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 3  
   1.1. The process in the municipality 3  
      1.1.1. Steps 4  
      1.1.2. Results 4  
      1.1.3. Continuation 4  
   1.2. Training of municipal employees 5  
   1.3. Working groups with local and regional stakeholders 5  
   1.4. Organisation of two workshops 5  
      1.4.1. Participants 5  
      1.4.2. Framework conditions 6  
      1.4.3. Content 6  
      1.4.4. Procedure workshop 1 6  
      1.4.5. Procedure workshop 2 6-7  
   1.5. Organisation of the public presentation event 7  
      1.5.1. Participants 7  
      1.5.2. Content 7  
      1.5.3. Procedure 7  

2. Action plan - Spider Diagram 8  

3. Action plan - List of all measures 9-13  

4. Contact and information 14
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
- Resolution adopted by the competent municipal committee to implement the SPI
- Getting in touch with a process consultant
- Establishment of a steering group (competent persons on political level and in administration)
- 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
- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- 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
- A public event in the municipality to present the results
- 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:
- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- 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:
- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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)
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 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.

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

<table>
<thead>
<tr>
<th>1</th>
<th>Improved communication in municipal media</th>
<th>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.</th>
<th>Discussion between the mayor, the responsible staff and the public relations department</th>
<th>First mayor, public relation department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Development of a municipal mission statement</td>
<td>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.</td>
<td>Discussions on a mission statement at the end of the current process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>2</td>
<td>Implementation of the results of the citizen survey of 2016</td>
<td>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.</td>
<td>Discussion between the mayor, the responsible staff and departments and the municipal councils</td>
<td>First mayor, municipal council</td>
</tr>
</tbody>
</table>
|   | 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 |
<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>3</td>
<td>Lunchtime childcare for children</td>
<td>Expansion of the existing care (expansion of age, etc.)</td>
<td>Discussions with the various partner organisations (community education institutions)</td>
<td>First mayor</td>
</tr>
<tr>
<td>4</td>
<td>Expansion of educational offers</td>
<td>Concept for environmental education, cooperation with the adult education centre</td>
<td>Discussions with the various partner organisations (community education institutions)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Exchange between the municipality and the business sector</td>
<td>At present there is too less exchange between the municipality and the business sector. This should be promoted.</td>
<td>Forwarding to the competent committee</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Guidance on health services</td>
<td>A comprehensive guide to existing health services is to be developed for senior citizens and those in need of long-term care.</td>
<td>Round table with all organisations concerned</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Concept on the subject of health in the tourism sector</td>
<td>Development of a concept for cardio trekking hiking trails</td>
<td>Discussions with responsible people</td>
<td>January 2020</td>
</tr>
</tbody>
</table>
| 6 | 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 |
<table>
<thead>
<tr>
<th></th>
<th>Improvement of local supply</th>
<th>Funding Hohenaschau</th>
<th>Discussion with all responsible people</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Youth work compact</td>
<td>Better networking of all associations and organisations working with young people with the municipality.</td>
<td>Discussion in the political committees and council</td>
</tr>
<tr>
<td>8</td>
<td>Rooms for project work</td>
<td>Creating creative spaces, open meeting zones for multifaceted get-togethers</td>
<td>Round table with youth and municipality</td>
</tr>
<tr>
<td>8</td>
<td>Target group-oriented tourism offers</td>
<td>Tourism offers for children and seniors, creation of flyers</td>
<td>Development with all responsible people</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>First mayor, tourist information</td>
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</table>
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](mailto: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
**Table of contents**

1. Introduction 3
   1.1. The process in the municipality 3
      1.1.1. Steps 4
      1.1.2. Results 4
      1.1.3. Continuation 4
   1.2. Training of municipal employees 5
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   1.4. Organisation of two workshops 5
      1.4.1. Participants 5
      1.4.2. Framework conditions 6
      1.4.3. Content 6
      1.4.4. Procedure workshop 1 6
      1.4.5. Procedure workshop 2 6-7
   1.5. Organisation of the public presentation event 7
      1.5.1. Participants 7
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1.1.2. Results
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- Project leader and steering group
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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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- 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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- Kick-off with official welcome and presentation of the participants
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- 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.
- Further steps and future dates

1.4.5. Procedure Workshop 2
- The process consultant acts as moderator
- Official welcome and, if applicable, presentation of new participants
- Summary of everything that has been developed so far (incl. changes)
- Detailed review of every action field and compilation of proposals for improvements
- 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?
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- Thanking everyone involved.
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The spider diagram (analysis and assessment) is based on the application of the Social Planning Instrument.
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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.

