The Croatian presidency organises the first online CAF Correspondents meeting

On April 16th the Croatian presidency has organised the first online CAF correspondents meeting in place of the meeting that was going to be held in Zagreb but that ultimately did not take place due to the COVID19 pandemic. The meeting saw a high number of participants from the national CAF Resource centres and was a pivotal occasion to set out the next steps of the CAF correspondents network. So much so that there will be several online meetings foreseen for the coming weeks, where the CAF network of correspondents will interact with external stakeholders whose contribution is vital to the promotion and utilisation of the CAF2020.

Italy’s strategy to promote CAF2020 during the COVID-19

The Italian CAF Resource Centre managed by the Dipartimento della Funzione Pubblica in collaboration with FormezPA is organising webinars to disseminate the model, in order to fulfil the mission as is in the policy of the Italian CRC.

A first webinar was held on March 17th and illustrated the improvements that the new CAF2020 brings to the “daily life” of Italian public administrations. With a similar approach, a second webinar focused on the Education sector was held on April 21st to which EIPA was invited. In order to better promote the CAF, both webinars were open to all interested people. This proved to be a successful strategy with more than 200 participating officials from the Italian public sector.

The April 21st webinar saw 170 registered users, with 130 actual participants and with a final general review score of 8.7 (on a scale of 1-10). Most importantly, out of 153 respondents to the customer satisfaction questionnaire for the two webinars, 60 of them showed interest to use the CAF and 76 confirmed a high probability of utilising the model in the future. What really stood out from the April webinar was the approach adopted by the Italian CAF RC. The team in fact not only focuses their presentations on the CAF model, but assesses thoroughly how the CAF can strategically help every public sector organisations, taking in consideration how public officials can improve the administrative culture to enhance performance results overtime. The Italian CAF RC is not new to working online, this is shown by their highly developed and interactive website which is easy to navigate and delivers its services efficiently.

The team can be contacted at http://qualitapa.gov.it/comunica-e-partecipa/ and can be consulted by other CAF Correspondents as a best practice on how to tackle these unusual times without compromising the mission and effectiveness of every CAF RC in Europe. The CAF2020 has already been translated in Italian and will soon be available on EIPA’s website alongside the other language versions of the model.
CAF best practice ContattACI

The Territorial Unit (TU) ACI of Pescara is one of 106 ACI territorial structures - public non-economic body- [http://www.aci.it/](http://www.aci.it/) that provide services related to the management of the Public Automobile Register. These services aim to ensure the safety and the legal circulation of vehicles as well as the management of motor vehicle taxes. The Pescara TU joined the self-assessment process according to the CAF model together with other Territorial Units (Chieti and Teramo) to carry out integrated and cohesive improvement interventions. The project was headed by the ACI Territorial Directorate of L'Aquila. In 2019 all the territorial units achieved the Effective CAF User label. The self-assessment conducted by the TU was characterised by the following highlights:

- analysis of the activities in terms of strengths and weaknesses, following in detail the links defined by the CAF and in particular between Mission, Processes and results with respect to citizens and society
- communication of the process through information materials (signs, brochures, online articles etc.)
- exchange of good practices between Territorial Units during the various phases of the self-assessment

After the self-assessment the TU started its intervention as part of a single improvement plan. Four individual projects were carried out by each Unit headed by the ACI Territorial Directorate of L'Aquila to produce results in compliance with the needs of staff and stakeholders operating in each area [http://www.up.aci.it/pescara/spip.php?article2523](http://www.up.aci.it/pescara/spip.php?article2523)

Specifically, the TU Pescara project named "ContattAci" had the purpose of carrying out an information campaign to strengthen the social utility of the "Home delivery of automobile practices service" to help people in need [http://www.aci.it/i-servizi/per-la-mobilita/aci-per-il-sociale/servizi-a-domicilio-dellaci.html](http://www.aci.it/i-servizi/per-la-mobilita/aci-per-il-sociale/servizi-a-domicilio-dellaci.html).

In this regard, the TU Pescara has entered into an agreement with the Deaf National Body (ENS) - Provincial Section of Pescara and with the Association "Prams determined", with which it has collaborated to create two different information brochures one for each category.

In 2019 the initiative produced an increase of more than 30% in the number of home services provided by the TU compared to the number of services provided in 2018. Overall, 90% of the users were satisfied. [http://www.up.aci.it/pescara/spip.php?article115](http://www.up.aci.it/pescara/spip.php?article115)