

Implementing good practices and policies in Silesia, Poland



Regional Center of Competence in Silesia Region

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1. Situation in Silesia



- Silesia: 361143 (84% of total) companies are registered through the OSS
- Number of mandatory procedures to set up a business: 4
- Time needed to set up a business: 14-143 days
- OSS existing in Poland since 01.04.2009
- In the „Easyness of Doing Business” ranking Poland on 72nd place („Doing Business 2010”)



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1. Situation in Silesia



➤ Main tasks of OSS

Activities:	in Silesia	In other countries
providing information on how to establish a business	Partly	Yes
Collecting applications for the establishment of a new enterprise.	Yes	Yes
Collecting applications, permit granting and obtaining authorizations from the institutions involved in the procedure of setting up a new business.	No	Yes
Collecting applications, permit granting and obtaining authorizations from the institutions involved in the administrative procedures concerning the already existing enterprises	No	Yes
Advisory services for the business founders and those already running a business	No	Yes
Electronic procedures	Partly	Yes

2. What we did in this project



- Report of the context analysis carried out in Silesia Region;
- Interregional thematic and training seminars on the main issues of relevance for the project;
- On site visits;
- Staff exchange;
- Feasibility studies for a tailor-made transfer and implementation of the good practice of Regional Center of Competence into Silesia Region.

3. Good practice – Regional Center of Competence



A Regional Centre of Competence (RCC) for One-Stop Shops (OSS) is defined as a non-profit or profit organization whose main objective is to develop specific actions to support the operation of OSS in a region, contributing to the economic growth of the region by facilitating business start-ups and providing a better support to entrepreneurs.



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3. Good practice – Regional Center of Competence



The 4 main tasks:

- analysis of the current legal and economic circumstances - **OBSERVATORY**,
- advice for OSS staff on four key areas: law, technology, marketing and organization - **ADVISING**,
- training programs dedicated to OSS staff and institutions linked with OSS activities - **TRAINING**,
- promotion of the OSS idea and joint achievements of all project partners - **PROMOTION**.

3. Good practice – Regional Center of Competence



Observatory

An Observatory module that assesses the current regional socioeconomic situation in order to support the set-up of new OSSes. It will also monitor the performance of each individual OSS and evaluate the obstacles that may prevent them from running smoothly. Additionally it will also monitor the latest information about administration solutions for OSS and processes and recommendations of simplification of the bureaucratic procedures of the public services provided by OSS.

3. Good practice – Regional Center of Competence



Advisory, consultancy and assistance

An Advisory and Support module that carries out the core activities of the OSS, giving support to the OSS managers, to the OSS employees and to the regional and local authorities on the four main areas: legal, technological, marketing of the territory and organizational. These four areas were identified as the core ones for efficient provision of OSS services.



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3. Good practice – Regional Center of Competence



Training

Training module offers knowledge to OSS staff and to third bodies connected with OSS's activities. Online (elearning) and face-to-face courses, as well as paper-based documentation on guidelines are the main means, which will be focused on the procedures regarding business creation, the procedures for contacting third bodies, and the novelties on legal and technical aspects of OSS activities. Training module supports the other third modules by creation of the knowledge base for all who deal with the OSS operation.

3. Good practice – Regional Center of Competence



Information and communication

This module is about to that promote OSSes and disseminates the achievements of the OSS network and benefits among its stakeholders in the region among their end-users and around on the national or interregional (possibly as well as international) level.



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4. What we are doing now



During ICHNOS + project development, a new OSS was established in the Plaza shopping center in Ruda Slaska. From the very beginning, this OSS has been receiving a significant support from Ruda Slaska Business Incubator. Our help focuses on providing consultancy and advising services to the visiting citizens who think of starting a new, own business. We also advice how and where to apply for external financing dedicated to:

- OSS staff
- people who want to set up a new business
- already existing SMEs

**For us this is the first step to acquire the status of
the Regional Centre of Competence**



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5. Next steps



- identification of the stakeholders,
- creation of the RCC within the structure of Ruda Slaska Business Incubator,
- identification of RCC staff training and advisory needs,
- preparation of the application for funding to the Operational Program - the Human Capital – activity 5.2,
- implementation of 4 RCC modules – ESF funding,
- creating of the OSS website

Thank you for your attention!

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