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</table>
| 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 |
<p>| 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 |</p>
<table>
<thead>
<tr>
<th>Immigration, integration</th>
<th>Emergencies and social distress</th>
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<tbody>
<tr>
<td><strong>Aim:</strong> Dealing with refugee migration in an orderly manner</td>
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</tr>
<tr>
<td>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).</td>
<td></td>
</tr>
<tr>
<td><strong>Content:</strong></td>
<td><strong>Content:</strong></td>
</tr>
<tr>
<td>• Definition of a suitable number for a possible admission</td>
<td>• Developing a strategy unter Einbezug von Experten</td>
</tr>
<tr>
<td>• Distribution within the municipal territory = accommodation</td>
<td>• To be defined by the next administration</td>
</tr>
<tr>
<td>• Care management by the community and participating organisations</td>
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</tr>
<tr>
<td>Administration, information and public relations</td>
<td>Contact point in the municipality</td>
</tr>
<tr>
<td>Administration, information and public relations</td>
<td>Services on the territory.</td>
</tr>
<tr>
<td>Housing, living space</td>
<td>Unused buildings</td>
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<tr>
<td>Housing, living space</td>
<td>Cohousing for older people</td>
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<tr>
<td>Training and education</td>
<td>Training centres</td>
</tr>
<tr>
<td>Jobs and employment</td>
<td>Socially useful work</td>
</tr>
<tr>
<td>Jobs and employment</td>
<td>Training support and job search</td>
</tr>
</tbody>
</table>
who have lost their jobs, those with low schooling, people with disabilities, immigrants, etc.).

<table>
<thead>
<tr>
<th>Area</th>
<th>Issue Description</th>
<th>Objective Description</th>
<th>Definition of Objectives</th>
<th>Responsible Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health, care, assistance</td>
<td>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.</td>
<td>Assessing the scale of the problem; define realistic objectives</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Health, care, assistance</td>
<td>Access to the outpatient clinic of Aviano</td>
<td>To find solution to allow access to this service, in particular to the vulnerable section of the population.</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Mobility and proximity services</td>
<td>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.</td>
<td>Define objectives; establish competencies</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Mobility and proximity services</td>
<td>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.</td>
<td>Build synergies with adjacent municipalities</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Mobility and proximity services</td>
<td>On-call transport service Think about organising an on-call transport service</td>
<td>Research similar projects from which to learn</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>University of the third age Launched in January 2019, to be supported and strengthened in order to increase the cultural offer for the elderly.</td>
<td>Increase activities</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Schools and foreigners Adaptation of the canteen to the needs of newcomers.</td>
<td>Evaluate the needs of newcomers</td>
<td>To be defined by the next administration</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Volunteers</td>
<td>Coordinate, inform about opportunities</td>
<td>Establish competencies, give information</td>
<td>To be defined by the next administration</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------</td>
<td>----------------------------------------</td>
<td>------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Relations between communities from different countries</td>
<td>Language courses for foreigners, Italian cooking courses for foreigners and foreign cooking courses for Italians. Coordination by the municipality.</td>
<td></td>
<td>To be defined by the next administration</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>American families</td>
<td>Create cultural links with people who stay for short periods of time</td>
<td>Establish competencies</td>
<td>To be defined by the next administration</td>
</tr>
</tbody>
</table>
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](mailto:info@alpenallianz.org), phone +49 8642 6531
ACTION PLAN
O.T2.2 + D.T2.5.1 ROLL-OUT

PILOT MUNICIPALITY: Gaschurn
PROCESS CONSULTANT: Gabriele Greuöing
STATUS: Final
DELIVERY DATE: October 11th 2019
# Table of contents

