



Examples from

- Piteå's dialog with the Citizens
- The quality of your municipality in brief".



# Dialog with the Citizens

Opinion from  
the young

Citizens panel

Point of view  
Citizens  
proposal

Citizens  
questionnaire

Question time  
Executive  
board

What you  
should know  
Result

Analysis of the  
surrounding  
world

Decision  
support data  
for budget

Piteå - det är hit man kommer när man kommer hem.



Exempels from some results from the Web from the work in finding measurements of important “values”, which is of importance for being able to assess quality from a holistic perspective, for citizens, through participation in

“The quality of your municipality in brief”.



**Safe place**



**Participation**



**Efficiency**



**Developer**

## The quality of your municipality in brief”. 2007

It is important you can find information about how efficiently tax revenues are used and what qualitative results are achieved in terms of creating a desirable community in which to live.

Together with 41 other local authorities we have developed indicators and measuring parameters.

You will find the results on this webpage.



# *Measures: Accessibility of the local authority*

## *Accessibility of the local authority*

- How many citizens receive a response to a simple e-mail question within 48 hours?
- What proportion of citizens are successful in contacting a desk officer by telephone for answers to a simple question?
- What proportion of citizens feel well treated when they contact the local authority with a simple question?
- How many hours per week is the local main library open weekdays outside the hours of 08:00-17:00?
- How many hours per week does the municipality keep the swimming pool open weekdays outside the hours of 08:00-17:00?
- What proportion of those offered a place in the preschool programme receive placement by the date desired?
- How long is the waiting time for those whose child is not placed in the preschool programme by the date desired?
- How long is the average waiting time for admission to a senior's residence from application to being offered a place?



## *Measures: The municipality as a safe place to live and settle*

- How safe do citizens feel in the community?
- How many official decisions has the local authority taken regarding the Act concerning Support and Service for Persons with Certain Functional Impairments (LSS), the Social Services Act, and building permits Act and what proportion of official decisions have been appealed?
- How many official decisions have been changed as a result of appeals to the court of first instance?
- How many different employees on average visit a home service recipient within a 14 day period?
- What is the average number of children per staff member in the municipality's preschools?
- How much physician time is available to persons living in a seniors' residence?



## *Measures: The local authority's ability to stimulate citizen engagement*

- How many of the municipality's registered voters participated in the last municipal elections?
- How good is the local authority's information to its citizens?
- How easy does the local authority make it for citizens to participate in developing the municipality?
- To what extent do citizens feel that they can influence the local authority's operation?



## *Measures: Efficiency of the local authority's operation*

- What results do the municipality's compulsory schools achieve relative to those in other municipalities?
- How efficient are the municipality's compulsory schools relative to those in other municipalities?
- What are the results achieved in high school programmes attended by students in the municipality?
- How efficient are the high school programmes attended by students in the municipality?
- What service level is offered by the municipality's seniors' residences?
- What was the cost of a place in a municipal seniors' residence?



# *Measures: The local authority as community developer*

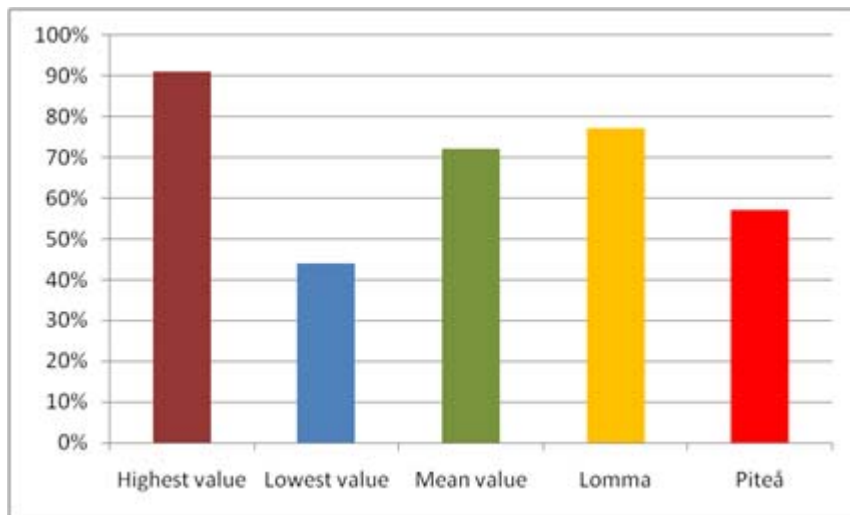
- What population gain/loss has the municipality sustained over the last five years?
- What is the employment rate within the municipality?
- How many new companies per 1000 inhabitants have been registered in the municipality?
- How do business operators overall assess the business climate in the municipality?
- How many new jobs were created in the last twelve month period?
- What proportion of the population receives social support?
- What is the rate of sick leave in the municipal population?
- How equitable is the municipality?
- How much carbon dioxide is released per inhabitant in the municipality?
- What is the proportion of landfill waste relative to the total volume of household waste collected per inhabitant in the municipality?
- Do the citizens perceive the municipality as a desirable place to live and settle?

Piteå - det är hit man kommer när man kommer hem.

Exempels from the Web - The quality of your municipality in brief”.

## Accessibility

How many citizens receive a response to a simple e-mail question within 48 hours?



**Commentary** from the vice mayor  
It is important that our citizens can receive a response to a simple e-mail question within 48 hours. The result for Piteå must improve.

We will work hard to improve our services regarding e-mail and phone accessibility.



Helena Stenberg



# The result of the The quality of your municipality in brief". is clear

- Elected representatives in the local authorities find that they have gained a clearer picture of the local authority's performance from a citizens' perspective. They also believe that they have received confirmation that the problems cited by citizens in the dialogue exist and have to be addressed.
- Citizens find that they have gained a clearer picture of the local authority's operation. They are also positive to the elected representatives' initiative to discuss the quality of services.
- The tool has created interest among elected representatives, civil servants and media outside the participating local authorities.
- The opportunity of comparisons with other local authorities has had immediate results, including the information study where several local authorities are now redesigning their websites to present a more transparent front toward their citizens.



# Material for development of the activities and business

- Decision support data for budget and directional planning
- Information and dialogue with employees
- Improvement of the activities for the citizens

Citizens dialogue give **More money for improvements 2009**

- Public transport
- Road improvement
- New roads for walking and biking
- Social support/service
- Public- health

# Lessons learned

- A number of experiences are of value for the continued work:
- Clarity of results from a citizens' perspective garner the commitment of both politicians and citizens
- Publicised comparisons result in direct operational improvements
- Clearly focused results lead to better objectives from a citizens' perspective

A close-up photograph of a man and a woman laughing together outdoors. The man is in the foreground, smiling broadly with his eyes closed. The woman is in the background, also laughing. The background is a soft-focus green, suggesting a park or natural setting.

**Citizens participation makes a  
difference!!**



**Piteå Kommun**

**- makes you feel at home**

[www.pitea.se](http://www.pitea.se)