

**Leadership in the Voluntary Sector  
Training Conference**

# **“Getting organisations to collaborate together”**

**Successful experiences promoted by ACN**

**3rd-5th December 2015  
Valletta, Malta**



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## Our strategy



ACN's strategy is to promote the point of view of European citizens in all public policies areas, focusing on healthcare, consumers and corporate social responsibility issues.

Our activity is always based on:

- 1. Production of civic information**, i.e. civic audit, monitoring, data collected and analyzed by citizens' organizations themselves.
- 2. Adoption of civic instruments**, such as the European Charter of Patients' Rights, the European Charter of Active Citizenship, the Guidelines for good CSR partnerships in Europe, etc.
- 3. An open, inclusive and collaborative approach** in any field of action.

# Italian project “SpreKO” and the Campaign AVAILABLE!



[www.cittadinanzattiva.it](http://www.cittadinanzattiva.it)

CON IL PATROCINIO DI



IN COLLABORAZIONE CON



## The initiative Disponibile! (Available!)

- The campaign was launched by Cittadinanzattiva in 2014, to **fight environmental waste** and **allocate unused public properties** or those confiscated from the mafia for the general well-being of the citizens.
- Cittadinanzattiva is committed to reclaim abandoned properties and to transfer them to other people.
- It would become an exchange that strengthens the supply (buildings and abandoned sites) and the demand (citizens in search of property), facilitating the matching between the people managing these properties (who do not have the means, the power, or the will to make use of them) and those who are in search of a business site.

## The Legal Framework of the initiative (I)

The last clause of the **article no. 118** of the **Italian Constitution** establishes that:

*“The State, regions, metropolitan cities, provinces and municipalities shall promote the autonomous initiatives of citizens, both as individuals and as members of associations, relating to activities of general interest, on the basis of the principle of subsidiarity”*

## The Legal Framework of the initiative (II)

### National Law no. 164/2014 “Unlock Italy”

#### Art. 24

*Measures to facilitate participation of local community to protection and promotion of Territory*

*“Municipalities are entitled to define conditions and criteria for interventions based on projects **proposed by citizens or associations** with regard to the territory improvement. Interventions may consist of cleaning, maintenance, improvement of green areas, improvement of squares and streets, restoration and reutilization of areas or abandoned places for purposes of public interests, promotion of a limited area of urban or extra urban territory [...]”.*

## The phenomenon of unused properties in numbers

- 5 million second-homes or empty properties
- 100.000 warehouses on sale in Italy
- 64 out of 132 abandoned roadman's houses, in Tuscany region only
- 245 barracks are dismissed in Friuli region only
- 4395 almost empty municipalities
- 2 million abandoned buildings in Italy
- 6000 km railways
- 1700 abandoned train stations

## Turin – San Salvario ONLUS



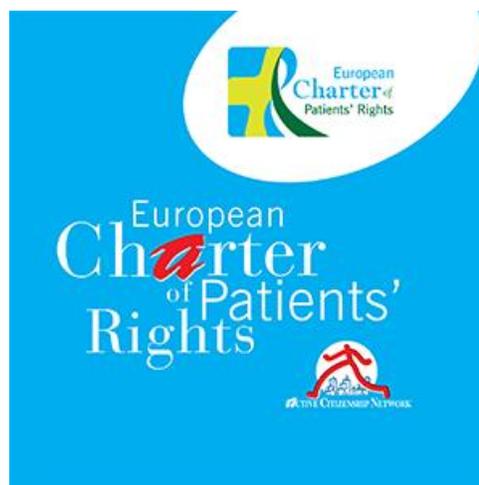
2008

Before  
(2008)

After  
(2011)

2011

From the  
EU Charter of Patients' Rights  
to the new  
MEP Interest Group



## European Charter of Patients' rights (I)

In 2002, ACN, together with organizations from 15 EU countries, established the [European Charter of Patients' Rights](#). It lists 14 fundamental patients' rights, which each EU country must protect and guarantee. It has become a reference for EU citizens' rights in healthcare and a milestone for other EU Charters.

At EU level:

- The majority of those 14 rights are embodied within the Council conclusions on Common values and principles in EU Health Systems adopted in June 2006.
- The EU Directive 2011/24/EU on the application of patients' rights in cross-border healthcare officially recognizes the “**right to free choice**” and the “**right to information**” included in the European Charter of Patients' Rights.
  - Article 6 § 1 of the Directive establishes that “*Member States shall ensure that the national contact points consult with patient associations, healthcare providers and health insurance agencies*”, recognizing and enhancing also the ultimate principle of the European Charter of Patients' Rights, namely the “right to participate in policymaking in the health area”.

## European Charter of Patients' rights (II)

At national level:

A great example comes from the Maltese government, which has widely recognised the rights included in the EU Charter and adopted them through the HEALTH ACT 2013 (Part VIII, **Patients' Rights and Safety**).

*The act “intends to establish and ensure a health system based on the principles of accessibility, quality and sustainability by regulating the entitlement to, and the quality of, healthcare services in Malta, consolidating and reforming the Government structures and entities responsible for health and by providing for the rights of patients”.*

*“The Minister shall, within two years of the coming into force of this Part, publish a document to be known as the **Charter of Patient Rights and Responsibilities**”.*

## European Patients' Rights Day

The reinforcement of the patients' rights established in the EU Charter will become effective only with the cooperation and commitment of all healthcare stakeholders in every EU country.

For this reason, since 2007, Active Citizenship Network, together with citizens' and patients' organizations across Europe, have taken the initiative to organise every year, on the same day, a [European Patients' Rights Day](#) in all the EU Member States.