1. Introduction
   1.1. The process in the municipality
      1.1.1. Steps
      1.1.2. Results
      1.1.3. Continuation
   1.2. Training of municipal employees
   1.3. Working groups with local and regional stakeholder
   1.4. Organisation of two workshops
      1.4.1. Participants
      1.4.2. Framework conditions
      1.4.3. Content
      1.4.4. Procedure workshop 1
      1.4.5. Procedure workshop 2
   1.5. Organisation of the public presentation event
      1.5.1. Participants
      1.5.2. Content
      1.5.3. Procedure

2. Action plan - Spider Diagram

3. Action plan - List of all measures

4. Contact and information
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](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
- Resolution adopted by the competent municipal committee to implement the SPI
- Getting in touch with a process consultant
- Establishment of a steering group (competent persons on political level and in administration)
- 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
- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- 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
- A public event in the municipality to present the results
- 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:
- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- 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:
- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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
- 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.
- In order to create an appreciative atmosphere, it is important to provide food and drinks.

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

1.4.4. Procedure Workshop 1
- The process consultant acts as moderator
- Kick-off with official welcome and presentation of the participants
- The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
- Presentation of the process and the SPI
- Results of the information inserted into the online tool so far
- Possible additions to and amendments of it
- 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.
- Further steps and future dates

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

<table>
<thead>
<tr>
<th>Action field</th>
<th>Title</th>
<th>Short description</th>
<th>Next step</th>
<th>Time schedule</th>
<th>Board</th>
</tr>
</thead>
</table>
| 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;

<table>
<thead>
<tr>
<th>Mobility</th>
<th>Go and Ko collective taxi for the periphery or for the destinations not located on the bus line;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leisure</td>
<td>Further implementation steps in accordance with the play area concept.</td>
</tr>
</tbody>
</table>
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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 3
   1.1. The process in the municipality 3
      1.1.1. Steps 4
      1.1.2. Results 4
      1.1.3. Continuation 4
   1.2. Training of municipal employees 5
   1.3. Working groups with local and regional stakeholder 5
   1.4. Organisation of two workshops 5
      1.4.1. Participants 5
      1.4.2. Framework conditions 6
      1.4.3. Content 6
      1.4.4. Procedure workshop 1 6
      1.4.5. Procedure workshop 2 6-7
   1.5. Organisation of the public presentation event 7
      1.5.1. Participants 7
      1.5.2. Content 7
      1.5.3. Procedure 7
2. Action plan - Spider Diagram 8
3. Action plan - List of all measures 9-10
4. Contact and information 11
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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?

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

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- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- 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
- A public event in the municipality to present the results
- 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:
- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- 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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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).

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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:

- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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
- 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.
- In order to create an appreciative atmosphere, it is important to provide food and drinks.

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

1.4.4. Procedure Workshop 1
- The process consultant acts as moderator
- Kick-off with official welcome and presentation of the participants
- The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
- Presentation of the process and the SPI
- Results of the information inserted into the online tool so far
- Possible additions to and amendments of it
- 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.
- Further steps and future dates

1.4.5. Procedure Workshop 2
- The process consultant acts as moderator
- Official welcome and, if applicable, presentation of new participants
- Summary of everything that has been developed so far (incl. changes)
- Detailed review of every action field and compilation of proposals for improvements
- Compilation of measures
1.5. Prioritisation of measures (with sticky dots or another method)
1.5. Brief, further development of the prioritised measures: what, who, until when, with whom?
1.5. 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.
The action plan is based on the application of the Social Planning Instrument.

