



**agenda 21**

Asociația de Asistență  
și Programe pentru  
Dezvoltare Durabilă

# ANNUAL

# REPORT

# 2009



## Who we are:

**Assistance and Programs for Sustainable Development – Agenda 21** is a Romanian non-governmental association, of national interest, not-for-profit, politically and religiously unaffiliated. The association was established in February 2003.

The *fundamental goal* of APSD - Agenda 21 is to support Romanian policies and efforts to promote and implement in Romania the objectives of Sustainable Development.

In order to achieve this goal, the organization's *mission* is:

- To develop partnerships with local authorities in order to valorize local initiatives and to increase efficiency of local governance;
- To promote human rights education activities, focused on civic education and democratic citizenship;
- To strengthen the role of social actors with high potential in enforcement of sustainable development: children and young people, local communities, private sector and business community, scientific community, mass media;
- To provide assistance and support for marginalized groups or groups at risk of social exclusion.

The *key concept* of APSD – Agenda 21 is the Sustainable Development. A secure and prosperous future can't be built without sustainable development.

The privileged *target groups* are children and young people. The education and development opportunities offered to children and young people are the guarantee of a sustainable society.

Volunteer activities in the benefit of the community are one of the association's *fundamental values*.



*I know that the door to progress can only be opened from the inside. That is why, together with the team of our organization, we look carefully upon every project we implement. Each accomplishment requires initiative, creativity, courage and perseverance. We walk down unbeaten paths. We follow our mission and we are not afraid of obstacles. We dream to develop our agenda as much as possible.*

*By the projects we have implemented, especially in the fields of education and public administration, we are convinced that the economical, social, political and institutional environment has become friendlier. Having as purpose a sustainable life, we believe that our work can be found in the coordinates of this country.*

*This is us: a team that moves on under the motto once stated by a wise man: «**We don't conquer the mountains, but ourselves**».*



*(PhD Alexandru Tasnadi – Economics Faculty within Economic Studies Academy, Bucharest, President of the association)*



## 2009 – Figures and achievements

### ■ in May 2009 we celebrated 7 years of existence

*“In the **Argument** presented to the founder members in the first General Assembly, I was trying to define the association by those characteristics that made it a distinct entity in the Romanian civil society. I will mention a couple of the statements I made then and I will let the present Report to prove if they are sustained by the achieved results”.*

*Nina Cugler, Executive President*

Assistance and Programs for Sustainable Development – Agenda 21 **aims**:

- **To implement projects** that respond to the real development needs on local level. Assistance programs to prepare the local communities for handling the new tasks related to their economic and social development, and especially for strengthening the institutional capacity and for developing citizens' participative skills. Implementation programs to efficiently valorize the local resources and **to identify and obtain internal and external financing sources**.
- **To bring together experts** trained in project management and elaboration that work professional and honest and are a credible and trustworthy proof for those financing us concerning the use of the funds exclusively for fulfilling the objectives proposed by the project.
- **To pay a special attention to educating and training citizens** in order for them to understand the importance of their involvement, so they could be themselves the main actors of their town, village or community development process.

Speaking about the association, **Florina Pavel**, coordinator of young volunteers projects within the organization, stated:

*“The success of this organization lies in the wish of changing the habit, still present in numerous communities, of complaining in stead of taking action. The association's image and brand are based exclusively on the team's capacity to elaborate projects and strategies meant to give viable solutions to the local communities' problems. The work of our volunteers, and especially the encouragement given to the youngest of them to express themselves and participate in the implementation of the projects, is one of the issues that give to the association the openness towards beneficiaries and credibility.”*

- The association continued its **partnership with the National Agency of Civil Servants** in the field of ethic policies, public institutions' transparency and involving citizens in the decision making process, by implementing in Romania good practices promoted with success in the public administration of other countries in the European Union or countries members in the European Council.
- Mrs. Nina Cugler, executive president of APSD – Agenda 21, represented the association as evaluator at **EPSA 2009, the third edition of the good practices in the European administration awards**. As she stated in the opening of the event, Mrs. Marga Prohl, General Director of the European Institution for Public Administration, EPSA 2009 aimed at creating a space where public sector in Europe could reach excellence and could become an example for the rest of the world, with its new paradigms for solving the problems of the administrative field. EPSA is the first pan-European platform and excellence network that is open to all organizations in the public field, no matter their type or size or cultural background. EPSA is addressing the most urgent public needs and preoccupations in Europe.
- The association was appointed to contribute to the elaboration of a **system of indicators for the evaluation of the extent to which child rights are respected**, on two components: child right to education and the right to development and well-being, given that most children's poverty level is growing, especially of those children that belong to groups at high risk of social exclusion and marginalization: children from rural environments, children belonging to ethnic groups, especially Rroma, children from under-privileged areas. The working group was made up by FONPC and financial supported by UNICEF Office in Romania.
- **APSD - Agenda 21 continued to co-work with the members of the Sustainable Development Promotion Network**, which aims, as stated by the 24 founder members, “to create a favorable context for making partnerships between the network's members, to share experiences and to provide support and expertise in the field of sustainable development”. The network has an informal and open character. The network's members can be non-governmental organizations, local authorities and public institutions.
- **APSD – Agenda 21 became a member of the Romania ENAR group (European Network against Racism)**, part of Europe ENAR Network, a network of NGOs that promotes the fight against racism, xenophobia, anti-Semitism, the equal treatment of European citizens and that connects the local, regional and national initiatives with the European ones.  
At national level, the network aims at facilitating the exchange of information, experiences and good practices, the information process regarding the European policies on development, as well as at encouraging the dialogue between civil society and the EU Member States regarding the political agenda on racism and anti-discrimination.
- The collaboration with partners from Member States of the European Union was extended. **The association registered in the European Commission's data base of associations and foundations**, and received a European ID.

