



CALL FOR PROPOSAL 2012

**BEST PRACTICES on civic participation
in the field of Active Ageing policies:
Active Ageing citizens
at the center of EU health policy**



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**BEST PRACTICES on civic participation
in the field of Active Ageing policies:
*Active Ageing citizens at the center of EU health policy***

“European Award for Civic Participation in Health”

Focus 2012: Active Ageing

Award background & criteria for the collection of
civic participation best practices in the field of Active Ageing policies

DEADLINE 18th MARCH 2012

1. Introduction to the award

Since 2011, in occasion of the European Patients' Rights Day, ACN has promoted a special prize for Civic Participation in Health. The aim of this initiative is to valorize the good practices of citizens' associations oriented to promote their active role in the policy-making process, to advocate and to protect patients' rights and to support the empowerment of citizens in managing health diseases and access to care.

ACN has decided to dedicate the 2012 Prize to all those initiatives focused on the promotion of citizens' participation in Health, in the specific field of Active Ageing , and with particular attention to the “European Year of Active Ageing and solidarity between generations”, designated by EU for the 2012.

“There is a lot to life after 60 - and society is coming increasingly to appreciate the contribution older people can make. That's what active ageing is about - getting more out of life as you grow older, not less, whether at work, at home or in the community. And this can help not just you as an individual but society as a whole”. <http://ec.europa.eu/social/ey2012.jsp>

An appropriate way to celebrate this crucial event for citizens' associations is to collect Best Practices (BP) with the aim to demonstrate how strong and deep is the commitment of citizens' associations as actor in the promotion of Active Ageing.

In particular, the collection of 2012 BP is dedicate to award experiences, initiatives and projects, promoted or supported by civic organizations in 3 fields:

1. **public policies for the active involvement of ageing citizens in health policies and in the health care services' governance and management.** In this case, it is possible to present BP promoted by citizens' organizations or by public or private institutions in partnership with civic association oriented to support the management of specific diseases (facilitation to access, call center for advocacy, home care promotion, etc.).
2. **involvement of ageing citizens in the community and civic organizations dealing with health** (experiences of associations leaded by elder people and their achievement, participation in institutional programs and bodies as citizens' representative, promotion of campaigns for civic activism, intergenerational experience of training, local agreements etc.).
3. **policies/initiatives aimed at empowering ageing patients and involving them in the management of**



their diseases (self management of diabetes, stroke consequences, other chronic diseases, prevention campaign, correct use of drugs, cancer management with reduction of collateral effects, pain control programs, etc.).

Best practices must be inserted only in the **on-line database** on ACN website where you can also find the brief guide on “How to fill in the BP Database” within the 18th March 2012.

Should you need further information or enlightenments do not hesitate to contact Alessandra Puddu at a.puddu@activecitizenship.net.

Our purpose is to collect almost 60 BP and present them during the 6th European Patients' Rights Day, that will take place in Brussels on 10th-11th May 2012. the conference is titled “Active Ageing citizens at the center of EU health policy” VI European Patients' Rights Day. You can help us to demonstrate that civic and patients' participation is an important and diffused phenomenon to be supported and shared all over Europe, by sending experiences of BP you promoted, you took part in or you have information about. The BP can be used and played by other associations and draw inspiration for other experiences.

The first three classified will be awarded with a plaque and a cash contribution of 1500€ (1st classified), 1000€ (2nd one) and 500€ (3rd one), but all the BP sent will be publicized in a Final Report. A European Jury will analyze and select all projects.

Examples of best practice from the “European Award for Civic Participation in Health” on 2011

In order to help you in the choice of your BP, it can be useful to consult the list and the content of last year selected BP. Look at the website below linked.

http://www.activecitizenship.net/files/european_day/2011/european_conference/best_practices_final_report.pdf



2. **Framework of the best practices: the three rights of active citizenship**

The collection of BP on civic participation will be 3-right based as declared in the European Charter of Patients' Rights, read more on www.activecitizenship.net. The latter represents a point of references to better explain what we mean with civic participation.

The aim of this action is identifying BP and awarding prize for the best good practice on citizens and patients organizations involvement in health policy-making, with particular references to elderly care.

- **Right to perform activities of general interests**

Citizens, whether individuals or members of an association, have the right, rooted in the principle of subsidiary, to perform general interest activities for protecting health care rights; both authorities and relevant actors have the concomitant duty to favor and encourage such activities.

- **Right to perform advocacy activities**

Citizens have the right to perform activities for protecting their health care rights, in particular:

- the right to the free circulation of persons and information in public and private health services, within the bounds of respect for privacy rights;
- the right to carry out auditing and verification activities in order to measure the effective respect for the rights of citizens in the health care system;
- the right to perform activities to prevent violation of rights in the field of health care;
- the right to directly intervene in situations of violation or inadequate protection of rights;
- the right to submit information and proposals, and the consequent obligation, on the part of the authorities responsible for the administration of public and private health services, to consider them and reply;
- the right to public dialogue with public and private health authorities.

- **Right to participate in policy-making affairs**

Citizens have the right to participate in the definition, implementation and evaluation of public policies relating to the protection of health care rights, on the basis of the following principles:

- the principle of bilateral communication, or, in other words, the ongoing exchange of information among citizens and institutions in the definition of the agenda;
- the principle of consultation in the two phases of policy planning and decision, with the obligation on the part of institutions to listen to the proposals of citizens' organizations, to give feedback on these proposals, to consult them before taking each decision, and to justify their decisions if they differ from the expressed opinions;
- the principle of partnership in implementation activities, which means that all partners (citizens, institutions and other private or corporate partners) are fully responsible and operate with equal dignity;
- the principle of shared evaluation, which implies that the outcomes of civic organizations activities ought to be considered as tools for evaluating public policies.



