



Innovations in decentralisation: the very first in Ukraine Mobile Administrative Service Centre was launched with support from U-LEAD with Europe Programme

A Mobile ASC is a specially equipped vehicle with workstations for two administrators and room for three visitors. The Mobile ASC can provide 80 types of services for citizens of remote areas. Slavuta community in Khmelnytskyi oblast is U-LEAD's pilot region for implementation of the "mobile" format of administrative service delivery.

The Mobile ASC will visit the residents of remote towns and villages on a regular basis and run 5 routes covering 20 settlements during the course of a week. It will provide access to high quality services for more than 8,000 residents of the remote areas in Slavuta community, including pensioners and people with disabilities. The mobile ASC is equipped with the terminal for cashless payments and the revenues from the administrative services will be credited to the community budget. In case of pilot's success in Slavuta, it will be replicated in other Ukrainian communities.

The "U-LEAD with Europe" Programme's team jointly with the Vice-Prime-Minister, Minister of Regional Development, Hennadii Zubko, presented the mobile ASC in Kyiv on December 4th at the 2nd All-Ukrainian Forum for amalgamated communities. The event was attended by the President, the Head of the Parliament, Prime-Minister and heads of the amalgamated communities.

At the ceremony of the ASC opening in Slavuta (which took place on November 30th), the Ambassador of Sweden to Ukraine, Martin Hagström, and the Adviser on Decentralization of the EU Delegation to Ukraine, Benedikt Herrmann, highly praised the partnership between the community and Swedish and Ukrainian experts and its role in development of accessible, high quality administrative services and good governance in Ukraine.

Schedule for the ASCs' Openings in December

The following Administrative Service Centres will be opened in December:

- December 20 - Biloziria ATC (Cherkasy oblast), remote workplace
- December 22 - Chervone ATC (Zhytomyr oblast)
- December 22 - Irshansk ATC (Zhytomyr oblast)
- December 26 - Medzhybizh ATC (Khmelnytskyi oblast)
- December 28 - Stari Bohorodchany ATC (Ivano-Frankivsk oblast)
- December 29 - Chemerivtsi ATC (Khmelnytskyi oblast).

Citizen Participation and Awareness Raising

U-LEAD's team for Support to Improved Administrative Service Delivery, has conducted a range of activities for awareness raising and to increase citizen participation among the residents of pilot partner amalgamated communities.

A number of trainings focused on mechanisms of participatory democracy and partnership between the ASC and the residents in a community were conducted to raise awareness among local residents. The trainings took place in Kochubeivka, Nova Ushytsia, Hlobyne, Hostomel, Kipti, Severynivka and Chervone communities.

In addition, a series of educational seminars on administrative services and ASC's operations have been organised for the citizens of Stari Bohorodchany, Skalat and Hlobyne ATCs.

So far during the inception phase, more than 500 residents of local communities have attended the trainings and learnt how an ASC operates, its benefits and possibilities for citizens to participate in and influence on the development of their community. These activities are ongoing in all pilot partner communities.

Training for the Future ASCs' Staff

In November, the U-LEAD with Europe Programme conducted 69 trainings for the representatives of amalgamated communities from 14 oblasts of Ukraine:

- 19 communities from 10 oblasts fully completed the 5-module training programme,
- 7 communities completed 80% of the training programme.

In addition, four study visits have been conducted to the Administrative Service Centres in Kyiv, Lviv, Sumy and Kremenchuk. Representatives of 14 ATCs participated in the study visits to the most efficient ASCs in order to gain practical experience in administrative services delivery.

Study trainings of Trembita system conducted for 38 specialists

To put Trembita system in Ukraine properly to work and make data exchange between state registries more easier a lot of specialists have to be involved in the implementation process and have proper training.

The necessary trainings for stakeholders are led by SoftXpansion (Ukraine), the local partner for Trembita's implementer Cybernetica(Estonia). The thorough training program of Trembita involves all stakeholders and is conducted under the project EGOV4UKRAINE framework.

So far 38 specialists, including administrators of the core Trembita system (employees of the state enterprise "State Center of Information Resources of Ukraine"); the administrators of the local components of the Trembita system, who will assign access rights to services; developers of e-services (C# programming language), who will develop tools for obtaining data from registries, have all been trained. Trainings for developers using Java programming language to create web services will be held next week.

So far the following organizations have completed trainings: the State Migration Service of Ukraine, the State Fiscal Service, the Ministry of Internal Affairs of Ukraine, the Ministry of Finance of Ukraine, the Central Election Commission, the Pension Fund of Ukraine, the National Police of Ukraine, the Information Center "Ministry of Social Policy of Ukraine", the state enterprise "State Land Cadastre ", state enterprise "Document", state institution "Open public finances".

The next round of trainings will take place in February and March 2018.

ABOUT U-LEAD WITH EUROPE'S SUPPORT TO IMPROVED ADMINISTRATIVE SERVICE DELIVERY

U-LEAD with Europe is a multi-donor programme that runs from August 2016 – April 2020. It is financed by EU and its member states Denmark, Estonia, Germany, Poland and Sweden.

The aim is to contribute to the ongoing decentralisation reform in Ukraine in general, and to empower local communities to deliver high quality administrative services to the citizens through Administrative Service Centres establishment and support.

The expected result is to support up to 600 ASC to live up to the expectation of the citizens of Ukraine till the end of 2020 year.

U-LEAD with Europe's Support to Improved Administrative Service Delivery is implemented by Sida and its subcontracted partner Swedish Association of Local Authorities and Regions, SALAR.

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