

**8th European CAF Users' Event "Leading Quality into the Future"**  
**12 April 2018, Sofia, Bulgaria**

## **Session 10: Social responsibility**

### **Open and transparent government**

**Urząd Gminy Sękowa**  
**Municipal Office Sękowa, Poland**  
**Jacek Pięta**



# 1. Background & Context of the Municipality

## Municipality Sękowa

- Lower Beskid mountains (Eastern Carpathia), southeastern Poland, on the Slovak border
- Rural *gmina* (administrative district), comprising 12 villages on 195.000 sq.km
- Population: 5.000 inhabitants
- Slightly positive demographic trend (birth/deaths y2y)
- Slightly negative economical activity trend (established /collapsed private business y2y)

# 1. Background & Context of the organisation

## Municipality Sękowa

- Municipal Office Sękowa:
  - ✓ ca. 20 administrative employees,
  - ✓ 3 organizational cells („Referats”),
  - ✓ the Managers 100% feminine (Mayor, Secretary, Referat’s Heads)
- Municipal Council: 14 members (female President)





Municipal  
Office  
Sękowa

# 1. Background & Context of the organisation cont.

- Key mission statement:

***„A well-developed infrastructure and competitive recreation tourism offer”***

- Key vision statement:

***„Let’s make Sękowa a perfect spot to unwind”***

[movie sekowa](#)

(The Strategy of Sękowa 2014-2020)



## 2. Background of the case

### Barriers and challenges to make our vision come true:

- Low participation of the local community in the Local Governance and decisive processes
- Low interest in the local public life
- Physical barriers to communication:
  - Local community spread across large territory
  - Topographic threats (steep & narrow mountain roads, >20 km from the distant villages, limitations in wi-fi range)