As Malta Health Network can testify, it is an important occasion to inform, discuss and take commitments to improve patients' rights in Europe and in each Member State.

On the 4<sup>th</sup> May 2016, it will be celebrated the X edition in the EU Parliament in Brussels.

## Official Endorsment

*“The European Parliament recognizes the value of citizens’ initiatives, such as the European Charter of Patients’ Rights based on the Charter of Fundamental Rights of the European Union, and the European Patients’ Rights Day, which has been organised every year on 18 April since 2007; invites the Commission and the Member States to support the European Patients’ Rights Day at local, national and EU level”.*

(Report on safer healthcare in Europe: improving patient safety and fighting antimicrobial resistance (2014/2207(INI))", approved by the European Parliament on May 19th 2015)

## MEP Interest Group on Patients' Rights (I)

The idea to encourage a MEPs informal Interest Group focused on patients' rights follows the widespread request of more than **100 civic and patient organizations** sent to the EU Parliament to recognize officially the value of citizens' initiatives, such as the European Charter of Patients' Rights and the European Patients' Rights Day.

The only Interest Group whose co-founders are the Presidents of two parliamentarian groups, who decided to support it because they strongly believe that the European Parliament has today the opportunity to play an active role in improving the protection of patients' rights in the European framework.

The MEP Interest Group was officially launched on December 2<sup>nd</sup> 2015, in Brussels.

*Civic society and patients' organizations together with Members of the EU Parliament to strengthen the protection of patients' rights in the European framework*

## MEP Interest Group on Patients' Rights (II)



**CALL FOR SUPPORT:**  
ACN together with national organisations has written to MEPs to encourage them to take part in the new Interest Group



FONDAZZJONI ARKA



NO PAIN  
FOUNDATION



# Colombian project "Desarrollo y Derechos (Rights and Development)"



## The initiative "Desarrollo y Derechos" (I)

A three-year alliance between United Nations and Cittadinanzattiva:

- To contribute to the growth of civic dimension in Colombia to reach a higher and better level of protection of the rights of users in the field of public services and health care.
- To enhance democratization, anti-corruption and peace in progress in Colombia, where the United Nations work for opening a dialogue with the government, which also includes the theme of enlargement of the spaces of governability in the functioning of public services and health.
- Cittadinanzattiva worked in the role of technical advisor to develop activities in the field of civic participation.

In partnership with

- 2 Local municipality (San Juan de Pasto and Cartagena de Indias)
- 6 Universities
- National Authority on Public Utility (Superintendencia de Servicios Públicos Domiciliarios)

## The initiative "Desarrollo y Derechos" (II)

### Outcomes:

- Constitution of **18 civic committees** (Comites de desarrollo y control social) officially recognized by the municipal government of San Juan de Pasto and Cartagena de Indias;
- Training course with **680 citizens and 380 students**;
- Opening of **3 citizen advisory centres** for the protection of citizens' rights in the field of public services and health;
- **Protection of more than 1,000 people** struggling with everyday problems of access to care or services;
- Support of **6 universities** which send their students as interns in those advisory centres of protection;
- Establishment of a **legal entity in Cartagena** that draws Cittadinanzattiva's experience: "Corporacion Tribunal de Derechos";
- Launch of **permanent roundtables** between companies that provide public services and citizens' representatives;
- Publication of a **practical handbook** for active citizens on how to manage a citizen advisory centre;
- Drafting of the **First Charter of Patients' Rights in Colombia**.

## The initiative "Desarrollo y Derechos" (III)

**Una iniciativa de ciudadanos para ciudadanos**

**TRIBUNAL PARA LOS DERECHOS DE LOS PACIENTES**

**TU TAMBIÉN PUEDES SER UN VOLUNTARIO DEL TRIBUNAL**

**PARA MAYOR INFORMACIÓN**  
CAP Barrio La Esperanza  
Horarios de Atención: Martes, miércoles y Viernes de 8:00 a 10:00 a.m.  
tribunaldederechos@hotmail.com  
http://facebook.com/tribunald

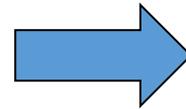
Unidad de Atención al Usuario  
ESE Cartagena de Indias

Unidad de Participación y Atención al Usuario  
DADIS – Cartagena

**EN CASO DE PROBLEMAS CON LOS SERVICIOS DE LA SALUD ASISTE AL TRIBUNAL PARA LOS DERECHOS DE LOS PACIENTES ES GRATUITO! ACTÍVATE POR TUS DERECHOS**

**DERECHOS Y DESARROLLO**  
ACTÍVATE!

- In partnership with United Nation Development Programme, National Institution, Universities, etc.
- Not a project but an **ongoing experience of civic participation and patient empowerment** started in 2009



**ATTIVISMO CIVICO** | **SALUTE** | **CONSUMATORI** | **GIUSTIZIA** | **SCUOLA** | **EUROPA**

**DIVANO D'EMERGENZA** | **#divanodemergenza**

VIDEO FINAL EN SALUD (BOGOTÁ, 29 MARZO 2012)

- More details in our [website](#)
- Watch the videos
- Read articles

# OPEN QUESTIONS

- 1) Which are the main 3 best practices carried out by your organization?
- 2) How widespread is the the field of action of your organization? Only one topic, multi-disciplinary, local/national/Eu level?
- 3) Based on your experience/opinion what are the major concerns or opportunity raised by a collaboration with an organisation from an utterly different country, Institution at national/EU level, etc.?
- 4) To what extent would you say your organisation share the same strategy of ACN? Do you agree with that? Why?
- 5) In which ways do your experiences/collaborations/activities differ from those mentioned before?

*Thank you for your attention!*

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