### Two new projects were submitted for receiving financial support:

- “ABCD ... Multipliers for human rights”, under European Youth Foundation budget line, project approved and currently on-going;
- “Education and public awareness level of development in Europe”, application submitted to the European Commission, under the EuropeAid budget line.

### Important figures:

- over 18000 beneficiaries of the implemented projects;
- over 50 mass media reports;
- 20 multipliers trained on how to use certain tools for human rights educators: the Compass, Compasito and Gender Matters manuals;
- the realization of the „Citizens view on environment quality in Bucharest” survey;
- 18 activities from the Human Rights Education Manual – Compasito were translated, out of which 13 were adapted by the facilitators within 134 workshops, which were attended by over 380 children from the 6 selected schools;
- the Companion type publication was published in 300 copies;
- the realization of the National Strategy on human / child rights education in schools, with the participation of students, teachers, educators, experts on human rights;
- a project was realized in order for it to be discussed within the National Committee on approving the extracurricular activities calendar of the Ministry of Education, Research, Youth and Sports, for introducing the “Student’s Ombudsman – promoter of child rights in the school ethos” summer school;
- 15 public institutions and authorities were evaluated from the point of view of their quality of services for citizens and they elaborated the first model of quality standards for the public services in Romania;
- over 100 civil servants participated in the elaboration of Citizens' Charter;
- 10.000 citizens beneficiaries of quality services offered by the public institutions/ authorities that elaborated the Citizens' Charter;
- 5 radio shows, integrated in the European Integration Files show, realized by RRS;
- 2.000 flyers and 1.000 posters used in the information activities addressed to the citizens;
- the distribution of 3.000 copies of the compendium with Citizens Charter.

## Projects

### 1. CITIZENS' CHARTER

#### Description

The aim of the project was to increase the civil society's role in promoting the principles of good governance and the citizens' participation in the elaboration process of local level policies. 1200 citizens, 30 volunteers and 1000 civil servants from 10 local public institutions and authorities from Cluj, Mehedinti, Tulcea, Vaslui Counties and from Bucharest were involved in the elaboration of Citizens' Charter and in the constitution of a Prizing System for good practices concerning the involvement of citizens in the institutional reform and decisional transparency process. The initiative was based on and adapted European models in the field. In this respect, the project ensured the transfer of expertise and know-how from two EU Member States: UK and Holland. The experience was also disseminated in another 15 counties through NACS and the Romanian Municipalities and Cities Associations

**Period** December 2008 - October 2009

#### Objectives

- To increase the role of civil society in promoting the good governance principles and citizens' participation in the elaboration of the local level policies;
- To strengthen the capacity of the local public authorities and institutions to produce an institutional reform that is real, transparent and focused on citizens' needs;
- To promote citizens' fundamental right to participate in the public matters, by making up efficient communication and consultation channels between the citizens and local public institutions / authorities.



## Activities in 2009

- The project's launch press conference, the local level launches;
- The selection and training of the target groups: volunteers and civil servants, for elaborating the charters;
- The *Report on the quality of public services in the civil servants' view*;
- Training session on the laws specific for the administration reform, focused on the law on transparency in the administration act and the statute of civil servants, basic elements of an efficient communication, the methodology of elaborating the Citizens' Charter and monitoring procedures;
- The elaboration of Citizens' Charter;
- The „European Integration Files” radio show;
- The make up of a system for identifying and awarding the good practices.

## General results

- The project endorsed an example of public-private partnership, capable of promoting models in the field of public administration reform, concentrating on the issues related to focusing the public institution services on the needs of the citizen, the evaluation of the services' quality, decisional transparency and involving the citizens in the decision making process by offering quality services;
- Another important result is the involvement of a high number of factors and human resources in the implementation of the project: citizens, civil servants, civil society representatives, NGOs, mass media, public institutions. Their selection was made so that the objectives of the project could be reached, and the project's results to register the maximum impact and efficiency;
- The project contributed to the increase of the civil society role in the promotion of the good governance principles and citizens' participation in the elaboration of the local level policies, to strengthening the local public authorities and institutions capacity to produce an institutional reform that is real, transparent and focused on citizens' needs and to the promotion of citizens' fundamental right to participate in the public matters by making up efficient communication and consultation channels between citizens and local public authorities / institutions;
- We consider that both APSD – Agenda 21 and the other NGOs involved directly or through representatives have their advocacy role in supporting democracy and rule of law;
- The project brought a plus of value by adopting a specific model of focusing the public institutions' and authorities' offer on the needs of the citizens and a model of monitoring the citizens' level of satisfaction regarding the quality of the services offered through the implementation of Citizens' Charter. So far, this model has been implemented in several European Union countries, among which there are Holland and Great Britain, with an experience of over 10 years in implementing charters. Representatives of the two countries were invited to offer expertise and good practice examples in implementing the Citizens' Charter in public institutions;
- The model proposed through the project was realized with the support of civil society (volunteers, NGOs, citizens), which gives it an increased level of objectivity and promotion of democratic principles of equality of chances and non-discrimination;
- The experience gained through the project was disseminated at European level, by the participation of the project coordinator in 2 international conferences in UK and Holland, events that reunited representatives from several Member Countries of the European Union or Coe. Under these circumstances, new contacts were made, meant to assure the sustainability of the project and its development with new partners.

