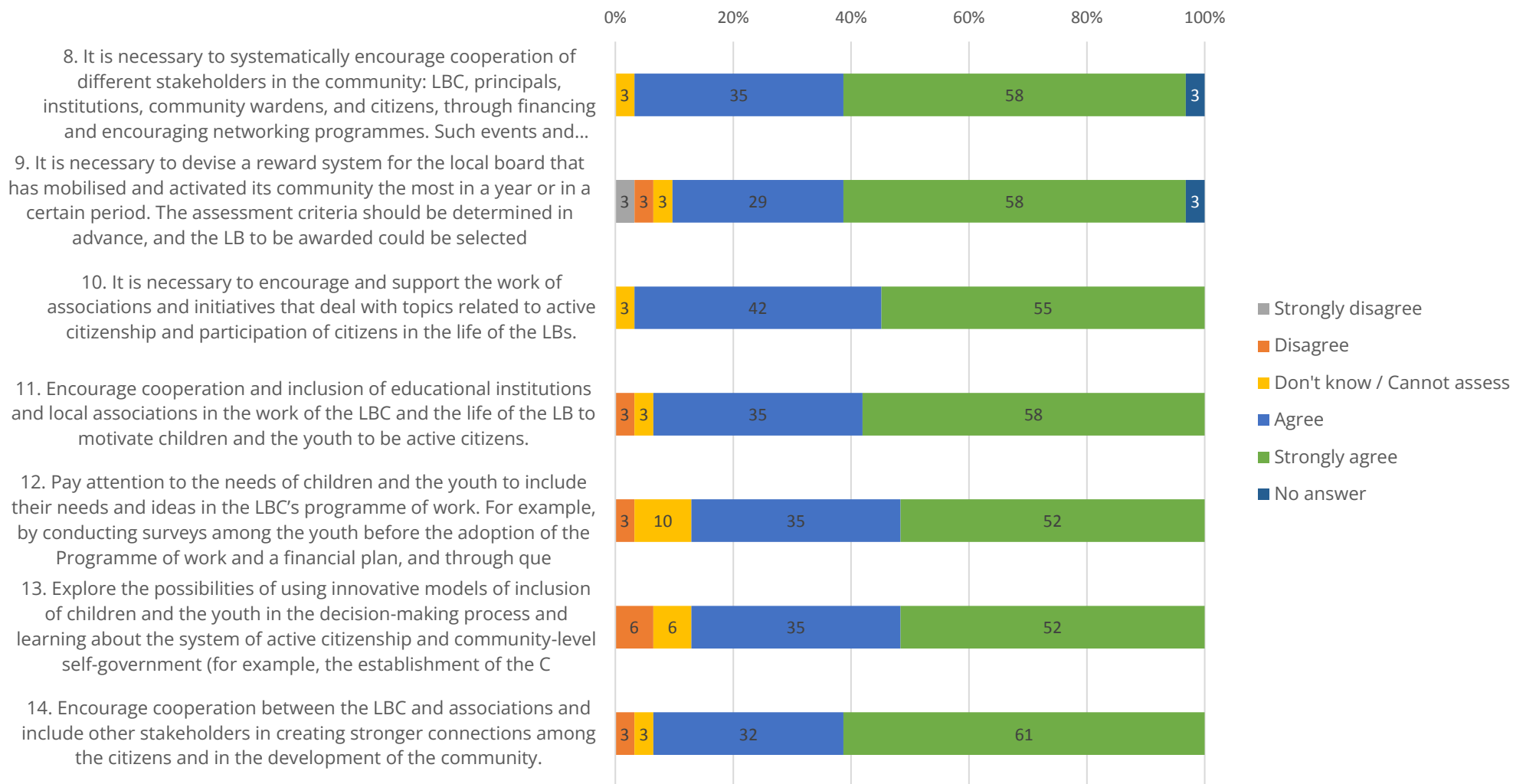
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