Definitions

What we mean for civic participation?

It is the citizens' involvement in public life.

What is a best practice of civic participation?

A best practice is a successful initiative that has been implemented regarding the participation of citizens' organizations, with particular attention, in this case, to health ageing people policies.

What we mean with citizens' organisation?

By citizens' organization (or civic organization or civil society organization) we mean a non-governmental organization whatever it is, its scope, size, legal status, objectives and membership, which is autonomously organized by citizens in order to protect rights, promote public interests and care for common goods.

This definition includes voluntary organizations, advocacy movements (for example, in the field of human rights, consumer issues, environment, equal opportunities), advice services, social enterprises, grassroots and community organizations, self-help groups and international cooperation NGOs. Civic organizations are not profit seeking, and act in service of the general interest.

IMP: To participate to the prize award it is not necessary to be focused only in ageing policies. You just need to have had an experience on it.



3. Criteria and selection

Who can start the gathering of the BP?

- The initiative may be promoted by a Civic Organization (see definition above).
 - What is it? It is an initiative that, though triggered by a civic organization, is recognized by public institutions.
 - What it is not? An initiative of an organization with private aims (internal activity with the members of the association).
- The initiative may be promoted by a Public Health Institution (a body that is responsible of a governmental unit or over which a governmental unit exercises administrative control at national, regional or local level, regardless to its legal form. It is an institution controlled by public officials or their appointees, primarily funded by public funds and that pursues the achievement of community' interests and the management of public issues.)
 - What is it? It is an initiative that, though triggered by a public institution, counts with civic organizations involvement.
 - What it is not? An initiative launched by a public institution, addressed to citizens but without involving them in the process of policy-making.
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- The initiative may be promoted by both Public Institutions and Civic Organizations.
 - What is it? Practices of partnership in which public institutions and civic organizations work together from the planning of the initiative to its implementation.



4. **Criteria to be taken into account when selecting the Best Practice**

In order to be considered as a BP, the identified initiative should be concluded and must meet all the following criteria. These criteria regard the relationship between civic organizations and Public Health Institutions and not the object of the initiative.

1. **Reproducibility** – The possibility to transfer and implement the identified practices in situations and places different from that ones they were observed.
 - What is it? A practice that could be reproduced in another country and/or policy field.
 - What it isn't? The case where conditions that make the initiative possible are exceptional.
2. **Innovativeness** – The capacity of produce new solutions with respect to the consolidated praxis.
 - What is it? New forms of interaction between civic organizations and public institutions, for instance, in budgeting process and planning services for elder patients.
 - What it isn't? The mere application of an existing law or regulation. However, a law that already exists but is applied in a particularly innovative way could be an example of a best practice.
3. **Added value** – The capacity of the identified practices to produce a greater impact on the situation considered.
 - What is it? For instance a campaign to empower people affected by diabetes for a better life style and its diffusion in a very wide target and in the school too, by initiative of both associations and institutions.
 - What it isn't? A simple advertising campaign.
4. **Appropriateness** – A practice enabling an efficient, sustainable and effective issues management.
 - What it is not? Example: a program of meeting between authority and citizens without any specific methodology to facilitate the dialogue between them. It may participate thousand people but the risk is that each one expresses their individual demands that are too specific thus hindering the possibility of answering the population's general demands. The other risk is that it was so hard and so expensive that no one want to repeat it.



5. Guidelines for the Identification and Collection of the Best Practice

You should identify at least 1 initiative which meets with the 4 basic above mentioned criteria that your organization has experienced or you know about in your country.

Describe the BP in approximately 5-10 lines.

The choice of the initiative should be done by taking into account the following indications:

- Specific Policy Fields

You should find at least one initiative regarding Health

- Types of Best Practice (advocacy, collaboration and partnership with public programs, empowerment of people, lobbying, promotion of services, information campaign, etc.)

The Best Practices may start as one type and evolve to a different one. For instance, it may start as a collaboration and become a partnership. It can include training courses for elder people or the promotion of new homecare services. In this case, you shall choose the most significant type, for instance the more innovative or the one that has had the greatest impact.

- General Data

We will ask you to answer the following questions: what (the object of the BP), where (city, country), who (the civic organizations and the public institutions involved), when (year).

- Description of the BP

You will provide us with the objectives of the BP, a description of the activities, the obstacles encountered, the factors that facilitated the process, the outcomes of the BP and the impact on the beneficiaries, etc.

- Evaluation

You will be asked to prove the consistency of the best practice in competition with the criteria of reproducibility, innovativeness, added value, appropriateness.

- Awarding procedure

A special jury will determine the eligibility of the best practices and evaluate their content on the basis of the suitability to the already mentioned 4 criteria.

We foreseen to award the first 3 best practices classified with prizes money: 1.500€ for the first placed BP, 1.000€ for the second one and 500€ for the third one.

The award ceremony will take place during the European Conference of the 6th European Patients' Rights Day on the 10th and 11th of April 2012, in Brussels.

- Deadlines and overall procedures

To participate in the award competition you have to fill out the on-line database on ACN website www.activecitizenship.net, describing your BP within the **18th March 2012**.

Please take into account all the indications given above when you choose the BP to put into race.