## Outputs

- **15 public institutions and authorities** were evaluated from the point of view of their quality of services for citizens and **they elaborated the first model of quality standards for the public services in Romania**;
- **Over 100 civil servants participated in the elaboration of Citizens' Charter, on a volunteer basis, outside their job requirements**;
- 1161 citizens and 958 civil servants were included in the evaluation process for the quality of services;
- 30 civil servants participated in the training and were informed about the evaluation methodology and the Citizens' Charter and the method of using it. An important part was played by the participation in the training of two foreign lecturers from Holland and Great Britain, countries with experience in the realization of the Citizens' Charter;



- 30 volunteers, representatives of the civil society, were involved in the realization of interviews with the citizens. 2/3 of the volunteers are part of or collaborate with local NGOs;
- 10.000 citizens beneficiaries of quality services offered by the public institutions/ authorities that elaborated the Citizens' Charter;
- 5 radio shows regarding the project and its results, integrated in the European Integration Files show, realized by RRS;
- 30 civil servants, students at the „Modern governance and European integration” master, at SNSPA, informed about the charter, what are these documents and what is their role in assuring performance in public services;
- 2.000 flyers and 1.000 posters used in the information activities addressed to the citizens;
- the promotion of the model through 3.000 copies of the compendium with Citizens Charters;
- 500 auto-evaluation reports published that were used to disseminate the project experience. Another 100 copies in electronic form were transmitted at the request of the project partners or of other interested institutions;
- 39 projects from 15 counties and from Bucharest were selected for the second edition of the „Innovation and quality in the public administration” competition, organized within the project;
- 300 DVDs containing the awarded projects;
- 250 representatives from the public administration in Europe, participants in the Conference organized by the European Institute of Public Administration, in Maastrich, during November 4<sup>th</sup> – 6<sup>th</sup>, were informed about the project and its results.

## **Co-financed by**

The European Union, through Phare 2006 budget line – Increasing the role of civil society in Romania's integration process.

### **Partner:**

The National Agency of Civil Servants

### **Media partner**

The Romanian Radio Society

### **Beneficiaries' testimonials:**

#### **MONITORS**

*“As monitor, the project „Citizens' Charter” meant work, new friends and access to various information. By applying questionnaires, I was in the position of a neutral person that by listening the citizens and civil servants opinion realized how powerless he is. Nevertheless, there is hope that this project will be a step forward for mediation and solving the complaints of both parties. I think this is possible if every person deals with the problem, but especially by the fight and energy of the persons from the public institutions and by permanent communication with the citizens” (Oana Stoica, monitor, Bucharest)*

*“The Citizens' Charter project was a new experience for me, an opportunity to meet new persons and at the same time to observe some behaviors. During the time I applied the questionnaires, I interacted with several types of persons, who had various opinions regarding the quality of the services offered by the public administration.*

*Thus, the project gave me the opportunity to be informed about the services offered by the public administration, as well as to form an opinion of my own about their quality, for which I didn't have enough resources before” (Domsa Andra Cristina, local coordinator, Cluj-Napoca)*

#### **CIVIL SERVANTS**

*„For Vaslui City Hall, the Citizens' Charter meant the possibility to survey the citizens' opinion regarding the services offered by our institution, as well to find out our employers' view on their work. Thus, we identified the existent problems, and by working in the project team, which included the citizens, we were able to formulate the present draft of the Charter. We entitle it „the current one” as the Charter is a document that is always open to become better, and we are convinced that by continuing to collaborate with the citizens in our city we will be able to solve some of the current problems and we will move on to others. Thus, we wish that the beneficiaries of the services we offer to understand as well as possible the nature of these services and the problems we, the employees, at our turn, are confronted with when we interact with citizens.*

*Thus, we enjoy the chance we have and we are convinced that in the future we will have a closer collaboration with the community and a better relationship, if both parties will reach the „objectives” of the Charta (Clitemnestra Gianina Tofan – Spokesman, Vaslui City Hall)*

*„First of all, the elaboration of the Charter made us clarify our internal procedures regarding the relation with the citizens. Second of all, meant a future challenge for us as well, because through the Charter we take some responsibilities that we also have to comply with. Third, the elaboration of the Charter was also an interesting experience that contributed to our (the participants in the project) personal development”. (Constantin Cretan – Director, Public Relations Department, PMB).*

## 2. STUDENT'S OMBUDSMAN (The 4th year of implementation)

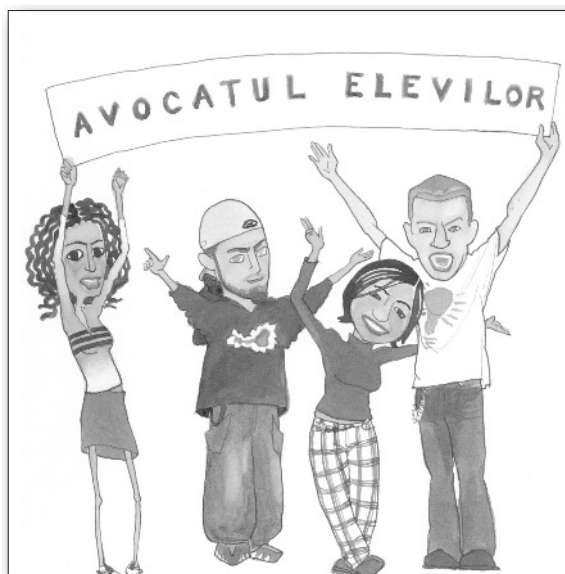
### Description

Student's Ombudsman is a project that aims to create and implement in schools an institution capable to assure the knowledge, promotion and respect for children and youth rights. The project is in its 4<sup>th</sup> year of implementation.

**Period** August 2008 – December 2009

**The specific objectives** for 2009 were:

- Inserting the project "Student's Ombudsman" in the *Development of Non-formal Education Strategy* of the Ministry of Education, Research, Youth and Sports;
- Harmonizing the *Regulations of Organization and Functioning of Pre-university Education Units* with the provisions of the UN Convention and the specific objectives of the project;
- Identifying a system of indicators for monitoring the children rights in schools;
- Creating an Educational Strategy for promoting human rights and children's rights in schools.



