

FRAMEWORK AGREEMENT TITLE AND NUMBER					
COVID19 observatory in the city and adaptation of services to the public					
START AND END DATE:					
WHO WILL BE TAKING PART IN THE ROLL OUT?					
WHAT ADMINISTRATION IS LEADING IT					
Institution name	Department or directorate	Contact name	Role	Email address	Role in its roll out
DONOSTIA TOWN HALL	DIRECTORATE OF THE PRESIDENCY	Manu Narváez	Director	manu_narvaez@donostia.eus	
CIVIL SOCIETY ORGANISATION CO-LEADING THE SAME (if applicable)					
Organisation name	Contact name	Role	Email address	Role in its roll out	
OTHER AGENTS INVOLVED					
1	The Basque Government.	Koldobike Uriarte Ruiz de Eguino	Project Manager from the digital services and public service directorate	k-uriarte@euskadi.eus	Co-leadership during its execution and implementation
2	MESTIZA association	Ana Molina	President	info@mestiza.org.es	Co-leadership during the definition and contrast
3	Bilbao Women's Council	María Aranzazu Otaolea		maria.aranzazu.otaolea@bizkaia.eus	Co-leadership during the definition and contrast
4	<i>Bilbao Town Hall</i>	Amagoia Ibarondo Garay		amaigoia@bilbao.eus	Co-leadership during the definition and contrast

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DESCRIPTION OF THE FRAMEWORK AGREEMENT

WHY

WHAT CHALLENGE IS IT ANSWERING?	<p>The pandemic and its consequences have radically changed the reality of the population and have forced institutions and their government plans to adapt their agenda of priorities. The initial purpose of the project is to define broad vision indicators that allow us to find out and monitor the situation and progress of the populations and citizens (economic and social activity, situations involving fragility, the circumstances of specific groups, etc.) while also allowing the effect of the different measures are being adopted to alleviate the situation from different spheres to be checked.</p> <p>It also examines the need for reflection and rethinking by the institutions of their agenda of priorities and the adaptation of the services to the new circumstances, such as defining essential services that must be assured in any of the cases, their strengthening and prioritisation of other actions that were already provided for in government plans, rethinking of public care and institution-public relations and a new paradigm of service provision.</p> <p>The challenge consists of obtaining real information about what is happening during the adaptation of our services to the current reality, finding out the impact of the measures adopted and concluding with the teachings and paradigm changes to what has been experienced should make us reconsider.</p>
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BASELINE SITUATION	<p>The institutions have certain information and indicators that show the situation in the territory and its inhabitants to a greater or lesser extent. The management scorecards for this information generally meet the standard management needs. However, such an abrupt change in reality will force us to review and diversify the sources of information, identify the new values necessary to find out what is happening in real time and analyse the impact of the actions, something that is not a common occurrence in the management bodies of the different administrations</p>
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THE REASON FOR THIS