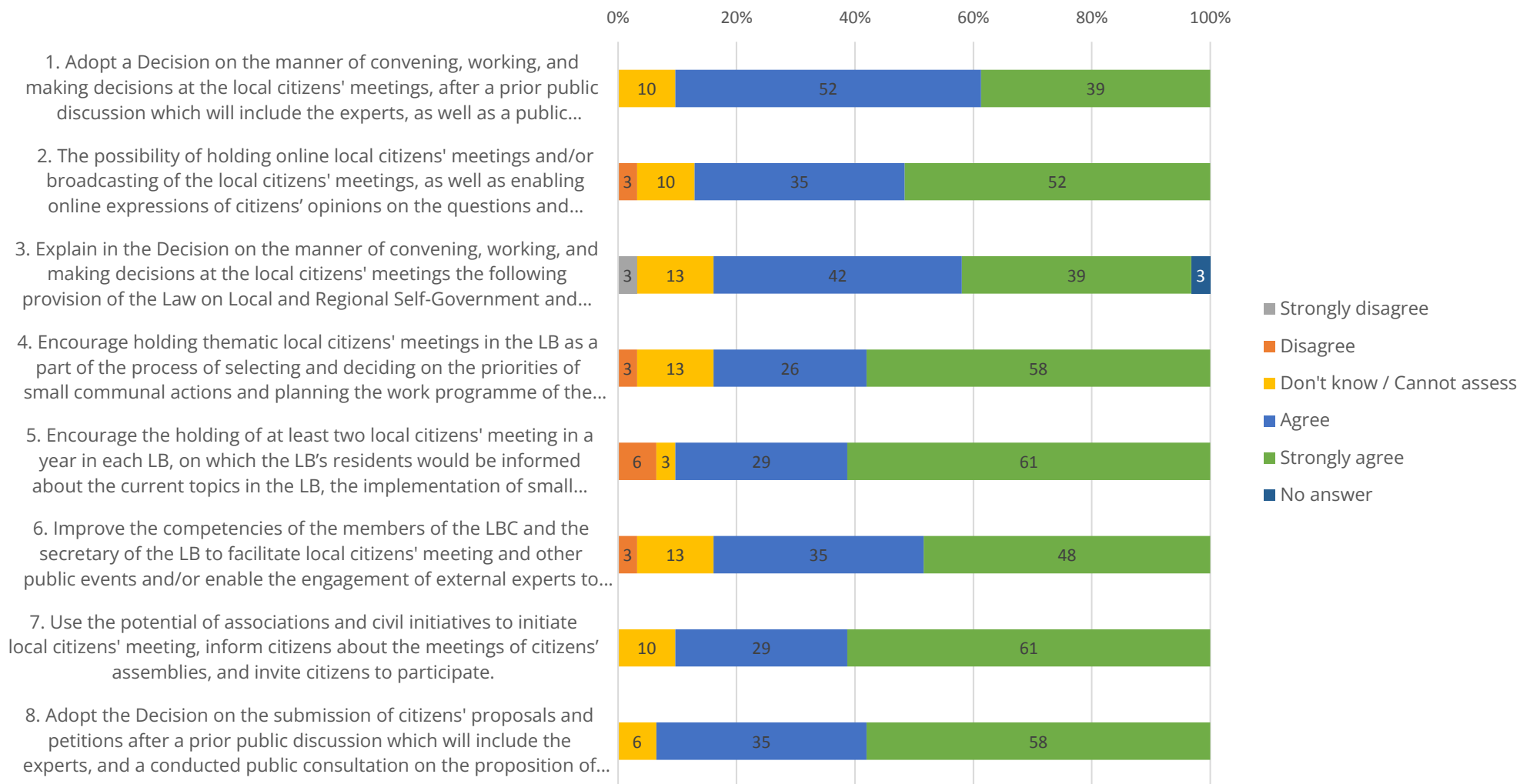
INCLUSION



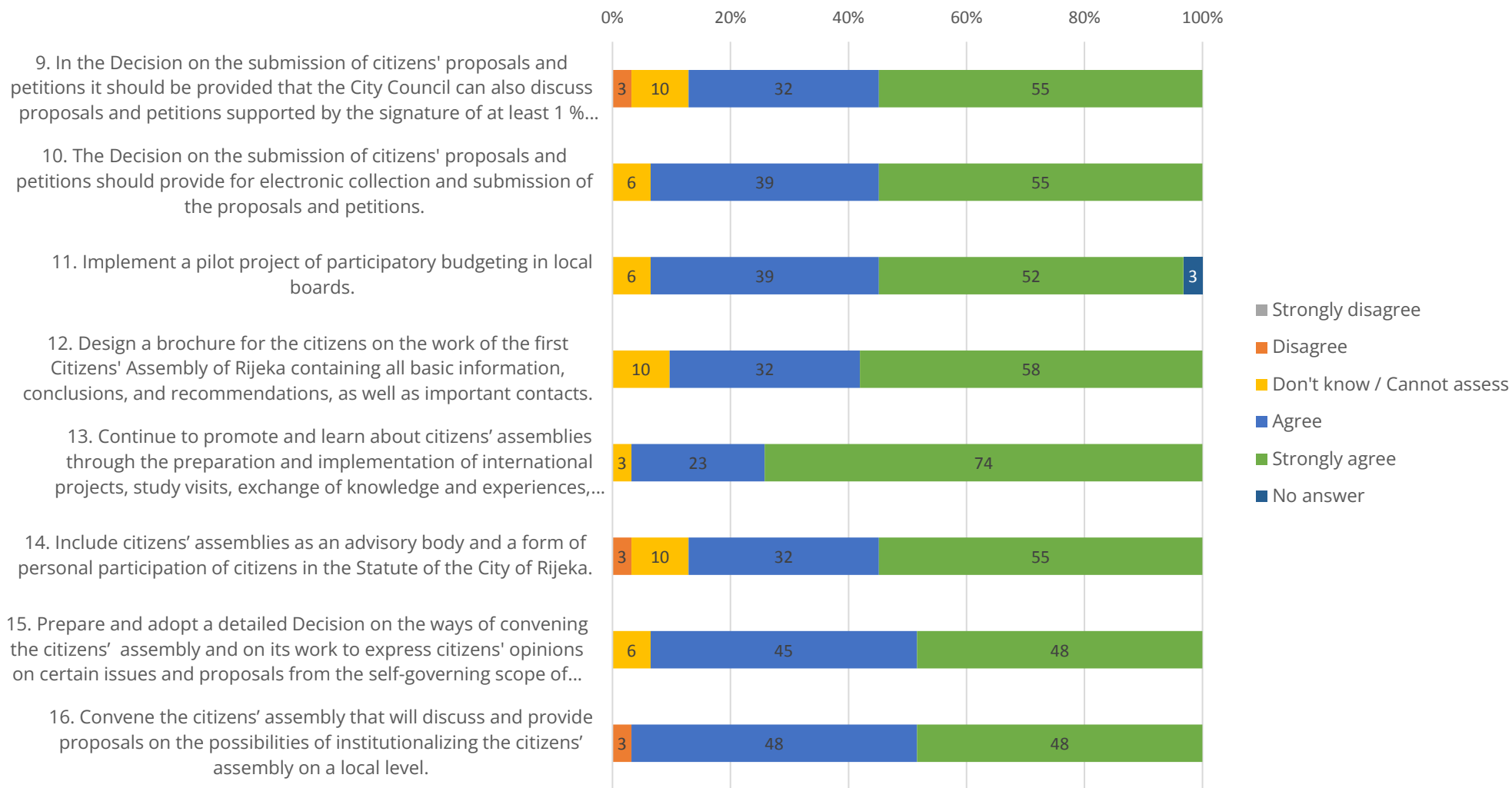