Currently, the project is implemented in 300 schools from 25 counties.

### Activities

#### 1. „Student's Ombudsman” summer school, Sulina

**Period:** July 28<sup>th</sup> – August 2<sup>nd</sup>, 2009

**Objectives of the activity:**

- To ensure the experience and good practices exchange regarding the operation of Student's Ombudsman institution in schools;
- To develop skills for promoting child's rights in schools by using various methods and forms (theatre, the magazine, the radio station, posters etc);
- To create a network among the participants and to found an editorial office for the Student's Ombudsman monthly online magazine;
- To elaborate the first draft of the principles and content of the Strategy on promoting human rights in schools.

**Results:**

- 71 participants from 9 counties and from Bucharest;
- The summer school was an example of how students and teachers can work together for creating the necessary tools and methodology for the project's self-sustainability;
- The experience exchanges gave the opportunity to point out various methods for promoting the project;
- The editorial office for the Student's Ombudsman online magazine was founded, and the first three issues of the magazine were realized;
- A network between schools and participants was created with the aim to ensure the permanent exchange of experiences and good practices;
- A first draft for the Strategy on promoting human / child rights in schools was elaborated;
- A movie of the summer schools was made.

**Beneficiaries' testimonials:**

*"I learnt two essential things: our rights end when we violate other people's rights and 'communication is the foundation of a democratic society'."*

*"First of all, it was an honor to work with professionals. Their advices and experience helped us a lot, encourage us and gave us another reason for "Student's Ombudsman" to go on. We learnt how to*



socialize easier, how to use our creativity in a useful manner, and, most importantly, we learnt that we are the beginning of a new 'era', one of justice, where every child has a chance to show what he's capable of."

"The experience we gained will certainly help us; in the future I will try to sustain my arguments harder and harder, I will try to use as creatively as possible the materials that will be useful to us in the development of Student's Ombudsman project, and last but not least, I will try to be more courageous, because 'success belongs to those who dare'".

## 2. Experts group meeting, Sinaia

Period: November 1<sup>st</sup> – 3<sup>rd</sup>, 2009

### Objectives:

- **The analysis and the elaboration of the National Strategy on Education for Human Rights/ Child Rights in Schools;**
- **Proposals for an anniversary issue of the Student's Ombudsman magazine / Establishing responsibilities;**
- The realization of the necessary documentation for introducing the **"Student's Ombudsman – promoter of child rights in the school's ethos"** Summer School in the educational activities calendar of the Ministry of Education, Research, Youth and Sports.

### Results:

- The conclusion of the debates was to simplify the text of the strategy and make it more focused, to introduce in the analysis of the context the arguments based on statistical data and studies realized on the respective field, to elaborate a Plan of action with deadlines and responsibilities that envisage the necessary measures for putting the Strategy into practice;
- It was agreed that the next issue of the Student's Ombudsman online magazine to be dedicated to the 20 years anniversary since the UN General Assembly adopted the Convention on the Rights of the Child;
- A project was realized in order for it to be discussed within the National Committee on approving the extracurricular activities calendar of the Ministry of Education, Research, Youth and Sports, for introducing the "Student's Ombudsman – promoter of child rights in the school ethos" summer school.

## 3. Sighisoara Workshop

Period: December 3<sup>rd</sup> – 5<sup>th</sup>, 2009

### Objectives:

- to ensure the experience and good practices exchange regarding the Student's Ombudsman operation in schools, as a consequence of the activities developed within Sulina summer school;
- to involve the students in the elaboration of the Strategy on human / child rights education in schools;
- to establish the next steps for promoting the project and ensuring the self-sustainability mechanisms.

### Results:

- The students' participation in the elaboration of the Strategy represented a real opportunity to make them active participants in the strategic regulations that are the basis of the educational process in schools. Their proposals were included in the Strategy.

### Beneficiaries' testimonials:

"as usually (in Cluj, Sighisoara and Sulina) we had a lot to learn and experience. I am glad that this time too I was here with the Student's Ombudsman "family"; "that as I imagined when I left from Ploiesti, I will come back having clarified all the things I didn't understand in the past"; "the information received here will help me a lot in developing the project".



## Results

The elaboration of the "National Strategy on human / child rights education in school" was a necessary step, considering the main objective of the "Student's Ombudsman" project - to set up a real culture of human rights in schools, as well as the results of the analyses regarding the respect for child rights in the schools involved in the project. During the implementation of the project, there were numerous situations of human / child rights violation in the schools participant in the project, the formal character of applying in some schools the legal provisions regarding human / child

rights was underlined, it was noticed that in many schools there isn't yet an unitary, complementary approach of the formal and non-formal education in the field of human / child rights.

Under these circumstances, considering as well de content of the legal national and international documents and regulations on human / child rights, and of the internal and external reports and analyses realized in the field, "The National Strategy on human / child rights education in schools" is a possible answer, a potential tool capable to ensure an unitary and comprehensive framework for setting up in schools a real culture of human rights, to encourage the coherent and efficient development of a democratic educational environment and to prevent the abuses and child rights violation in the public and private space.

Realized in successive phases, during 12 months, the elaboration process involved approximately 300 teachers, managers and school inspectors, students from 40 schools from 10 counties, experts on the human / child rights issues, representatives of the Ministry of Education, Research, Youth and Sports and of UNICEF.

The methodology of the elaboration was based on a variety of methods, thus:

- A SWOT analysis was realized, focused on the existent situation in the pre-university education system;
- The conclusions of some relevant studies in the field were valorized;
- The recommendations made in reports and analyses regarding human / child rights and how they are respected were taken into consideration;
- The experience and opinion of the participants (students and teachers) in the workshops and in Sulina summer school were taken into consideration;
- Debates and analyses on the structure and content of the strategy were organized.

