

Improving environmental service delivery through “Trained Observer Ratings”

Context

According to the Albanian legislation for local self-government, the mission of the municipalities is to govern in an effective and efficient manner and to a closer level with the citizens.

Municipalities should ensure the provision of public services, which they can provide in different ways, which are:

- through the municipal services sector
- the organizational units of the structure of the local administrative units
- sub-contracting the service delivery to third parties
- public private partnership
- the creation of joint stock companies

Independently how the local government units decide to provide the services, the law imposes municipalities on the design and deployment of a performance management system to improve the level and quality of the services. This project will have a direct impact on the perception of residents for the provision of environmental services by the municipalities. On the other hand, this project will help local government units to achieve the objectives of the decentralization strategy in strengthening community structures at the local level.

About URI

Since 1999, the Urban Research Institute (URI) has been delivering big results for development projects and programmers carried out throughout Albania. Our core business focuses on community development, local government strengthening, environmental protection, decentralization, and public services. We conduct studies, lobby the government, train local government units, increase public access to information, and connect development partners. URI has worked with donors such as USAID, Swiss Cooperation, the Netherlands Embassy, UNDP, World Bank, EU, SIDA, Open Society/Soros Foundation, etc.



Methodology

In the project, a group of observers will be included and trained to use a unified system “Trained Observer Ratings” (TOR), which will monitor and evaluate the provision of two environmental services:

1. Collection, removal and treatment of municipal solid waste: evaluation of waste collection points and containers;
2. Maintenance of parks, gardens and public green spaces;

By documenting it with photographs and filling evaluation forms. In the application of this methodology will be involved people who are part of the community to monitor and evaluate the service delivery with a degree of appreciation: very good, good, bad and very bad.

Products

- a. Establish a network of qualified observers to monitor and evaluate the provision of environmental services
- b. Support local authorities in improving service delivery and funding through prioritization

- c. Involvement of the community in prioritizing needs for intervention
- d. Inclusion of the project findings in the budget of the municipality

MAIN FACTS

DONORS:

Swedish International Development Cooperation Agency represented by the Embassy of Sweden in Tirana and REC

DURATION:

- ✓ 15 March 2018 – 15 October 2018

Beneficiaries:

- ✓ Municipalities of Durrës, Krushë, Elbasan, Vlorë, Gjirokastrë and Pogradec

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