**List of all measures:**

<table>
<thead>
<tr>
<th>Action field</th>
<th>Title</th>
<th>Short description</th>
<th>Next step</th>
<th>Time schedule</th>
<th>Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>All action fields</td>
<td>Evaluation of realised actions</td>
<td>Evaluation of the realised actions during the last election period (2016 - 2020)</td>
<td>Working groups for each thematic field</td>
<td>after 06/2020</td>
<td>Municipal council</td>
</tr>
<tr>
<td>All action fields</td>
<td>Development of actions and priorities</td>
<td>Development of actions and priorities for the upcoming election period (2020 - 2024)</td>
<td>Creating think tank for each action field who will work on a 4 years actions plan</td>
<td>after 06/2020</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Administration, information and public relations</td>
<td>Social networking</td>
<td>Developing a communication strategy regarding the use of social networks</td>
<td>Adapt the communication strategy</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Cooperations with other municipalities</td>
<td>Increase cooperations with other municipalities in regard to experience exchange</td>
<td>Research similar projects from which to learn</td>
<td>In discussion process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Renforcing cooperations with local associations</td>
<td>Renforcing cooperations with local associations on this subject</td>
<td>Participation of local politicians of the municipality in different discussion debates</td>
<td>In process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>Development of a “culture” activities plan</td>
<td>Set up a cultural animation plan</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>Communication and valorisation</td>
<td>Inform the local population (and tourists) about cultural activities</td>
<td>Adapt the communication strategy</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>Cooperation</td>
<td>Valorise and communicate the existing cooperations with local stakeholders</td>
<td>Adapt the communication strategy</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>Meeting room for local associations</td>
<td>Possibility to give a space for the associations to meet (room available for free for local associations)</td>
<td></td>
<td>In progress</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Evaluation</td>
<td>Evaluation of the realisation of strategy which means „Could the planned objectives have been realised?“ „What needs to be continued or/and adapted?“</td>
<td>Adaptation of indicators and criteria for the evaluation / Getting information for</td>
<td>In process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Welcome guide</td>
<td>Development of a welcome guide for newcomers to the municipality</td>
<td>Creation of a welcome guide</td>
<td>In process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------</td>
<td>------------------------------------------------------------------</td>
<td>-----------------------------</td>
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<td>------------------</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Integration day</td>
<td>Organisation of an integration day for newcomers</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
</tbody>
</table>
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](mailto:info@alpenallianz.org), phone +49 8642 6531.
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
# Table of contents

1. Introduction 3
   1.1. The process in the municipality 3
       1.1.1. Steps 4
       1.1.2. Results 4
       1.1.3. Continuation 4
   1.2. Training of municipal employees 5
   1.3. Working groups with local and regional stakeholder 5
   1.4. Organisation of two workshops 5
       1.4.1. Participants 5
       1.4.2. Framework conditions 6
       1.4.3. Content 6
       1.4.4. Procedure workshop 1 6
       1.4.5. Procedure workshop 2 6-7
   1.5. Organisation of the public presentation event 7
       1.5.1. Participants 7
       1.5.2. Content 7
       1.5.3. Procedure 7
2. Action plan - Spider Diagram 8
3. Action plan - List of all measures 9-12
4. Contact and information 13
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
- Resolution adopted by the competent municipal committee to implement the SPI
- Getting in touch with a process consultant
- Establishment of a steering group (competent persons on political level and in administration)
- 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
- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- 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
- A public event in the municipality to present the results
- 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:
- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- 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 tool 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:
- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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
- 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.
- In order to create an appreciative atmosphere, it is important to provide food and drinks.

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

1.4.4. Procedure Workshop 1
- The process consultant acts as moderator
- Kick-off with official welcome and presentation of the participants
- The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
- Presentation of the process and the SPI
- Results of the information inserted into the online tool so far
- Possible additions to and amendments of it
- 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.
- Further steps and future dates

1.4.5. Procedure Workshop 2
- The process consultant acts as moderator
- Official welcome and, if applicable, presentation of new participants
- Summary of everything that has been developed so far (incl. changes)
- Detailed review of every action field and compilation of proposals for improvements
- 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.
The action plan is based on the application of the Social Planning Instrument.