A group of 6 experts made a summary of the data and elaborated the project of the Strategy that was completed and finalized during four work meetings. The document resulted after this process was analyzed by 12 teachers specialized in the humanities and social sciences from Buzau, Cluj, Hunedoara, Mures, Suceava, Tulcea counties and from Bucharest, as well as by 3 independent evaluators, experts in the field of human / child rights, respectively strategy elaboration.

## Partners

The Ministry of Education, Research, Youth and Sports  
UNICEF Office in Romania

## 3. INCREASING THE YOUNGSTERS' LEVEL OF INVOLVEMENT IN THE PROMOTION OF HUMAN RIGHTS

### Description

The project aimed at involving young people in human rights education (HRE) activities by introducing the new Manual of Human Rights Education - Compasito to multipliers, educators and young volunteers from the formal and the non-formal education system.

### Period

September 2008 – July 2009

### Project objectives

1. To introduce Compasito as a tool for working on human rights education with youngsters, adapting it to the formal and non-formal Romanian educational context and reality;
2. To develop the participants' knowledge and competence in key concepts related to human rights, human rights education and human rights education with children;
3. To experience with children the activities in Compasito and develop on the basis of this practice a companion type publication;
4. To create opportunities for participants to develop programs for using human rights education with children;



5. To use Compasito potential in the formal education with children either by teachers or by youth professionals / volunteers or youth associations working with children in schools.

## Activities

- trainings;
- activities with children;
- evaluation sessions;
- adapting and analyzing the Compasito manual and elaborating the Companion type publication at the Compasito manual with the active participation of children themselves.

The innovation character of the project is given by the participants, a mix group of educators / teachers and young professionals, as well as by the new human rights education manual – Compasito. The training for educators and applying the Compasito manual with children and young people are an original element and allows a long term use of the Manual.

## Results

- 18 activities from the Human Rights Education Manual – Compasito were translated, out of which 13 were adapted by the facilitators within 134 workshops, which were attended by over 380 children from the 6 selected schools;
- the Companion type publication was published in 300 copies, and it is also available for download on electronic format on APSD – Agenda 21 website.

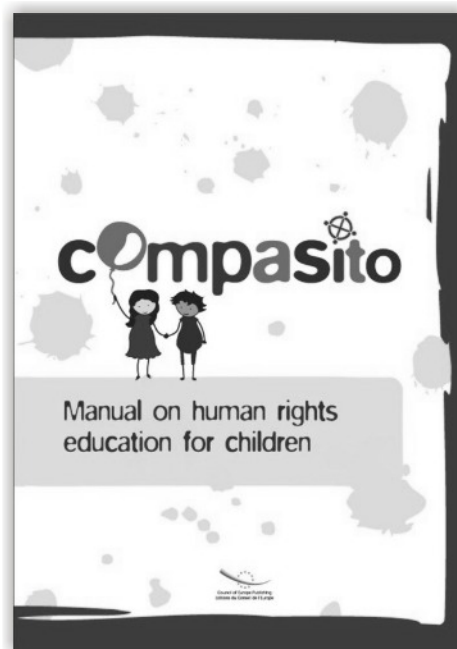
*“This project proved to be one of the most successful projects that the Association Assistance and programs for sustainable development – Agenda 21 has implemented in the field of human rights education for children and young people.*

*The success is first of all due to the seriousness, creativity and capacity of children to correlate the activities introduced by the project with their day by day activities. An important element which contributed to the success of the project came from our vision concerning children, which is different from the traditional one, since we see children as rights' holders, as partners in the development of the project and as evaluators of the implemented activities, roles that were naturally and without any effort handled by the children.*

*A significant role in this initiative was played by the facilitators (educators, teachers and young leaders) who managed to adapt every activity to the particularities of the group, to transform difficult and abstract concepts into realities known by the children, to use games for developing children's communication skills, to support and to reason their own ideas, to identify what role the rights they were learning about played in their daily life, to enhance critical thinking towards certain situations they were coping with in their families, schools or communities. By adapting and evaluating the activities, the facilitators greatly contributed to the elaboration and structuring of the materials that formed the basis of the creation of the current guide.*

*The project succeeded in changing even the perception that parents had on non-formal activities, often disregarded and considered “unimportant” for their children. This conception is a result of the novelty brought by the process of learning by experience on one hand and of an old educational ideal describing the ideal pupil as a child achieving great theoretical performances on all subjects and in all fields on the other hand. The activities introduced by the project created exactly that practical framework necessary for the children to use their knowledge, a framework capable to offer these children the possibility to test their ideas and express their opinion, to genuinely participate. A proof in this respect is the children's behavior after the activities, when they started to search for information on the topics discussed, shared what they found out with the others and had initiatives of mini-projects for solving certain problems identified in the community they live in.*

*All these aspects plead for and reinforce the importance that human rights education for small children has and thus, in this context, it reinforces the value and utility of Compasito as the main tool of this activity”. (Nina Cugler, Executive President, APSD - Agenda 21)*



## Co-financed by

European Council, through European Youth Foundation, D-HRE budget line

## Partner

Bucharest School Inspectorate

## Beneficiaries' testimonials

„I couldn't believe that I could chose if I want to participate or not and that I could express my opinion” (participant, 5th grade)

“I was very impressed by how important and educative these games are” (participant, 4th grade)

„There were students that during the activity expressed their opinion which were corresponding with the conclusions I wanted to draw after the activity. I think this is a huge plus, and the students were involved enough. They suggested that these activities should be developed more often, because they have a lot to learn about each other.” (facilitator)

