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Second phase of the project: START EASY

Implementation of the Regional Action Plan

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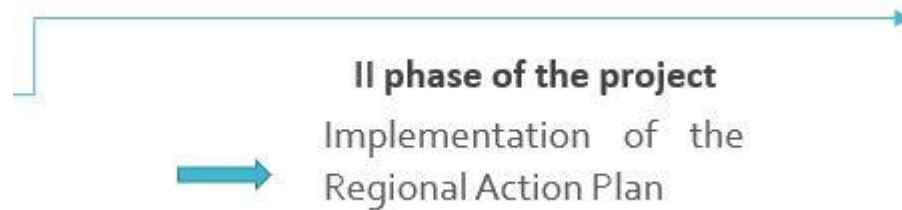
START EASY Project

II Phase

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START EASY is a project of the Catalan government that aims to improve regional policies and provide smart tools that will enable companies to start and grow, combining and integrating "think small first" principles.

The summary of the inter-regional exchange of experience, as well as the regional meetings of the stakeholder group, was the creation of a Regional Action Plan (in each participating region). One of these Plans was also the one for the Mazowieckie Voivodeship. The activities outlined in the Mazowieckie RAP are thus the foundation and determinant for the activities that are being carried out in Phase II of the project. This phase began on August 1, 2022 and will last until July 31, 2023.



The Regional Action Plan focuses on:

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- the creation of a single uniform programme to promote One-Stop Shop standards for the local authorities (Local Government Units) of the Mazowiecki Regionalny Region (NUTS2 - PL 92);
- raising awareness and sensitization of the regional administrations involved in the implementation of RIS to the problems of setting up a business, and to the needs of entrepreneurs.



The Regional Action Plan focuses on:

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- how to map relevant stakeholders.
- how to determine what type of OSS to choose, considering information such as resources available, possible expenses and their amount, etc.
- the type of services included in the OSS (including new services or change to existing service offers).
- how to perform a self-evaluation of existing OSS.



Planned Actions

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- **Webinars / information meetings for local government units** - promoting the knowledge on OSS and presenting the benefits of OSS implementation in the commune / city. These webinars / information meetings covered general knowledge of OSS and standards and were conducted for local authorities such as management staff (e.g., mayor, president etc.) to raise awareness and sensitize them to the needs of entrepreneurs.
 - **Planned number of meetings: 2**
 - **Planned number of participating LGUs: minimum 20 LGU**



Planned Actions

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- **Workshops for local government units** - during the workshop, interested LGU will receive practical knowledge on how to map stakeholders, how to determine what type of OSS to choose, considering information such as resources available, possible expenses and their amount, etc, which services to include in the OSS portfolio, what new services to introduce or how to change the existing ones, or how to do the self-evaluation of existing OSS. These workshops will be directed at the substantive staff of local government units, but also open to the management staff. Any number of people from the substantive staff may apply for participation in workshops and meetings.
 - **Planned number of workshops:** minimum 1



Planned Actions

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- **Consultations for local government units** - during consultations, MDA experts will accompany interested communes in the process of building OSS, provide best practices related to the standards of business services, will jointly analyse their situation, map stakeholders, and discuss potential new services under the OSS, or will go through the building of the OSS with our support. These consultations will be directed at the substantive staff of local government units, but also open to the management staff. Any number of people from the substantive staff may apply for participation in workshops and meetings.
 - **Planned number of consultations:** minimum 2



Planned Actions

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- **Study Visits in OSS Warsaw** – Centrum Przedsiębiorczości Smolna - during such a study visit, local government units will be able to obtain details on the methods of financing the activities of OSS and individual OSS services. These study visits will be directed at the substantive staff of local government units, but also open to the management staff. The participation in workshops and meetings will be offered to an unlimited number of participants.
 - **Planned number of study visit:** minimum 1



Planned Actions

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- **Information & dissemination**

The measure provides for using websites, internet portals and social media of the involved entities (MDA, The Office of the Marshal of the Mazowieckie Voivodeship in Warsaw), including local government units, in order to inform about current events, meetings, workshops and to encourage next LGUs to step into the process of creating OSS or creating/improving services in existing ones.



Planned Actions - summary

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- **In brief, the expected results of the action plan are the following:**
 - ✓ Improvement of the level of local administration's knowledge in the field of creating and developing OSS and inclusion of new services.
 - ✓ Increasing the competences of substantive staff and local authorities.
 - ✓ Dissemination of information on the importance of creating OSS for supporting business activity and ensuring its effectiveness and competitiveness.
 - ✓ Dissemination of good practices from other regions and OSS mapping methodology.
 - ✓ Guiding local authorities through the process of mapping stakeholders and identifying their needs.
 - ✓ Providing a set of recommendations on how to do a self- evaluation of the OSS standards.
 - ✓ Supporting local authorities in the process of creating OSS.
 - ✓ Improving the quality of services provided by local government units.



What we've done

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- **08 & 26 November 2022**

webinars planned in the RAP for Local Government Units on promoting OSS knowledge and presenting the benefits of OSS implementation in the municipality / city were realized. Experts from the Mazovia Development Agency Plc shared the knowledge gained through the inter-regional exchange of experiences. During the webinars, the following topics were presented: the START EASY project, the background and challenges of the Regional Action Plan, the activities in the Regional Action Plan, as well as what an OSS is, how stakeholder mapping takes place, what are the different types of OSS. Good practices and how they can be used and how OSS standards can be assessed were also presented. The benefits of participation in the further activities of the II phase of the project, particularly with regard to business needs, were also presented to local government units.

The first webinar was attended by 36 participants and the second one was attended by 54 participants. The meetings were held in online formula.



To be done

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- **22 June 2023**

The workshop for Local Government Units and the Study Visit OSS Warsaw – Centrum Przedsiębiorczości Smolna to the will be held on June 22.

So far, 18 participants have signed up for the workshop.

The workshop and study visit will be followed by phone/zoom or in-person **consultations**.



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Thank you for your attention