**List of all measures:**

<table>
<thead>
<tr>
<th>Action field</th>
<th>Title</th>
<th>Short description</th>
<th>Next step</th>
<th>Time schedule</th>
<th>Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation and active citizenship</td>
<td>Creation of a think tank</td>
<td>Creation of a think tank to work on the strategy plan in regard to this subject</td>
<td>Thinking of potential group members and organisation of first meeting</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Elected referents</td>
<td>Appoint a field manager &quot;participation&quot; (elected referents)</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Develop a strategy plan</td>
<td>Development of a strategic plan</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Think Tank / Communication services / Education services / Social Services</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Work session with local students</td>
<td>Make the yearly meeting with students a reality</td>
<td>Define methodology and animation of the meeting with local students</td>
<td>In process / meeting held in 12/2019</td>
<td>Education services / Social Services</td>
</tr>
<tr>
<td>Participation and active citizenship</td>
<td>Cooperations</td>
<td>Développer des coopérations divers sur cette question</td>
<td>Research similar projects from which to learn / Organise an exchange web conference with AidA network in France</td>
<td>In discussion process</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Housing, living space</td>
<td>Urban planning comitee – new members</td>
<td>Integration of the various services at the urban planning comitee</td>
<td>Invite the different services to next Urban planning comitee meeting</td>
<td>To be defined</td>
<td>Municipal council / Urban planning comitee</td>
</tr>
<tr>
<td>Housing, living space</td>
<td>Strategic plan of construction</td>
<td>Development of a strategic plan on the long-term construction</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Urban planning comitee</td>
</tr>
<tr>
<td>Housing, living space</td>
<td>Unused buildings</td>
<td>Develop actions regarding unused buildings for and with the local population</td>
<td>Research similar projects from which to learn</td>
<td>To be defined</td>
<td>Urban planning comitee</td>
</tr>
<tr>
<td>Housing, Meeting places</td>
<td>Creation of meeting places in the stations</td>
<td></td>
<td>Checking out the places</td>
<td>To be defined</td>
<td>Communication</td>
</tr>
<tr>
<td>Living Space</td>
<td>Services</td>
<td>Activities</td>
<td>Communication</td>
<td>Responsibilities</td>
<td></td>
</tr>
<tr>
<td>--------------</td>
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<td>---------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Strengthen carpooling</td>
<td>Integrate carpooling as a strategic axis of communication in the municipality</td>
<td>Adapt the communication strategy</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Create a local „What's App“ group</td>
<td>Develop an inter-village “What's App” group for strengthening the carpooling</td>
<td>Adapt the communication strategy</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Valorise existing charging stations for electric cars</td>
<td>Inform the local population (and tourists) about existing charging stations for electric cars</td>
<td>Adapt the communication strategy</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Soft mobility</td>
<td>Develop a strategic axes in the communication on “soft mobility“</td>
<td>Adapt the communication strategy</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Counting of passengers using public transport</td>
<td>Organisation of the counting of all bus lines more regularly / probably an automatic system</td>
<td>Define objectives; establish competencies</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Local supply of agricultural local products</td>
<td>Develop collaboration with other municipalities on supply issues</td>
<td>Build synergies with adjacent municipalities</td>
<td>To be defined</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Local supply of agricultural local products</td>
<td>Develop collaboration with other municipalities on supply issues</td>
<td>Research similar projects from which to learn</td>
<td>In process</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Communicate on local supply of agricultural local products</td>
<td>Develop common orders of local products in the local population</td>
<td>Adapt the communication strategy</td>
<td>To be defined in 11/2019</td>
</tr>
<tr>
<td>Ski stations</td>
<td>Mobility and proximity services</td>
<td>Construction of pedestrian paths to connect</td>
<td>Develop inter-village pedestrian paths</td>
<td>In process</td>
<td>In process</td>
</tr>
<tr>
<td>Villages</td>
<td>Mobility and proximity services</td>
<td>Mobility and proximity services</td>
<td>Mobility and proximity services</td>
<td>Mobility and proximity services</td>