„Everybody has the right to water ... I couldn't believe when I heard that there are people using 10 times less water than we do” (participant)

„Water problems are only in the desert, where there are no rivers and it doesn't rain.” (participant)

„The children were happy to participate in the activity; they thought it was exciting, interesting and especially important for their future behavior. Some of them supported the idea that now they will know how to behave when they will have their own families, they will know that men and women are equal in rights and they will know how not ever violate anybody's right.” (facilitator)

## 4. STRENGTHENING ENVIRONMENTAL GOVERNANCE IN BUCHAREST

### Description

The project entails a more sustained involvement of the civil society in the process of strengthening the institutional capacity of the local authorities for elaborating environment strategies and in the process of raising citizens' level of awareness in what concerns environmental issues within the community they live in and also working together with the public authorities for identifying and applying proper solutions.

**Period** July 2009 – December 2010

### Objectives

- Strengthening environmental governance in Bucharest, by importing the know-how offered by the Municipality of Askim, Norway;
- Educating the citizens, especially young people, to adopt a behavior characteristic of a sustainable life style.

### Proposed activities

- to realize a survey on Bucharest's citizens' view and their proposals regarding the identified environmental issues;
- 2 training sessions sustained by 5 Norwegian experts for 30 civil servants from the environment departments / directions from Bucharest City Hall, Bucharest Environment Protection Agency, Bucharest Environment Committee;
- to update the local Strategy and Plan of action for the environment (PLAM) for Bucharest based on the activity principles and directions. The focus will be to decrease the greenhouse effect produced by gases emission and other emissions in Bucharest air and waters;
- to produce an Environmental Policy Toolkit, a compendium of laws, tools, methodologies, standards and good practices that would support the decision making bodies in the elaboration of public policies in the field of environment protection;
- 3 Romanian experts will be invited to Norway, to participate in the National Conference on Climate Change at regional level;
- a 3 days study visit to Askim, Norway, for 2 Romanian experts;
- 2 meetings for 12 young leaders will be organized in Bucharest, for identifying the activities young people could get involved in as main actors of change and for organizing together a campaign for raising the awareness of Bucharest citizens in what concerns the environment;
- trainings for students and pupils (approximately 300 participants within 4 activities) for adopting a sustainable life style and for developing skills to develop projects for the community they are part of;



- to realize a 3 days Environment Event, organized by young people from Bucharest for convincing their co-habitants to adopt a healthy and friendly behavior in what concerns the environment they live in;
- to make up a network with partners from Norway, in order to create the premises for good practices exchange and to participate in common to activities regarding the environment, focused on the problems produced by the climate change.

## Results in 2009

- the realization of the „Citizens view on environment quality in Bucharest” survey. This was realized by IRSOP, on a representative sample and it includes citizens' view on Bucharest's environment issues, it identifies the solutions proposed by citizens to improve the environment quality, thus the inhabitants' quality of life. The survey includes an auto-evaluation component that points out the civic responsibility level towards maintaining a healthy environment, and it also underlines citizens' ecological behavior. The results of the study were presented by Mr. Petre Datculescu, Executive Director of IRSOP, within a conference, and the results are also available on electronic format on APSD – Agenda 21 website;



- **Study visit in Norway:** During November 4<sup>th</sup> – 8<sup>th</sup>, 2009, two Romanian experts from Bucharest City Hall, Mrs. **Monica Nazare** – Executive Director – Environment Protection and Eco-civic Education Direction and Mrs. **Daniela Stanculescu** – Adviser – Education Direction, visited the Askim City Hall – Norway and the Local and Regional Authorities Association Norway. The discussions envisaged common strategies regarding the sustainable development field, with an impact on reducing the gas emissions with greenhouse effect into the atmosphere and of other pollutants with effect in the air's, soil's and water's quality. The visit was an useful experience and good practices exchange in the field of environment protection. It also meant the preparation of a Climate Change Network, which will reunite city halls from Norway and Bucharest;
- **Eco-volunteers training, Bucharest:** 12 young volunteers were selected in October, November 2009, members of the eco-volunteers group for Bucharest. These participated in a training course, which took place between December 10<sup>th</sup> – 12<sup>th</sup>, 2009, in Busteni. The training's theme was sustainable development and it prepared the 12 participants in the field of developing a sustainable life style and in the field of writing project proposals.

## Co-financed by

Norway Government, through the Norway Program of Cooperation for economic growth and sustainable development in Romania.

## Partners

- Askim City Hall - Norway
- Bucharest City Hall
- Bucharest District City Halls
- Bucharest School Inspectorate
- Bucharest Environment Protection Agency
- Bucharest Environment Committee
- Ion Neculce High School
- Constantin Brancoveanu High School
- Media Technical College
- Emil Racovita National College
- Mihail Sadoveanu High School
- Nicolae Kretzulescu Commercial Superior School
- Matei Basarab National College
- Decebal High School
- Gheorghe Sincai National College
- Gheorghe Lazar National College
- Dumitru Motoc Food Industry Technical College
- Grigore Moisil High School

## 5. ABCD ... MULTIPLIERS FOR HUMAN RIGHTS

### Description

The project aims at improving the quality of the local projects and practices of human rights education with children and young people, by using and improving the multipliers' skills.

**Period** October 2009 – August 2010

### Objectives

- To make the participants familiar with the key concepts, the methods, the challenges of human rights education and the main priorities of the youth policies at European and local level;
- To introduce certain tools for educators, especially the *Compassito* and *Compass* manuals, as starting points for developing non-formal activities and for initiating projects with children and young people at local and / or international level;
- To encourage the elaboration and development of multiplying projects on human rights education with children;
- To inform the participants about the potential of European Youth Programs developed on citizenship, participation and human rights and exploiting the potential of the future European projects.