# Gmina Sękowa









# 3. Process

## The Solution to overcome barriers and challenges

### Three Step approach to outline the Road Map:

**Exploit the potential of people in the Office**

Regular Brain Storm sessions of all the employees



**Make local community involved to improve the Quality of Life**

Public consultations in villages on regular basis

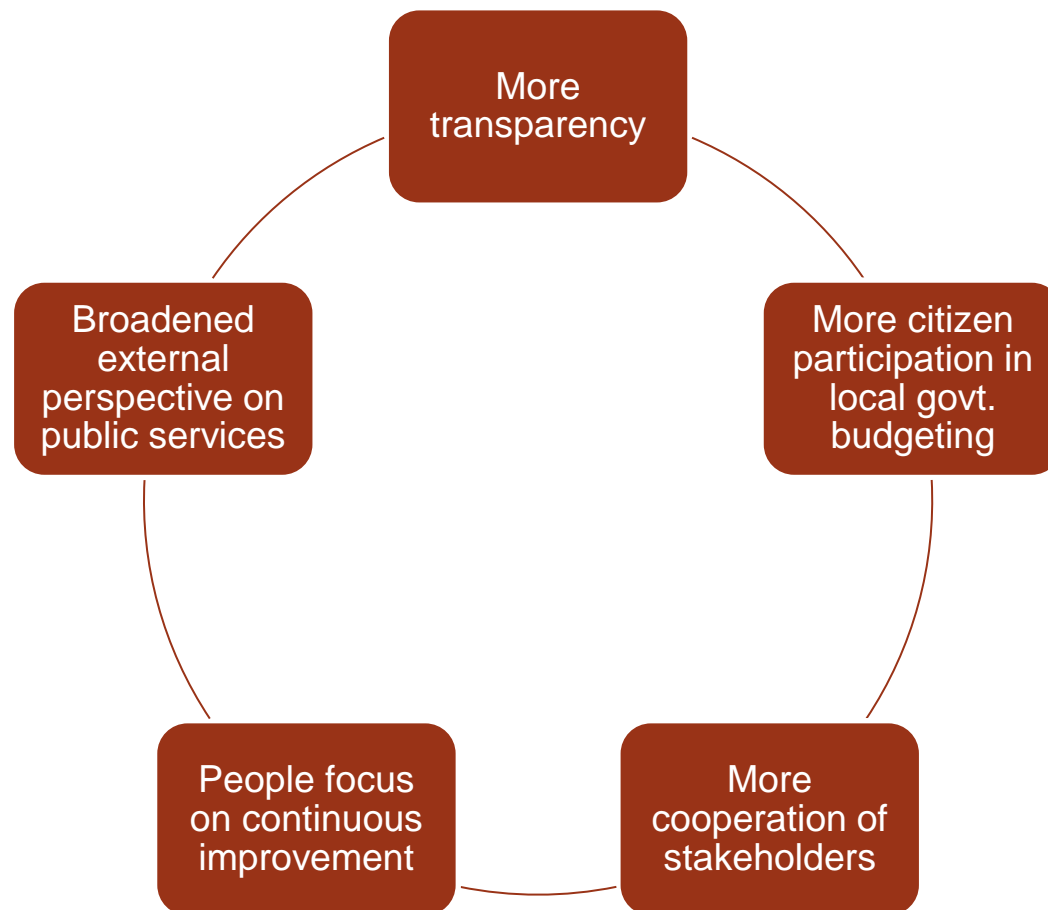


**Get an external perspective**

CAF to get a „big picture” and to explore Good Practices in Good Governance

# 4. Results/outcome

## Social impact / change in attitudes:



## 4. Results/outcome

### Tangible results:

1. Public policy implemented in the social integration area: two social cooperatives act (2014, 2017)!
2. Integration and mobilization of people 50+
3. Municipal wastewater regulated: >80% of households connected to local water&sewer systems
4. 30% of households use renewable energy systems (solar collectors, photovoltaic panels)





## 4. Results/outcome, cont.

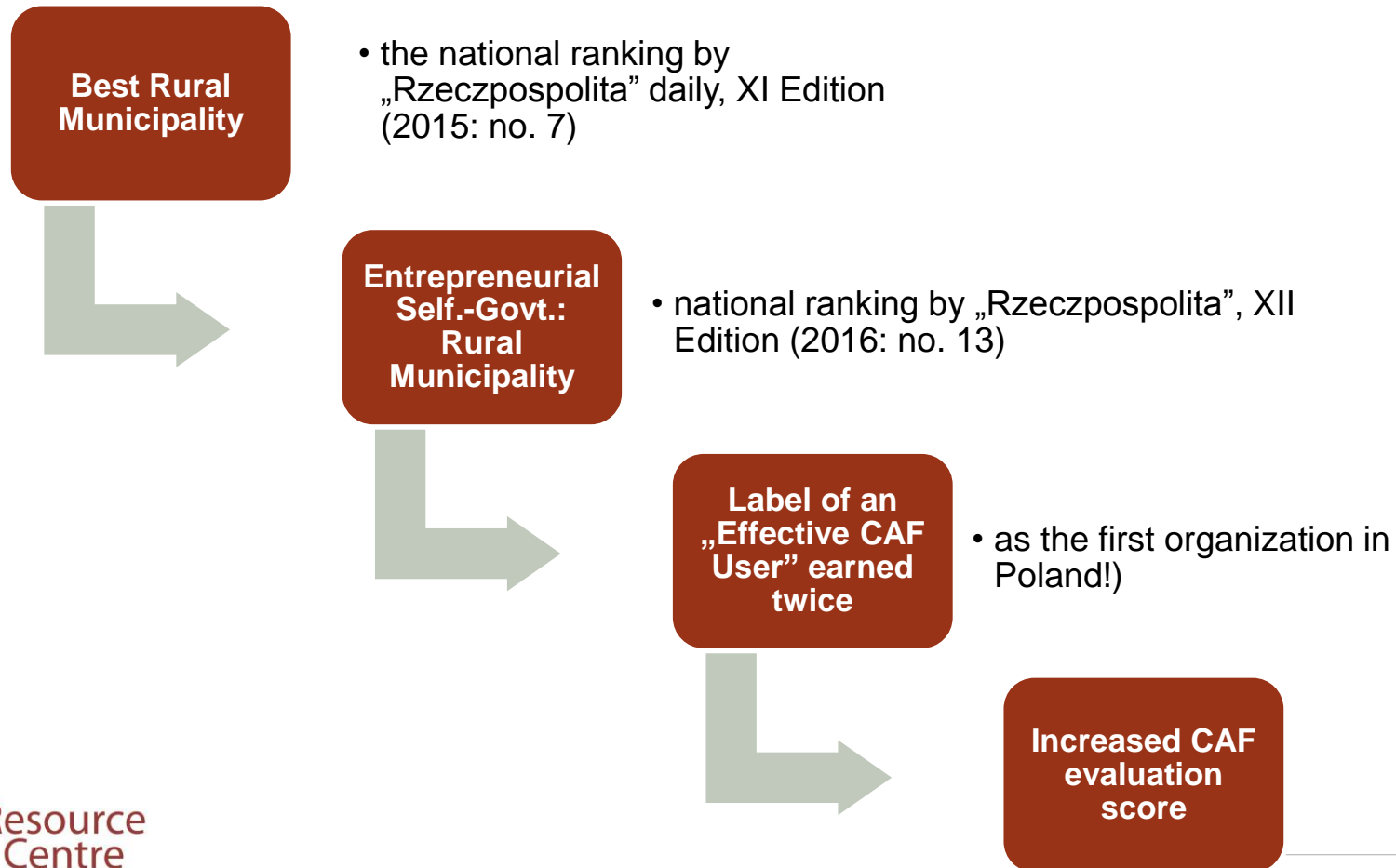
### Tangible results:

5. Municipal office hours adjusted to citizens' needs
6. Web platform for social e-consultations
7. SMS notification system ("We invite you to the New Year's meeting on January 22 at 16 Magurska hall,, , „Attention forecasted heavy rainfall, possible flooding")
8. Client satisfaction surveys carried out an ongoing basis
9. All the employees trained in dealing with clients



# 4. Measurable results/Evaluation:

## Measurement Results





# 5. Lessons learned & key recommendations

## ■ Lessons learned:

1

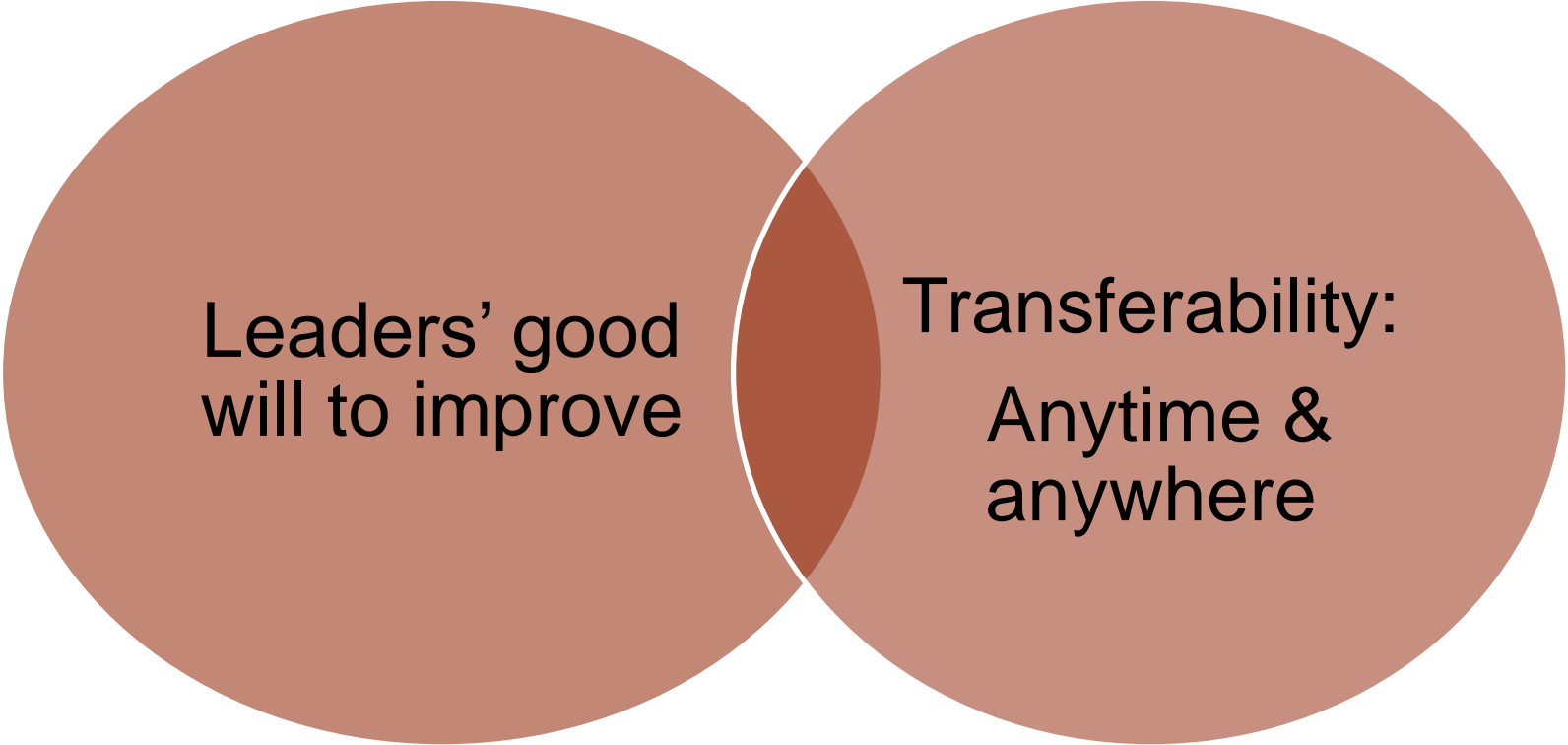
- Residents' involvement raises the quality and broaden the scope of improvements

2

- Expanding the self-assessment team with the representatives of the key stakeholders guarantees external perspective with the benefit for the whole process

# 5. Lessons learned & key recommendations

- Key success factor:



Leaders' good will to improve

Transferability:  
Anytime &  
anywhere

# Contact details



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# Sękowa, Poland: Where we are now

Google Sękowa



Location of Sękowa on Google Maps



Location of Sękowa in the Universe  
(the picture taken by Voyager-1 probe,  
3,7 billion miles from Earth)