<p>WHAT DO WE SET OUT TO ACHIEVE <i>general goals and results</i></p>	<p>To establish accurate, objective and measurable mechanisms of the impact generated by COVID19 in the city and to identify and bring about the adaptation of municipal services to this new situation (during and after the pandemic) during the different phases:</p> <ul style="list-style-type: none"> • Identification of the specific indicators that can offer exact information on the impact of the pandemic in the particular territorial space. • Search for data sources for the indicators • Creation of the scorecard (selection, collection period, etc.) • Data analytics for decision making • Monitoring of extraordinary measures adopted and their effect on society • Incorporation to the transparency and open data policies and the Government Plans accountability dynamics • Modelling of the work structure for its implementation within the institution's governance actions • Contrast of the model and its validation • Its dissemination and promotion
<p>ONCE IMPLEMENTED, WHAT WILL HAVE CHANGED: how and to what extent the expected results contribute to meeting the challenge</p>	<p>The modelling of a way of acting in unforeseen situations can enable more extensive internal and community knowledge of the different situations experienced by the public and provide transparent information, a basic starting point for the achievement of an open government. It also facilitates an action model for specific situations as well as a validated system that can be incorporated into stable management dynamics</p>
<p>WHAT DO WE WANT TO CONTRIBUTE TO?</p>	
<p>HOW IT CONTRIBUTES TO THE VISION OF OPEN GOVERNMENT</p>	<p>Transparency and shared knowledge of data is the basis for an open government and for the public's involvement in the decisions taken by governments. It also allows people to find out about and analyse the real impact of the actions and policies adopted at all times. Specific knowledge of the measures and their impact on society is a key factor for the empowerment of civil society.</p>
<p>WHAT POLICIES ARE AFFECTED?</p>	<p>The transparency policy of public institutions.</p>
<p>WHICH SECTOR(S)?</p>	<p>Society as a whole</p>
<p>WHICH OGP VALUES DOES IT ADD TO?</p>	<p>Transparency and accountability</p>
<p>HOW DOES IT DO THIS?</p>	
<p>WHAT RESOURCES DO WE NEED?</p>	<p>Anticipated budget: € 50,000 Participation of other institutions of different territorial scope and contrast agents that allow the maximum refinement with the chosen indicators and the ability to analyse them.</p>

	FRAMEWORK AGREEMENT GROUP MADE UP OF AGENTS WITH A CITIZEN, EXPERT AND INSTITUTIONAL VISION Technological infrastructure
WHAT DO WE HAVE?	The management structure of Donostia Town Hall and its Municipal Data Unit, which is already working on this specific Observatory module (with a budget of approx. €50,000) as well as alignment of the municipal departments grouped in the Citizenship area.

ACTIONS					
MILESTONES	WHAT IS BEING OBTAINED <i>Product or service</i>	START DATE	END DATE	INSTITUTION IN CHARGE	CONTACT PERSON
1	Establishment of the framework agreement group	October 2021	November 2021	Donostia Town Hall	Manu Narváez. Director of the Presidency
2	Analysis of the different indicators that allow the knowledge of the actual situation	December 2021	April 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
3	Search for sources and systematisation of data collection	December 2021	April 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
4	Identification of institutional actions aimed at alleviating the effects of the pandemic	December 2021	April 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
5	Composition of the comprehensive scorecard	April 2022	June 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
6	Management analytic systemisation	May 2022	December 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
7	Monitoring of extraordinary measures adopted and their effect on society	May 2022	December 2022	Donostia Town Hall	Manu Narváez. Director of the Presidency
8	Definition of a system of accountability to citizens	January 2023	May 2023	Donostia Town Hall	Manu Narváez. Director of the Presidency
9	Modelling of the regulatory provision	January 2022*	September 2023	Donostia Town Hall	Manu Narváez. Director of the Presidency
10	Contrast of the model and its validation	September 2023	December 2023	Donostia Town Hall	Manu Narváez. Director of the Presidency

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11	Promotion of the model	January 2024	May 2024	Donostia Town Hall	Manu Narváez. Director of the Presidency
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* Support for the definition and modelling is planned from the outset.

CROSS-CUTTING ELEMENTS	
<p>IS IT IN LINE WITH THE 2030 AGENDA? WHICH SDG DOES IT CONTRIBUTE TO? HOW?</p>	<p>Goal 16: Peace, justice and solid institutions</p> <ul style="list-style-type: none"> • 16.6 To create effective and transparent accountable institutions at all levels • 16.7 To guarantee the adoption of inclusive, participatory and representative decisions that respond to needs at all levels. • 16.10 To guarantee public access to information and protect fundamental freedoms, in accordance with national laws and international agreements
<p>HOW WILL THE GENDER PERSPECTIVE BE ADDRESSED? <i>Assessment, unveiling and design stage</i></p>	<p>Incorporation of the gender perspective in the definition of performance and impact indicators, as well as the analysis of the actions performed and in the creation of the definitive model.</p>