<td>Mobility and proximity services</td>
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</tr>
<tr>
<td></td>
<td>Bicycle paths to connect the villages</td>
<td>Develop bicycle paths between villages</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>urban planning committee of the municipality</td>
</tr>
<tr>
<td></td>
<td>Map of pedestrian paths</td>
<td>Develop and communication on a map of pedestrian paths in the municipality</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Communication services / urban planning committee</td>
</tr>
<tr>
<td></td>
<td>Construction of carpooling areas</td>
<td>Develop carpooling areas</td>
<td>Define objectives; establish competencies</td>
<td></td>
<td>Municipal council</td>
</tr>
<tr>
<td></td>
<td>Carsharing - Cooperation with companies</td>
<td>Develop cooperation with companies</td>
<td>Define objectives; establish competencies</td>
<td></td>
<td>Municipal council / Social services</td>
</tr>
<tr>
<td></td>
<td>Information of local products</td>
<td>Integration of local procurement information into the welcome guide</td>
<td>Development of a welcome guide</td>
<td>In process</td>
<td>Communication services</td>
</tr>
<tr>
<td></td>
<td>AMAP</td>
<td>Develop a focus on AMAP (group of consumers and farmers) initiatives and local products in the communication strategy</td>
<td>Adapt the communication strategy</td>
<td>To be defined</td>
<td>Communication services</td>
</tr>
<tr>
<td></td>
<td>Local products in canteens</td>
<td>Integrate local products into the community's canteens</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Municipal council / Education committee</td>
</tr>
<tr>
<td></td>
<td>Adaption of opening hours of supermarket</td>
<td>Adapt supermarket hours in villages in the off-season</td>
<td></td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td></td>
<td>Communication and valorisation</td>
<td>Améliorer la communication (agenda, bulletin d'information, ...) / create a commun agenda of activities</td>
<td>See communication strategy</td>
<td>In process</td>
<td>Communication services</td>
</tr>
<tr>
<td></td>
<td>Intergenerational activities</td>
<td>Development of activities intergenerational</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td></td>
<td>Action plan regarding „Culture“</td>
<td>Development of a &quot;Culture&quot; action plan and within more cultural activities / budget line for cultural aspects</td>
<td>Define objectives; establish competencies</td>
<td>To be defined</td>
<td>Culture and education committee</td>
</tr>
<tr>
<td></td>
<td>„Culture“ referee</td>
<td>Appoint a referee for the follow-up of the cultural axis</td>
<td>Define role; establish competencies</td>
<td>To be defined</td>
<td>Municipal council</td>
</tr>
<tr>
<td>Culture, leisure</td>
<td>Workshop</td>
<td>Organize a workshop between elected officials and adolescents on their needs</td>
<td>First discussion possible in the Youth Council meetings and the local students meeting</td>
<td>12/2020</td>
<td>Municipal council / Social Services</td>
</tr>
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</tr>
<tr>
<td>Immigration, integration</td>
<td>Welcome guide</td>
<td>Development of a welcome guide for newcomers to the municipality</td>
<td>Creation of a welcome guide in cooperation with other AidA municipalities in France</td>
<td>In process</td>
<td>Municipal council / Social Services / Communication services / AidA France</td>
</tr>
<tr>
<td>Immigration, integration</td>
<td>Integration day</td>
<td>Organize an integration day for newcomers</td>
<td></td>
<td>To be defined</td>
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</tr>
</tbody>
</table>
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e-mail [info@alpenallianz.org](mailto: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
   1.1. The process in the municipality
      1.1.1. Steps
      1.1.2. Results
      1.1.3. Continuation
   1.2. Training of municipal employees
   1.3. Working groups with local and regional stakeholder
   1.4. Organisation of two workshops
      1.4.1. Participants
      1.4.2. Framework conditions
      1.4.3. Content
      1.4.4. Procedure workshop 1
      1.4.5. Procedure workshop 2
   1.5. Organisation of the public presentation event
      1.5.1. Participants
      1.5.2. Content
      1.5.3. Procedure
   1.6. Changes of the process
2. Action plan - Spider Diagram
3. Action plan - List of all measures
4. Contact and information
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- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
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  - Elaboration of an action plan including measures
  - Prioritisation of the measures
  - Proposal for the implementation of at least one measure in the project period
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- Feedback on the process for the future development of the tool (ongoing feedback from the process consultants)