INCLUSION



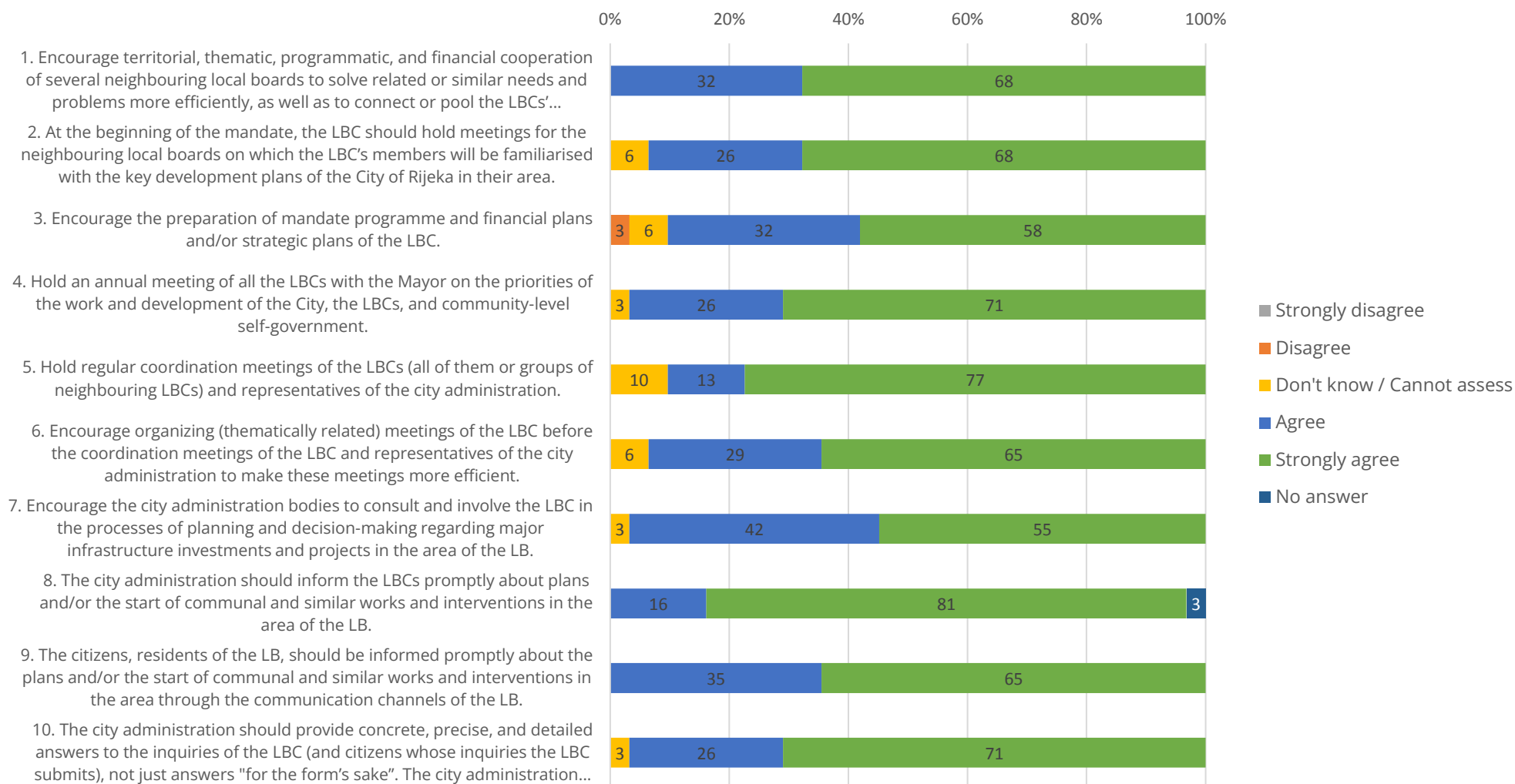
DECISION MAKING