### Activities

The project aims at creating a model of implementation for the human rights education activities with children and young people, having youth as promoters. The multipliers will initiate and develop multiplication activities starting immediately after the training of trainers, in a tutoring period, when they will benefit from the support of two experts in project management and human rights education. It is estimated that during the 4 meetings that will take place in the tutoring period, at least 5 new projects will be elaborated. The project will use the non-formal education methods and a participative approach. Among the key methodological aspects, we mention: team work, active participation, theoretical, as well as practical approach, simulation exercises or study cases regarding the environment where the participants are doing their daily work.

### Results

- 20 multipliers trained on how to use certain tools for human rights educators: the *Compass*, *Compassito* and *Gender Matters* manuals;
- 4 working groups active in projects elaboration on human rights education themes.

### Co-financed by

European Council, through European Youth Foundation, D-HRE budget line

### Partner

Bucharest School Inspectorate

### Participants' testimonials

*"The participation in this project helped me improve my knowledge on human rights and on how these are applied in society. I learnt how our rights can be protected, by various ways. I experienced non-formal education techniques that I will use in my work as a volunteer."* (Georgiana Leahu, participant)

*"The project contributed to my training as an educator on human rights, as well as to improving my skills on project management. I learnt how to write projects for helping young people and children."* (Maria-Alexandra Popescu, participant)

*"The project gave me the opportunity to get trained in human rights education, to learn about the European Council's human rights education manuals, such as *Compass*, *Compassito* and *Gender Matters*, and it gave me the opportunity to realize activities to support personal development."* (Cristina Stefan, participant)

## 6. Youth in action, Sustainable Europe: tools for including young people

### Description

APSD – Agenda 21 representatives participated in Italy in a training on sustainable development, which involved 30 young people from 10 European countries (Romania, Bulgaria, Serbia, Bosnia, Albania, Macedonia, Portugal, Italy, Spain and Belgium).

**Period** July 12<sup>th</sup> – 21<sup>st</sup>, 2009

### Activities

The team formed by 3 persons (Daniela Serban, Diana Oancea, Valentin Beregan) brought their contribution to both workshops organized by the hosts (Communication and Education). The program, which lasted for 8 days, aimed at forming a team that is able to collaborate for the realization of some materials, with the purpose of disseminating messages regarding sustainable development and environment protection through a responsible behavior. The team building activities (ice-breaking games, forum theatre) were doubled since the beginning by visits to natural reservations (Punta Aderci, Penne) or to various areas of interest for the theme of the training (Ferma di Vaira, Vasto), thus succeeding to facilitate the collection of video, audio and photo materials for the communication workshop.

The methodology used throughout the entire duration of the program was *ORA – observe, rethink, act*. This was the base for realizing practical activities that involved the local community.



### Beneficiaries' testimonials

*“The project was an opportunity for me to understand the concepts of sustainable development, to see them applied even in a restrained space. It was also an opportunity to interact with the local community and explain them the benefits of these principles through multimedia materials that we worked on during the working visits. Last but not least, it was a chance to interact with people from other countries preoccupied by applying the methods of sustainable development and their dissemination. It was a unique experience that I would love to repeat any time.”* (Daniela Serban, participant)

## 7. National Volunteer Week

**Period** May 11<sup>th</sup> – 17<sup>th</sup>, 2009

### Objectives

- To promote volunteer work

### Activities

On May 16<sup>th</sup>, APSD – Agenda 21 participated with an interactive stand in the Volunteer Fest, within the **National Volunteer Week**, organized in Cismigiu Park in Bucharest. The two representatives of the organization offered information on the organization's main fields of activity and on the youth exchanges, they distributed the flyers and the materials realized in the past projects, as well as they gave details about the on-going projects. For the public, the most attractive were the projects related to young people's and children's civic education, especially those approaching children rights, such as *Student's Ombudsman*, which was by far the most interesting for those who visited the association's stand. Other projects that drew the attention were the ones aiming at reforming the public administration. The youth exchanges and the campaign for involving volunteers were illustrated by photos from various events attended by the association.

The National Volunteer Week is an event initiated and coordinated by Pro Vobis – The National Center for Volunteer Work, starting with 2002 and implemented in partnership with the National Network of Volunteer Work Centers and the local partners of the organization.

## The Volunteers Network

By the projects it implements, APSD – Agenda 21 aims, among others, at raising the Romanian citizens' level of civic involvement, offering to persons from all ages, social, professional etc. groups the opportunity to contribute to the improvement of the environment they live in.

In "Citizens' Charter" project, the volunteers teams played an important part, as they were the ones to apply the monitoring activity for the public institutions.

Especially young people are encouraged to get involved in the association's projects, this contributing to their personal and professional development. By getting confronted with new situations, by actively participating in the process of transforming the society they live in, by acknowledging the importance of their involvement, these become responsible citizens.