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These will be the results obtained at the end of the process:
- An assessment of the status quo of the current quality of life in the municipality
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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:

- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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
- 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.
- In order to create an appreciative atmosphere, it is important to provide food and drinks.

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

1.4.4. Procedure Workshop 1
- The process consultant acts as moderator
- Kick-off with official welcome and presentation of the participants
- The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
- Presentation of the process and the SPI
- Results of the information inserted into the online tool so far
- Possible additions to and amendments of it
- 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.
- Further steps and future dates

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

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</table>
| Integration  | Workshop „Better start in Ruggell“ | The **objective** 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?  
  
**Invitation:** Citizens who have moved in the last 5 years, by personal letter and telephone enquiries  
  
**Duration:** 3 hours, in the evening or on a Saturday  
  
**Method:** 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 |
<p>| Integration  | Mother tongue | When registering with the municipality, the mother tongue could be checked. | Trial period | with immediate effect |</p>
<table>
<thead>
<tr>
<th>Integration</th>
<th>Standard German and dialect</th>
<th>Application forms in different languages are already available and could be complemented with information about the community.</th>
<th>2020: Extending information about the municipality in different languages.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration</td>
<td>Welcome package for newcomers</td>
<td>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.</td>
<td>Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The responsible employees in the administration are given the task of preparing a proposal. The Head of Office takes the final decision.</td>
<td>January 2020</td>
</tr>
<tr>
<td>Integration</td>
<td>Contact person for newcomer</td>
<td>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.</td>
<td>internal clarifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>April 2020</td>
</tr>
<tr>
<td>Integration</td>
<td>Newcomer Apéro</td>
<td>Depending on the newcomer, the aperitif will be accompanied by interpreters who will translate the information at the aperitif and make integration easier.</td>
<td>Clarifications and a first test at the next Newcomer Apéro on 24th September 2019</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------</td>
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<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Municipality</td>
<td>New category</td>
<td>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.</td>
<td>Review</td>
</tr>
<tr>
<td>magazine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>magazine</td>
<td>Foreign pages</td>
<td>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.</td>
<td>Clarification and request at Newcomer Apéro on 24th September 2019.</td>
</tr>
<tr>
<td>magazine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Municipality</td>
<td>Green shopper offer</td>
<td>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.</td>
<td>Review beginning of 2020</td>
</tr>
<tr>
<td>magazine</td>
<td></td>
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</tr>
<tr>
<td>Mobility</td>
<td>Car-Sharing</td>
<td>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</td>
<td>Trial Period</td>
</tr>
<tr>
<td>magazine</td>
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</table>
the town hall. A further goal is that some families can do without a second car.

| Children and Youth | Contact point for children, 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 |

<p>| 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 |</p>
<table>
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<tr>
<th></th>
<th>Participation opportunities for children and young people</th>
<th>Planning and organisation</th>
<th>Carrying out a youth conference and a youth participation day in mid 2020</th>
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</thead>
<tbody>
<tr>
<td>Children and Youth</td>
<td>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 &quot;infoklick.ch&quot;.</td>
<td>Youth conference</td>
<td>Important point at the Youth Conference 2020</td>
</tr>
<tr>
<td>Youth</td>
<td>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. &quot;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&quot;, a 15-year-old youth is quoted as saying. The young people therefore make their &quot;own&quot; 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</td>
<td>Youth conference</td>
<td>Important point at the Youth Conference 2020</td>
</tr>
</tbody>
</table>

| Planning and organisation | Carry out a youth conference and a youth participation day in mid 2020 | 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.

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<th>Mobility</th>
<th>Promotion and expansion of public transport</th>
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<tbody>
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<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>April / May 2018 presentation at the municipal council</td>
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<tr>
<td></td>
<td>August 2018 Start subsidy of student student ticket subscriptions</td>
</tr>
<tr>
<td></td>
<td>2018 start further clarification to improve the offer</td>
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<tr>
<th>Security</th>
<th>Speed reduction in the neighbourhoods - Creating a traffic direction plan for the municipality</th>
</tr>
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<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>Second Population Workshop on Transport Plan on 9 September 2019. All measures will then be examined and prepared for possible implementation.</td>
</tr>
<tr>
<td></td>
<td>2020 Preparation and examination of the possibilities of introducing speed reductions</td>
</tr>
</tbody>
</table>
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 clubhouse 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.

| 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. | Further playgrounds in 2020 and 2021
|                       |                     | Construction of a pump bowl and skating rink with picnic area in 2020 |
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](mailto:info@alpenallianz.org), phone +49 8642 6531.
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
# Table of contents

1. Introduction 3
   1.1. The process in the municipality 3
      1.1.1. Steps 4
      1.1.2. Results 4
      1.1.3. Continuation 4
   1.2. Training of municipal employees 5
   1.3. Working groups with local and regional stakeholder 5
   1.4. Organisation of two workshops 5
      1.4.1. Participants 5
      1.4.2. Framework conditions 6
      1.4.3. Content 6
      1.4.4. Procedure workshop 1 6
      1.4.5. Procedure workshop 2 6-7
   1.5. Organisation of the public presentation event 7
      1.5.1. Participants 7
      1.5.2. Content 7
      1.5.3. Procedure 7
2. Action plan - Spider Diagram 8
3. Action plan - List of all measures 9-12
4. Contact and information 13
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
- Resolution adopted by the competent municipal committee to implement the SPI
- Getting in touch with a process consultant
- Establishment of a steering group (competent persons on political level and in administration)
- 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
- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- 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
- A public event in the municipality to present the results
- 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:
- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- 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:
- Project leader and steering group
- Municipal council, perhaps also committees and the municipal administration
- 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)
- 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)
- 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
- 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.
- In order to create an appreciative atmosphere, it is important to provide food and drinks.