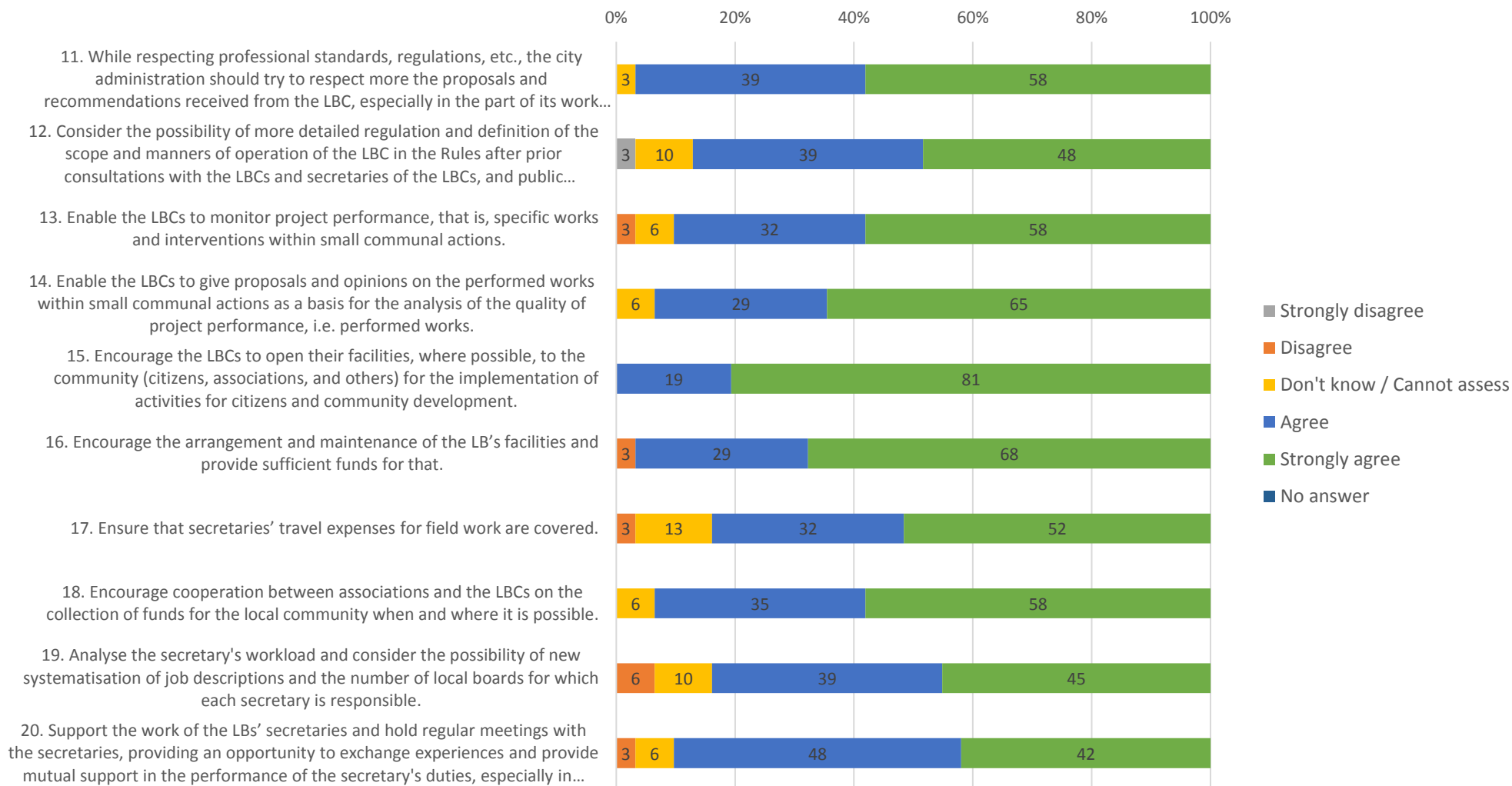
DECISION MAKING



COMMUNITY-LEVEL SELF-GOVERNMENT



COMMUNITY-LEVEL SELF-GOVERNMENT



COMMUNITY-LEVEL SELF-GOVERNMENT

