

Project outline

SOLVIT in COMUNE (SOLVIT in the Municipalities)

Raising awareness campaign and training

Introduction

This project is aimed at spreading the knowledge and the use of SOLVIT throughout the whole national territory and at preventing opening of new infringement procedures against Italy. Both channels are in line with the general objective of the completion of the Internal Market in Europe.

The Italian SOLVIT centre is established in Rome within the Presidency of the Council of Ministers of Italy, Department for European Affairs. The centre would enhance its efficiency if appropriately supported by a decentralized network, composed by a number of local contact points based in the main municipalities in Italy. Yet, local authorities will be involved in the resolution of SOLVIT problems, especially in the area of free movement of persons and social security.

The project has a twofold target of both raising citizens awareness about the existence and the procedure on who to apply to SOLVIT and create a supportive territorial network for the daily work of the national SOLVIT centre.

SOLVIT in COMUNE is the result of a joint cooperation between the Department for European Affairs, ANCI (National Association of Italian Municipalities) and SSPAL (High level School of the Local Public Administration).

Project structuring:

A general meeting in Rome in March 2011

Twenty *in loco* training days (one for each Italian Region) done by an expert by 2011

Organizers: Department for European Affairs, ANCI, SSPAL

Participants: Italian Local Authorities

Project strengths:

For SOLVIT

- Raise awareness among Italian citizens about the European SOLVIT network
- Increase the number of complaints submitted to SOLVIT (i.e. assist more citizens and firms)
- More fluidity when communicating with local authorities
- Fewer loss of time in dealing with non-SOLVIT issues
- Make the free of charge SOLVIT service closer to citizens and firms
- Receive appropriate and filtered information from local authorities

For Local Authorities

- Increase the knowledge and consequently exploit the SOLVIT service
- Add a new channel at their disposal for better treating local firms and citizens' complaints
- Collaborate pre-emptively and not only accidentally with the Italian SOLVIT
- Use SOLVIT as an additional instrument to lessen the number of infringement procedure against Italy
- Make the feeling of citizens living in Italy towards the EU closer and more concrete

Project weaknesses:

- The project preparation and organization entails an additional work-load for the Italian SOLVIT personnel

- The territorial based network may result underutilized if not properly promoted and supported by local authorities

Expected results:

- An increase in the general citizen's awareness about EU and especially about European SOLVIT network's activities and functioning
- An increase in the number of complaints coming from citizens all around the national territory
- Improve the efficiency - e.g. on time resolution rate - of the Italian SOLVIT centre
- Diminishing the number of infringement procedures against Italy