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

1.4.4. Procedure Workshop 1
- The process consultant acts as moderator
- Kick-off with official welcome and presentation of the participants
- The mayor or project leader explains why the municipality is participating in the project (situation of and challenges for the municipality, future trends etc.)
- Presentation of the process and the SPI
- Results of the information inserted into the online tool so far
- Possible additions to and amendments of it
- 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.
- Further steps and future dates

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

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<td>8</td>
<td>Expansion of offers and services</td>
<td>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</td>
<td>Discussion in the Tourism Committee</td>
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<td>8</td>
<td>Village fair</td>
<td>Targets: Dissemination of important information; strengthening of cohesion; getting to know each other; support of direct contacts between newcomers and residents.</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot; for inclusion in the catalogue of measures</td>
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| **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. An 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** |
<table>
<thead>
<tr>
<th></th>
<th>Mission statement</th>
<th>After the SPI, the old mission statement will be revised. The results of this process will be incorporated as input from the population.</th>
<th>Internal meeting</th>
<th>7th to 9th April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ongoing reporting</td>
<td>The local media should report more about current projects and plans. This requires a new concept with a change of image.</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot;</td>
<td>April to October 2020</td>
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<td></td>
<td>Participation of youth</td>
<td>Increased involvement of young people in community work (possibly youth parliament, ...)</td>
<td>Discussion in the responsible committee</td>
<td>Autumn 2019</td>
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<td>2</td>
<td>Youth centre</td>
<td>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.</td>
<td>Discussion in the responsible committee</td>
<td>Autumn 2019</td>
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<tr>
<td>3</td>
<td>Living space in Sattel</td>
<td>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.</td>
<td>Discussion at administrative and political level</td>
<td>From winter 2019/2020 on</td>
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<td>3</td>
<td>Quality of stay</td>
<td>Analysis of public spaces, outdoor spaces. Creation of a concept for the preservation and development of these spaces.</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot;</td>
<td>From winter 2019/2020 on</td>
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<td>4</td>
<td>Housing search</td>
<td>Assistance/accompaniment in finding housing</td>
<td>Discussion in the responsible committee</td>
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<td>4</td>
<td>Expansion of care services</td>
<td>As a service for the families, the existing services must be expanded, if necessary and if possible also in cooperation with other municipalities.</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot;</td>
<td>Municipal council</td>
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<td>4</td>
<td>Attractive educational offer</td>
<td>Coordinate and initiate mini-courses and mini-training courses for providers.</td>
<td>Discussion with suppliers and associations/clubs</td>
<td>Administration</td>
</tr>
<tr>
<td>5</td>
<td>Attractive industrial area</td>
<td>Dedications, cooperations, digitization, creation of co-working space. Development of an own project.</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot; for inclusion in the catalogue of measures</td>
<td>Municipal council</td>
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<tr>
<td>5</td>
<td>Apprenticeship market</td>
<td>Joint application of apprenticeships in cooperation with other municipalities</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot; for inclusion in the catalogue of measures</td>
<td>Municipal council</td>
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<td></td>
<td>Concept</td>
<td>Passing on to the working group &quot;Revision of the mission statement&quot; for inclusion in the catalogue of measures</td>
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<td>6</td>
<td>Living in old age</td>
<td>Concept for assisted living, shared flats, leisure activities.</td>
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<td>7</td>
<td>Improvement public transport</td>
<td>Transfer possibilities in the city centre, every half hour, night bus, express train stop</td>
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<td>7</td>
<td>Alternative Mobility</td>
<td>Concept for supplementary offers such as e-mobility, car sharing, pool car pools.</td>
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</tbody>
</table>
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](mailto:info@alpenallianz.org), phone +49 8642 6531.