Here are some of their statements:

*"Numerous citizens stated that, in fact, "solving the problems doesn't depend directly on the employees or the place where I submit my request, but especially on where the request goes from there or in the end". Also, the interviewed persons were extremely interested in "deadlines to be communicated on time", as they are very well aware that the "system is the one that manages the public finances", that "the internal structure of the institution has improved lately".* (OF, monitor Bucharest)

*"The problems indicated by the citizens were numerous and diverse, meaning: they have requests submitted to the registry for a long time and no one gave them a clear answer; other respondents still don't know, after a very long time, who they have to address for solving a problem; others were confronted with a complete ignorance from the public administration's employees, and many stated that they are not interested in the careful look of the employees / the modern space, but in receiving an answer on time, in the deadlines to be communicated on time and in their problems being addressed and solved".* (OF, monitor Bucharest)

*"Among the problems mentioned by the citizens there were the lack of notice boards in the hallways of the institutions that could guide them, depending on the problem they had, to the office they were looking for. I witnessed a lot of cases where citizens were knocking from door to door, asking in the office who they need to address about the problem they have. In other cases, I could notice that the citizens were disoriented and reading the job titles on the doors if all the offices in order to find the one they were looking for. In what concerns the interviewed citizens, that interacted with other departments of DMPS Cluj, they were unsatisfied by staying on a line and by the absence of an informative office at the entrance (all the more so as the building hosts several local public institutions)".* (APZ, monitor Cluj, about DMPS)

*"It doesn't necessarily have to inspire me trust, because the respective employee might be a good person but transmitting a cold attitude. The idea is to receive clear answers to our problems and on time".* (SB, monitor, Cluj)

## Partnerships

In 2009, APSD – Agenda 21 developed or continued successful partnerships with:

- The National Agency of Civil Servants
- The Ministry of Education, Research, Youth and Sports
- UNICEF Office in Romania
- Bucharest School Inspectorate
- Askim City Hall – Norway
- Bucharest City Hall
- Bucharest District City Halls
- Bucharest Environment Protection Agency
- Bucharest Environment Committee
- Ion Neculce High School
- Constantin Brancoveanu High School
- Media Technical College
- Emil Racovita National College
- Mihail Sadoveanu High School
- Nicolae Kretzulescu Commercial Superior School

- Matei Basarab National College
- Decebal High School
- Gheorghe Sincai National College
- Gheorghe Lazar National College
- Dumitru Motoc Food Industry Technical College
- Grigore Moisil High School
- Vaslui City Hall
- Tulcea City Hall
- Drobeta Turnu Severin City Hall
- Tulcea County Prefect Institution
- Vaslui County Prefect Institution
- Mehedinti County Prefect Institution
- Cluj County Prefect Institution
- Romanian Radio Society

## Grants

In 2009, APSD – Agenda 21 obtained grants from:

- European Union, through Phare 2006 – Increasing the role of civil society in Romania's integration process
- European Council, through the European Youth Foundation, D-HRE budget line
- UNICEF Office in Romania
- Norway Government, through Norway Cooperation Program for Economic Growth and Sustainable Development in Romania

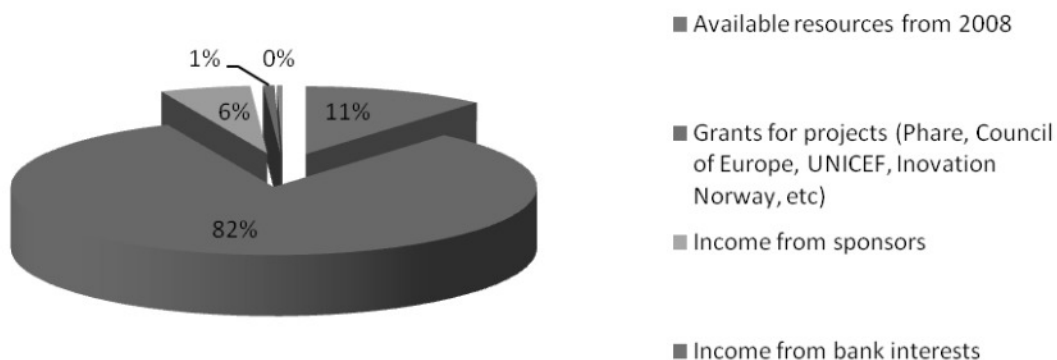
## Financial report 2009

<b>Available resources</b>	<b>RON</b>	<b>EURO</b>
Available resources from 2008	68,606.12	16,220.47
Grants for projects (Phare, Council of Europe, UNICEF, Inovation Norway, etc)	500,687.28	118,376.98
Income from sponsors	34,062.90	8,053.46
Income from bank interests	4,278.03	1,011.45
Foreign exchange gains	2,077.42	491.16
<b>TOTAL</b>	<b>609,711.75</b>	<b>144,153.53</b>

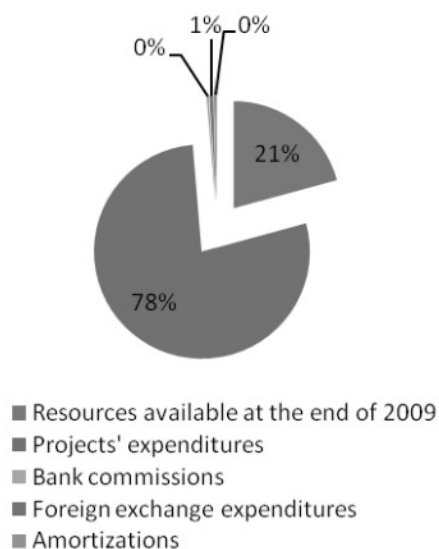
<b>Resources used</b>	<b>RON</b>	<b>EURO</b>
Resources available at the end of 2009	125,023.68	29,559.22
Projects' expenditures	468,798.16	110,837.47
Bank commissions	2,237.66	529.05
Foreign exchange expenditures	3,337.83	789.16
Amortizations	2,381.09	562.96
<b>TOTAL</b>	<b>601,778.42</b>	<b>142,277.86</b>

<b>Cash available</b>	<b>RON</b>	<b>EURO</b>
Balance at 31.12.2009 RON	59,773.97	14,132.30
Balance at 31.12.2009 EURO	65,249.71	15,426.92
<b>TOTAL</b>	<b>125,023.68</b>	<b>29,559.22</b>

## AVAILABLE RESOURCES



## RESOURCES USED



### Assistance and Programs for Sustainable Development - Agenda 21

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