



Developing One Stop Shops for Entrepreneurs. Conclusions from ICHNOS PLUS Project.

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New Ways to Competitiveness - from European Cooperation to Local Action
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The ICHNOS Plus project



Title of the project: Innovation and CHange: Network of One-stop-Shops - Plus

Programme: INTERREG IVC

Type of intervention: Capitalisation

Sub-theme: Entrepreneurship and SMEs

Start date: July 2008

End date: June 2010



PROJECT IS PART-FINANCED
BY THE EUROPEAN UNION

Partnership



6 partners from 6 European Countries:

1. Ancitel Sardegna (Lead Partner) - Italy
2. CESGA, Supercomputing Centre of Galizia - Spain
3. Vysocina Region – Czech Republic
4. North Aegean Region - Greece
5. Tartu Scientific Park - Estonia
6. Ruda Slaska Business Incubator – Silesia - Poland



Background & Objectives



ICHNOS PLUS builds on the experience of the existing project ICHNOS (Innovation and CHange: Network of One-stop Shops for Business) funded under the INTERREG IIC programme, concluded in April 2007.

As a capitalisation project, the main aim of ICHNOS PLUS is to enhance and transfer the results of the ICHNOS project into the Operational Programmes of the Structural Programmes of partner Regions,

- mainly the **model of Regional Centre of Competence (RCC) for One-Stop Shops for business (OSS)**.

Contributing to the promotion and spreading of one-stop-shops for start-ups within the European regions



OSS and Policy

- Why do we need a RCC (Regional Centre of Competence)?
 - to promote the set up of OSSes in the regional territory
 - to support the development of OSSes
 - to improve their services and strengthen their role
 - to guarantee technological support and assistance
 - to offer a regional vision about economic development

Main results:

- Create a network of OSSes in the territory
- RCC as an organism of promotion of new SMEs and new development

Essential elements of the capitalisation projects



- Starting point: **pool of good practices** made available by the project
- Key actors: **managing authorities responsible for structural funds** and relevant regional/national policy-makers
- Main activity: exchange of experience on **transferring good practices to Structural Funds Operational Programmes**
- Main result: developing an '**Action Plan**' for all participating regions

Good practices made available by ICHNOS Plus



1. The Regional Centre of Competence (RCC) an organizational model for the coordination and support of the network of One One-Stop Shops (OSSes) for business
2. A set of technology tools, mainly software, to support both internal (Back Office) and external (Front Office) processes of OSS
3. A database “SPORTEELLO” containing detailed information related to the procedures required for starting and operating a business
4. A training model for the OSS staff
5. The virtual OSS: a website containing all the information regarding business start-up

Involvement of managing authorities responsible for Structural Funds and policy-makers



- **Face to face visits and inter-institutional visits** between partners and Authorities to raise their awareness on the good practices; updated them on the progress and get their commitment for the implementation into the OP
- **Participation in interregional activities** organised by the project for the exchange of experience with other partners



Main activities for the exchange of experience



- **Peer-to-peer visits** of selected organizations and institutions acting in support of entrepreneurship in partner regions were arranged. During all visits, participants got information about business support programmes, procedures and different systems dealing with business start-ups and administrative simplification.
- **Staff exchanges** between more and less experienced partners were undertaken for a better understanding of the good practices. Activities included visits; meetings and interviews with policy makers and managers. Lessons from national and regional evaluations are referred to in the subsequent reports.

Main activities for the exchange of experience



- **Three interregional seminars** with a more theoretical and training approach, had the result to analyse partners specific contexts and constrains; and have open debate on the items addressed
- **Dissemination activities:** dissemination events were organised to promote the project objectives and raise the awareness of policy and decision makers and relevant stakeholders, and present the project results. Other dissemination activities included: news on the project websites; brochures, newsletters, articles appeared on newspapers and specialised press and face to face meeting to foster closer contacts with relevant policy and decision makers.

Main outputs and results



- 1 Report of the context analysis carried out in the six partner Regions investigating the socio-economic context and the state of the art related to OSS;
- 1 Toolkit containing instructions and guidelines for the creation and development of Regional Centre of Competence for OSS network;
- 3 Interregional thematic and training seminars on the main issues of relevance for the project;
- 5 On site visits;
- 3 Staff exchanges;
- 6 Feasibility studies to analyse the feasibility for a tailor-made transfer and implementation of the practices into each partner region;
- 6 Action Plans (one for each participating region).

Main outputs and results



- 24 staff members with increased capacity resulting from the exchange of experience at interregional events
- 2 regional/local policies and instruments improved in the field tackled by the project:
 - creation of the Contact Centre of the Vysocina region. Its objective is to provide equal and transparent access to information concerning relations citizens – public administration and citizens – region, regardless of communication means, from anywhere anytime.
 - a one-stop-shop for all citizens was opened in the shopping centre in Ruda Slaska by the City Council where it would be possible to start-up a company. Since January 2009, the Polish partner, Ruda Slaska Business Incubator, is rendering advisory services about how to set up a business, what are the rules about running a business, from where to get money to start and run a business.

Action Plans developed

Partner	Good practice	Source of funding (EUR)	Amount of funds	Authority signing the Action Plan
Ancitel Sardegna	RCC model: part of territorial marketing	ERDF ROP	300.000,00	Regional Programming Centre of Sardinia - MA for the ERDF ROP
Cesga	a) E-Learning platform for entrepreneurs and business consolidation (GP's 2,3&4); b) Galician Virtual OSS (GP's 1,2,&5)	a) ESF b) Regional funds	a) Roughly 35.600 a year (177.800 in 5 years) b) 200.000 € per year	IGAPE on behalf of Directorate, General for Planning and Funds, Galician Treasury Ministry, Government of Galicia (Managing Authority responsible for monitoring the ERDF in Galicia)

Action Plans developed

Partner	Good practice	Source of funding (EUR)	Amount of funds	Authority signing the Action Plan
Vysocina	Contact Centre of Vysočina Region, based on the RCC model for transparent access of citizens to any public information,	ROP NUTS 2 South-east	Circa 40.000,00	Office of the Regional Council of the South-East Cohesion Region
North Aegean	<ul style="list-style-type: none"> Technology tools to support Back and Front Office processes of OSS; Training model for the OSS staff 	National Structural Funds	Not yet known	MA for the OP 'Competitiveness'

Action Plans developed

Partner	Good practice	Source of funding (EUR)	Amount of funds	Authority signing the Action Plan
Tartu Science Park	Virtual one-stop-shop for entrepreneurs in Tartu region	Tartu City Government	20.000,00 per year	Tartu City Government
Ruda Slaska Business Incubator	<ul style="list-style-type: none"> • Regional Centre of Competence • Training programs for OSS staff and institutions linked with OSS activities 	<ul style="list-style-type: none"> • ESF national Structural Funds • Human Capital OP 	400.000,00	MA of Silesia ROP (Marshall Office - SF Department for the regional components of the Human Capital OP).

Thanks for your attention!

More information:

www.ichnos-project.org

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